



Reference: 26-OIAD-006

9(2)(a)

15 June 2026

Tēnā koe

## Response to your Official Information Act Request

Thank you for your email of 1 June 2026 requesting the following under the Official Information Act 1982 (the Act):

- a. Over the past 3 years (2023, 2024, 2025), how many Official Information Act (OIA) and Privacy Act (PA) requests has your agency received, provided by a breakdown by year?
- b. How many of these requests have been transferred to another agency for action, and/or the percentage that would have been transferred?
- c. Please provide any recorded incidents or notifications of accidental or unauthorised release of information (in breach of PA/OIA Acts).
- d. How many of these incidents were reported to the Office of the Privacy Commissioner and the Office of the Ombudsman?
- e. How many complaints were made to the Privacy Commissioner and the Ombudsman regarding delays or timeliness increased in responding to OIA or PA requests?
- f. Please provide the number of requests declined each year, broken down by the grounds for refusal.
- g. How many requests were declined on the grounds that the requester could not establish identity? And does your agency require any eligibility or identity checks for PA and OIA requests?
- h. Does your agency charge for providing OIA information? If so, how many requests incurred charges in 2023, 2024, and 2025?

Aroturuki Tamariki, the Independent Children's Monitor, checks that organisations supporting and working with tamariki, rangatahi, and their whānau are meeting their needs, delivering services effectively, and improving outcomes.

We monitor compliance with the Oranga Tamariki Act and the associated regulations, including the National Care Standards. We also look at how the wider oranga tamariki system is supporting tamariki and rangatahi under the Oversight of the Oranga Tamariki System Act 2022.

As an evidence-informed organisation, Aroturuki Tamariki collects, uses, shares and stores a range of data and information.

We are committed to respecting the information we hold and to keeping it safe. We have systems and safeguards in place to control how we collect, manage, use and share information. We also have obligations under the Oversight of Oranga Tamariki System Act 2022, and our [Information Rules](#), which details how we handle the information we collect.

I have interpreted the scope of your request to be for:

- a. The number of those requests that were transferred to another agency in full or in part.
- b. The number of recorded incidents or notifications of accidental or unauthorised information released in breach of PA or OIA Acts.
- c. The number of those incidents reported to the Office of the Privacy Commissioner or the Office of the Ombudsman.
- d. The number of complaints made to the Privacy Commissioner and the Ombudsman regarding delays or timeliness of responses to OIA or PA requests.
- e. The number of requests declined each year, broken down by grounds for refusal.
- f. The number of requests declined on the grounds that the requester could not establish identity.
- g. Whether Aroturuki Tamariki uses eligibility or identity checks for PA or OIA requests.
- h. Whether Aroturuki Tamariki charges for providing OIA information.
- i. The number of requests that incurred charges in 2023, 2024, and 2025.

Parts a and b of this request are refused under section 18(d) of the Act as *the information is publicly available* here: <https://www.publicservice.govt.nz/guidance/official-information/oia-statistics>.

Part f of this request: between 1 July 2023 and 30 June 2025, Aroturuki Tamariki refused ten OIA requests in part or in full. Broken down by year, these were:

2023: 3 – all refused under 18(e)

2024: 4 – two refused under 18(e), one under 18(g), one under 18(d)

2025: 3 – two refused under 18(e), one under 9(2)(a), 9(2)(g)(i) and 9(2)(g)(ii).

In relation to parts c, d, e, g, and j of this request:

- c. zero recorded incidents or notifications of accidental or unauthorised information released in breach of PA or OIA Acts

- d. zero incidents reported to the Office of the Privacy Commissioner or Office of the Ombudsman
- e. zero complaints made to the Privacy Commissioner and the Ombudsman regarding delays or timeliness of responses to OIA or PA requests
- g. zero requests declined on the grounds that the requester could not establish identity
- j. zero requests that incurred charges in 2023, 2024, and 2025

In relation to part h of this request, Aroturuki Tamariki applies eligibility checks for Official Information Act requests in accordance with the Act. We do not generally require requesters to verify their identity for OIA requests. For Privacy Act requests, we require requesters to verify their identity or provide evidence of authorisation when acting on behalf of another person, to ensure personal information is released appropriately.

In relation to part i of this request, Aroturuki Tamariki has not charged to provide a response under either Act.

In terms of section 9(1) of the Act, I am satisfied that, in the circumstances, the withholding of this information is not outweighed by other considerations that render it desirable to make the information available in the public interest.

You have the right to seek an investigation and review by the Office of the Ombudsman of my decision to withhold information relating to this request, in accordance with section 28(3) of the Act. The relevant details can be found on their website at:

[www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Please note that due to the public interest in our work, Aroturuki Tamariki publishes responses to requests for official information on our [OIA responses page](#). If you have any queries about this, please feel free to contact us on [info@aroturuki.govt.nz](mailto:info@aroturuki.govt.nz).

Ngā mihi nui



Arran Jones  
Chief Executive