



Headquarters  
New Zealand Defence Force  
Defence House  
Private Bag 39997  
Wellington Mail Centre  
Lower Hutt 5045  
New Zealand

OIA-2026-5728

22<sup>nd</sup> April 2026

Dear [REDACTED]

I refer to your email of 26 March 2026, requesting under the Official Information Act 1982 (OIA) information concerning *the major types of request received by your agency, so as to get a better picture of its OIA workload*. As you are referencing the data published by Te Kawa Mataaho Public Service Commission, this is only for completed requests in a reporting period, not the number of requests received. The New Zealand Defence Force does not maintain a record for all requests received.

- \* What sources are included in the OIA statistics your agency submits to TKM?*
- \* For each of these sources, when was it added to the statistics submitted to TKM?*

The requests completed/response data reported to Te Kawa Mataaho Public Service Commission is for those that are considered under the OIA. These responses are predominantly managed by Defence Public Affairs (DPA), the Personnel Archives and Medals team (PAM), and the Office of the Chief of Defence Force (OCDF). Data from PAM was included from 1 July 2020.

- \* For each of these sources, how is it tracked and how are statistics compiled? Is it in a general database, or a specific tool? If a general request database, how is the separate request type identified?*

Each of the three sources listed above use different “tools” to gather the required data for Te Kawa Mataaho Public Service Commission reporting.

- \* For each of these sources, the number of requests in that source, the number which were processed within legislated timeframes, and the number which were late, for the July - December 2020, January - June 2025 and July - December 2025 periods.*

A breakdown of the reporting figures for 2020 are no longer available. The below table provides the data for 2025 responses.

DPA

Period	Responses completed	Responses not meeting legislated timeframe
Jan-Jun 2025	346	12
Jul-Dec 2025	289	9

## PAM

Period	Responses completed	Responses not meeting legislated timeframe
Jan-Jun 2025	2,189	483
Jul-Dec 2025	2,450	1,424

## OCDF

Period	Responses completed	Responses not meeting legislated timeframe
Jan-Jun 2025	188	28
Jul-Dec 2025	199	40

*\* If available, I would also like a breakdown of the types of \_requester\_ (e.g. media, employee, NGO, political party, individual) and common types of request (policy information, information on rules/policies/procedures, service records etc).*

This information is not comprehensively recorded across the New Zealand Defence Force. For your information, DPA manages responses to media queries; PAM manages responses to individuals seeking copies of personal files; and, OCDF manages responses received directly by Headquarters New Zealand Defence Force, through the Defence Force website, referred by other parts of the Defence Force, and those transferred to the Defence Force by other government agencies.

In accordance with section 28(3) of the OIA, you may ask an Ombudsman to review this response to your request. Information regarding the process is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website, with your personal information removed.

Yours sincerely

**GA Motley**

Brigadier

Chief of Staff HQNZDF