

28 April 2023

John Luke
fyi-request-22234-c1f82ab8@requests.fyi.org.nz

Tēnā koe Mr Luke

Thank you for your request to Kāinga Ora – Homes and Communities under the Official Information Act 1982 (the Act), received on 28 March 2023. You requested the following information:

“May I kindly request an updated org chart of the staff-in Kāinga Ora. Please supply the name of each position holder, if they are public facing staff member. I am happy for you to not provide the staff name if they are back office or none public facing staff member. For example, I aware some staff are dealing with developer or buyer directly in assisting their kiwi build related projects.”

I note that this request was lodged in response to a request from Kāinga Ora for clarification of an Official Information Act request that you made on 24 March 2023 for “the org chart with name and position of your kiwibuild unit.”

In our request for clarification dated 27 March 2023 we advised that there is no longer a standalone KiwiBuild unit and that operation of the programme is shared between Kāinga Ora and the Ministry of Housing and Urban Development. We also shared a link to a previous request that provided our organisational chart as at 19 July 2022 (<https://kaingaora.govt.nz/assets/Publications/OIAs-Official-Information-Requests/August-2022/9-August-2022-Kainga-Ora-Organisational-Charts.pdf>). I consider this decision letter concludes both your 24 March and 28 March requests.

I have decided to release the current organisational chart for Kāinga Ora to you with the names of 11 staff withheld under section 9(2)(g)(ii) of the Act. This information is withheld to maintain the effective conduct of public affairs through the protection of such Ministers, members of organisations, officers, and employees from improper pressure or harassment. I note that the requested information will be published online and I consider the need to protect those staff from threats and harassment, and to ensure their wellbeing, outweighs any public interest in their names being released.

Kāinga Ora is a large organisation, with a number of business groups and our organisational chart only allows for six levels of the organisation to be shown at once. We have therefore separated the organisational chart into 14 files, as detailed in the attached document schedule, and provided with this letter. One file is provided for the Chief Executive and his direct reports, and another for each of the direct reports and their business group. A separate file is provided for the Senior Marketing Manager Projects in our National Services Group as this team differs from our standard team.

Kāinga Ora does not maintain an up to date list of public facing vs back office staff, however, we have previously identified the number of roles that are front line or non-front line in our 2021/22 Annual Review (see <https://www.parliament.nz/resource/en->

[NZ/53SCSS_EVI_128641_SS5234/7035c8755fe3086b9d90c3d2ee09af206ca5975c](#) q 67 p 56). Front line roles were described as “*people in the organisation who interact frequently with a customer to meet their needs or meet the organisation’s business needs.*”

The list developed for our Annual Review response has been used to identify which employees should be named in the organisational charts being released to you. This list has been updated to include new roles created since our Annual Review response was provided. Obvious inconsistencies or errors have also been corrected to ensure roles with the same job title are treated the same way. It is important to note however, that this list represents an assessment made at a point in time, and that the balance of front line and non front line roles varies in response to our business needs.

The organisational charts provided include permanent and fixed term roles only. They exclude roles filled by casual staff or contractors, except where a contractor is backfilling an established position. Positions covering employees on parental leave or Leave Without Pay (LWOP) are also excluded and individuals working in front line roles who are on parental leave or LWOP will be listed in their substantive role. In some cases individuals on secondment may appear twice in the organisational chart, in both their seconded and substantive role. If a role is vacant this has been included with the name “VACANCY”.

I trust this information meets your needs and helps illustrate the overall structure of our organisation. Please don’t hesitate to get in touch if there is further information we can provide.

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

Please note that Kāinga Ora proactively releases its responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/> , with your personal information removed.

Nāku noa, nā



Alex Travis
Manager, Government Relations (Acting)

Attachment 1: Schedule of documents

#	Description of document
1	Organisational Chart Chief Executive – Kāinga Ora
2	Organisational Chart Deputy Chief Executive – Auckland and Northland
3	Organisational Chart Deputy Chief Executive – Central
4	Organisational Chart Deputy Chief Executive – South Island
5	Organisational Chart General Manager – Commercial
6	Organisational Chart General Manager – Construction and Innovation
7	Organisational Chart General Manager – Delivery Transformation
8	Organisational Chart General Manager – National Services
9	Organisational Chart General Manager – People, Governance and Capability
10	Organisational Chart General Manager – Strategy, Finance and policy
11	Organisational Chart General Manager – Urban Development and Delivery
12	Organisational Chart General Manager – Urban Planning and Design
13	Organisational Chart Ringa Raupa Deputy Chief Executive – Māori
14	Organisational Chart Senior Marketing Manager – Projects (National Services)