



15 October 2025

CRO OIA 801-25

[REDACTED]

Tēnā koe [REDACTED]

I refer to your request received by the Crown Response Office (CRO) on 18 September 2025, which has been considered under the Official Information Act 1982 (OIA). You requested the following information:

*Please provide the names of all NGOs, faith-based organisations, school Boards and other external organisations or individuals who have been contacted in relation to redress.*

*Please provide (both agencies) copies of any a copy of any emails, reports, advice, recommendation, decisions and other relevant documentation, including meeting notes, relating to the above.*

*I am happy to limit the timeframe to 1 January 2025 until today, and I do not require purely administrative communications (such as setting up meeting dates), the names of any junior staff, or the contact details of any staff.*

CRO notes you also made this request to the Ministry of Social Development. This response addresses information held by CRO only.

### **Scope of your request**

We note the wide scope of this request, as it encompasses almost all redress work done by CRO since January 2025. As you will appreciate, work on redress is a collaborative process with many external groups with whom CRO has regular contact.

This includes, but is not limited to, contacting groups via a range of avenues. This is work done daily by many staff across CRO, such as sending the Panui newsletter to a number of stakeholders, responding to correspondence coming to us, our outreach for information to support advice to Minister's, and ongoing Policy work on wider State and non-State redress.

### **Names of individuals**

In addition to seeking details of organisations, your request also asks for names of "all individuals who have been contacted in relation to redress." This would involve many names, including all individuals who receive our pānui/newsletter who CRO regularly contact in relation to redress. It also includes those we are working with on Lake Alice Redress.

It is unlikely we would release the names of individuals who have been contacted in relation to redress under s9(2)(a), to protect the privacy of these individuals. Release of these details could breach our responsibilities under the Privacy Act and its principles. While it is unlikely the names of individual's could be released, the OIA requires agencies to collate this information regardless of whether it is subsequently released.

**Decision on your request**

Given the considerations above, a substantial amount of work would be required to research and collate the information you have requested, part of which is unlikely to be released for the reasons outlined above. I am therefore refusing your request under section 18(f) of the OIA. In doing so, I have considered if fixing a charge or extending the timeframe would remove the reason for refusal but believe that taking either of these steps would not remove the reason for refusal and that researching and collating the information requested would unreasonably interfere with the operations of the CRO.

When making requests in the future we would recommend narrowing your scope to:

- What aspect of the CRO's redress work programme you are wanting information on e.g. wider state, non-state, top up payments.
- Clarifying whether you are interested in information relating to the development of policy or information on progress of implementation e.g., data on payments to date.
- Clarifying the type of contact CRO has with external organisations e.g. organisations CRO has proactively reached out to.

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 via [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Nāku noa, nā



John Henderson  
**General Manager, Enabling Services**