



CABINET OFFICE

16 April 2026

[Redacted]

Ref: OIA OIA-2025/26-0571

Tēnā koe [Redacted]

Official Information Act request: Needs-based Service Provision Cabinet Office circular

Thank you for your Official Information Act 1982 (the Act) request, which was received by the Department of the Prime Minister and Cabinet (DPMC) on 11 March 2026. I apologise for the delay in responding to you. You requested:

“Can a copy of the following please be provided under the OIA:

- (i) All advice produced regarding the Needs-based Service Provision Cabinet office Circular of 13 September 2024 (Cabinet Office Circular CO (24) 5: Needs-based Service Provision) and/or the expectations set out in this circular, including any advice around targeting services by ethnicity*
- (ii) All correspondence, sent and received, between the department and Ministers or members of a Minister’s office, regarding the expectations set out in the Needs-based Service Provision Cabinet office Circular*
- (iii) All advice since 13 September 2024 regarding needs based service provision and/or targeting services by ethnicity*
- (iv) A copy of all exemptions that have been applied for from the expectations set out in the Needs-based Service Provision Cabinet office Circular, including any correspondence regarding any such exemptions and whether these exemptions were granted or not*
- (v) Details of all policy and service changes that have taken place following the expectations set out in the Needs-based Service Provision Cabinet office Circular, since 13 September 2024, and a copy of all evaluations that have taken place regarding any such policy or service changes.”*

On 26 March 2026, we transferred your request to the Public Service Commission as the information you have requested is more closely connected to their functions. This response covers information held by DPMC that was not included in the transfer.

5150787

DEPARTMENT OF THE PRIME MINISTER AND CABINET

Te Tari o te Pirimia me te Komiti Matua

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Information being released

I have decided to release the documents listed below in full.

Item	Date	Title of document or description	Decision
1	11/09/2024	Cabinet Office Memo from Diana Hawker to Rachel Hayward	Release in full
2	23/10/2024	Email chain regarding the question on scope of the Needs based circular	Release in full

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response will be published on the DPMC's website during our regular publication cycle. Typically, information is released monthly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

Nāku noa, nā



Rachel Hayward
Secretary of the Cabinet



Cabinet Office

Item 1

Memo

11 September 2024

To Rachel Hayward, Secretary of the Cabinet

From Diana Hawker

Subject **Cabinet Office Circular – Needs-based Service Provision**

- 1 This memo seeks your agreement to publish the Cabinet Office circular *Needs-based Service Provision*, **attached**.
- 2 The circular gives effect to the Cabinet decision of 26 August 2024 [CAB-24-MIN-0321] to ensure public services are based on need and contracts awarded on value. Cabinet endorsed the contents of a draft Cabinet Office circular, which has been reformatted and had some minor editing updates made.
- 3 The circular has been finalised in consultation with the Public Service Commission and the office of the Minister for the Public Service, neither of which had further comments.
- 4 Hon Willis' office want to issue a press release on Friday, 13 September, and publish the circular around the same time. The CASS Web and Publishing team are lined up to do this.
- 5 Once approved by you, the circular will also be emailed to chief executives and Ministers' offices.
- 6 I recommend that you **agree** to the publication of the attached circular, *Needs-based Service Provision*.

Diana Hawker
Deputy Secretary of the Cabinet

Rachel Hayward
Secretary of the Cabinet

Date: / / 2024

From: [Jayne Foster \[DPMC\]](#)
To: [Jenny Vickers \[DPMC\]](#)
Cc: [Iran Pfeiler \[DPMC\]](#); [Craig Salmon \[DPMC\]](#)
Subject: RE: Needs-based circular - question on scope
Date: Wednesday, 23 October 2024 8:57:37 am

Excellent, thanks Jenny!

From: Jenny Vickers [DPMC]
Sent: Wednesday, October 23, 2024 8:45 AM
To: Jayne Foster [DPMC]
Cc: Iran Pfeiler [DPMC] ; Craig Salmon [DPMC]
Subject: RE: Needs-based circular - question on scope

Kia Ora Jayne

That's a question that would be best taken up with the drafters of the circulars, as essentially all we did was publish it. Callum Butler in PSC (callum.butler@publicservice.govt.nz), was our main contact for the policy.

Kind regards

Jenny

From: Jayne Foster [DPMC] <Jayne.Foster@dpmc.govt.nz>
Sent: Tuesday, October 22, 2024 5:49 PM
To: Jenny Vickers [DPMC] <Jenny.Vickers@dpmc.govt.nz>
Cc: Iran Pfeiler [DPMC] <Iran.Pfeiler@dpmc.govt.nz>; Craig Salmon [DPMC] <Craig.Salmon@dpmc.govt.nz>

Subject: Needs-based circular - question on scope

[UNCLASSIFIED]

Hi Jenny

Hope you are well?

We've had a request through from one of our Policy Capability Leads Group members about the recent Cabinet Office Circular <https://www.dpmc.govt.nz/publications/co-24-5-needs-based-service-provision>

The question they have is "How are agencies interpreting the scope of the needs-based circular? Would be keen to hear the way other agencies are approaching what public services might be in scope, and which ones aren't."

Would it be possible to have a quick chat about this question, and how we can perhaps clarify expectations for them and other agencies?

Ngā mihi

Jayne