

10 April 2026

[REDACTED]

[REDACTED]

Dear [REDACTED]

Official Information request and response

Thank you for your request under the Official Information Act ("OIA") dated 7th April 2026.

You have requested:

All official information held by your (our) agency from January 2019 to the date this request is processed relating to agency wide client decision making policies, criteria, guidance, and related records.

This includes, but is not limited to:

- policies, manuals, operational guidance, and internal rules used when making decisions affecting clients*
- criteria, thresholds, frameworks and decision making tools used by staff and what delegated authority that these decisions were made*
- training materials, practice notes, and instructions given to staff about client decision making*
- reports, audits, reviews and evaluations concerning how client decisions are made*
- communications, briefings, memoranda and meeting notes concerning client decision making process*
- templates, forms, checklists and workflow documents used in making client decisions*
- records showing categories or types of client decisions made by the agency*
- any documents describing review, escalation, quality assurance, complaint, or correction process for client decisions*

Our response:

Te Ara Ahunga Ora Retirement Commission does not make individual client decisions. Our statutory functions focus on public education, policy advice, and programme oversight - not the determination of individual entitlements, benefits, or regulatory outcomes. Decisions made by the Commission relate to programme design, provider selection, and the administration of public information and

education initiatives, and do not involve applying decision-making criteria to individual clients or exercising delegated authority in respect of client entitlements.

Accordingly, the information you have requested is not held by the Retirement Commission, in accordance with section 18(e) of the Official Information Act 1982.

You have the right to refer this response to the Ombudsman if you are dissatisfied with it. More information on how to do this is [here](#). Te Ara Ahunga Ora proactively releases information in accordance with the Government's commitment to the Open Government Partnership National Action Plan. This includes publishing responses to requests for information under the OIA. Please note that this response (with your name removed) will be published on the Te Ara Ahunga Ora website shortly and will remain on our website for 12 months.

Thank you for your interest in our work.

Yours sincerely



Jane Wrightson

RETIREMENT COMMISSIONER / MANA AHUNGARUA

