

22 April 2026

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Our ref: OIA 131189

Tēnā koe Spencer

Official Information Act request: Supervised contract provider payments

Thank you for your email of 21 March 2026 to the Ministry of Justice (the Ministry), requesting information under the Official Information Act 1982 (the Act), regarding payments to supervised contract providers. Specifically, you requested:

I am aware of the existence of a dataset showing total payments made to supervised contact providers for the 2023/2024 financial year, including a table titled:

“Total payment made to individual providers by financial year 2023/2024”

This table includes named providers such as (but not limited to):

- *aDapt Family Solutions*
- *Care Solutions NZ Ltd*
- *Catholic Family Support Services*
- *Barnardos New Zealand*

However, I have been unable to locate any corresponding Official Information Act request or public release containing this dataset.

Accordingly, I request:

1. Source and disclosure records

- a) Any OIA requests, responses, or releases (including partial releases) that contain or relate to this dataset or table.*
- b) Any internal disclosure logs, registers, or tracking records recording the release of this dataset.*
- c) The date(s) on which this dataset was compiled and/or released.*

2. The underlying dataset

- a) The full dataset used to generate the table of supervised contact provider payments for the 2023/2024 financial year.*

Any equivalent datasets for:

- a) 2021/2022
- b) 2022/2023
- c) 2023/2024

3. Methodology and definitions

Documentation describing:

- a) *how "provider" is defined*
- b) *how "total payment" is calculated*
- c) *whether totals include GST*
- d) *whether totals include administration or only direct service payments*

4. Contracting and funding framework

The funding model used for supervised contact providers, including:

- a) *payment basis (hourly, sessional, contract, etc.)*
- b) *procurement or panel selection process*

5. Analytical or policy material

Any internal analysis, briefing, or advice concerning:

- a) *distribution of payments across providers*
- b) *high-value providers*
- c) *duration or continuation of supervised contact arrangements*
- d) *any identified risks relating to provider incentives or service duration*

I will address each of your questions in turn.

In response to questions 1(a) and 1(c), I can advise that a previous OIA request was received and responded to on 26 September 2024. The information contained within that request was compiled on 13 September 2024 and released on 26 September 2024.

The dataset used in the previous OIA request is currently under review. The Ministry can provide you a copy of the supervised contact provider payments table once the review has been completed. Please confirm if you would like to receive a copy of the table when it becomes available.

In response to question 1(b), the only information held relating to tracking the record of this release is a Ministry *OIA Information Sheet*. This record is being withheld under section 9(2)(g)(i) to maintain the effective conduct of public affairs through the free and frank expression of opinions.

In withholding information under section 9 of the Act, I have considered the public interest and do not consider that it outweighs withholding the information at this time.

In response to questions 2(a)-(d), the full dataset from the previous response includes court information which is excluded from the Act under section 2(6)(a). For the purposes of the Act, the Ministry holds only aggregated statistical information, such as those that were provided in table format in response to the previous request. This part of your request is therefore refused under section 18(g)(i) on the grounds that the information requested is not held by the Ministry or any other agency subject to the Act.

In response to questions 3(a)-(d), regarding methodology and definitions, I can advise that in the context of supervised contact services, the Ministry uses the term “provider” to refer to an organisation who receives referrals under section 59 of the Care of Children Act 2004. Total payment is calculated as all payments made to a provider, as recorded in the Ministry’s Financial Management Information System. Totals are GST exclusive, and include payments for assessments, supervised contact sessions, and associated administrative costs.

In response to questions 4(a), regarding supervised contact session funding frameworks, please refer to **Table 1** attached which provides information about supervised contact provider rates and sessions.

In response to question 4(b), I can advise that supervised contact providers are not appointed following a procurement or panel selection process. Instead, providers may receive referrals after becoming an approved provider in accordance with the [Practice Note: Children’s Supervised Contact](#) issued by the former Principal Family Court Judge.

In response to question 5, I am refusing this part of your request under section 18(e) of the Act as the information does not exist.

Please note that this response, with your personal details removed, may be published on the Ministry website at: [Official Information Act responses | New Zealand Ministry of Justice](#).

If you are not satisfied with this response, you have the right to make a complaint to the Ombudsman under section 28 of the Act. The Office of the Ombudsman may be contacted by phone on: 0800 802 602, by email at: info@ombudsman.parliament.nz, or via the webform: [Make a complaint \(for members of the public\) | Ombudsman New Zealand](#).

Nāku noa, nā



Jacquelyn Shannon
Group Manager, Courts and Tribunals, Regional Service Delivery

Table 1: Supervised Contact rates

Task	Fees from 1 July 2022	Fees from 1 July 2023	Fees from 1 July 2024
Initial Assessment	\$103.50 per hour (GST inclusive)	\$115 per hour (GST inclusive)	\$126.50 per hour (GST inclusive)
	\$90 per hour (GST exclusive)	\$100 per hour (GST exclusive)	\$110 per hour (GST exclusive)
	Maximum claim per referral: \$517.50 (GST inclusive)	Maximum claim per referral: \$575 (GST inclusive)	Maximum claim per referral: \$632.50 (GST inclusive)
	Maximum claim per referral: \$450 (GST exclusive)	Maximum claim per referral: \$500 (GST exclusive)	Maximum claim per referral: \$550 (GST exclusive)
Supervised Contact Session	\$103.50 per hour (GST inclusive)	\$115.00 per hour (GST inclusive)	\$126.50 per hour (GST inclusive)
	\$90.00 per hour (GST exclusive)	\$100 per hour (GST exclusive)	\$110 per hour (GST exclusive)
	Maximum claim per session: \$258.75 (GST inclusive)	Maximum claim per session: \$287.50 (GST inclusive)	Maximum claim per session: \$316.25 (GST inclusive)
	Maximum claim per session: \$225 (GST exclusive)	Maximum claim per session: \$250 (GST exclusive)	Maximum claim per session: \$275.00 (GST exclusive)

Notes for Table 1:

- The Ministry generally expects each contact session to be 2 hours of contact time.
- A further 30 minutes is payable for administration and report preparation.
- If providers do not offer a 2-hour supervised contact session, they will need to claim at the hourly rate.
- Each referral is payable at the above rate.

Travel costs

- Travel costs are only reimbursed with the prior approval of the Court, if the Court requests a provider to travel.
- If approved by the Court in advance, mileage can be claimed at the rate set by the Inland Revenue Department.
- Travel time will not be reimbursed.

Released Under the Official Information Act 1982