

Our reference: qA122570
Enquiries to: Service@es.govt.nz

26 March 2026



Clampett Trust
fyi-request-33814-97fc015e@requests.fyi.org.nz

Dear Clampett Trust

Official Information Request for delegation instruments or service agreements of DMC

I refer to your official information request dated 24 February 2026 for Delegation Instruments for MWLASS and Debt Management Central (DMC)

Part of the information you have requested is enclosed. However, we have decided to refuse your request for information which relates to the service agreement with Debt Management Central under Section 7(2)(b)(ii) of the LGOIMA as it's a commercial contract and its release would be likely to unreasonably prejudice the commercial position of the parties.

Summary of contractor services for debt collection

Environment Southland engages Debt Management Central (DMC) to undertake debt collection processes on its behalf from time to time, subject to the specific circumstances of any particular debt owed to Council and the circumstances of the debtor.

Council pays a commission to DMC for the provision of those debt collection services.

The specialist debt collection services provided by DMC to Council include:

- Prompt and appropriate procedural steps taken on behalf of Council for collection purposes
- Managing communications and correspondence with debtors
- Facilitating payment arrangements (e.g. direct debits)
- Monitoring arrangements and automated follow up with debtors
- Use of specialist systems to support services
- Managing debt portfolios efficiently and effectively
- Managing costs of debt collection and supporting recovery of those costs where appropriate
- Providing reporting in line with Council financial requirements

Delegations and MWLASS

For now
& our future

Council has not delegated statutory authority to Manawatū-Whanganui Local Authority Shared Services (MWLASS) for debt recovery activities.

Accordingly, Council does not hold delegation instruments, sub-delegations, or other documents of the type described in your request.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact the organisation at service@es.govt.nz

Yours sincerely

A handwritten signature in black ink that reads "Patrick Ng". The signature is written in a cursive, slightly slanted style.

Patrick Ng
General Manager Corporate Services