

15 September 2026

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[REDACTED]
National Business Review
[REDACTED]

Dear [REDACTED]

Official information request pertaining to NZ Super Fund staff surveys carried out during the three years to 30 June 2026 and to the number of resignations and redundancies during that period

I refer to your official information request dated 20 August 2026 for:

1. the number of NZ Super staff who have resigned and/or been made redundant during the last three calendar years, as well as a breakdown of roles and whether they resigned or were made redundant;
2. all information and correspondence relating to NZ Super Fund staff surveys in the last three financial years.

In our subsequent phone conversations on 24 August and 10 September, we agreed to standardise the time periods, so that the information relating both to staff surveys and to the number of resignations and redundancies would cover the past three financial years (i.e. the three years to 30 June 2026). Thank you for agreeing that you do not require us to provide emails relating to the Guardians' staff surveys, as collating this material would require significant time and effort, and the content would be largely administrative and unlikely to add any relevant information to the material we are providing to you.

1. Resignations and Redundancies

The information attached sets out resignations and redundancies for the years ended 30 June 2024, 2025 and 2026, broken down by business unit and workforce level (Head & Leadership, Manager, Individual Contributor).

We have withheld the role titles associated with these departures under section 9(2)(a) of the Official Information Act 1982 (OIA). The Guardians is a small organisation with 197.4 FTE as at 30 June 2026. Within our organisation, role titles are often unique or shared by a very small group of individuals. Releasing a role title alongside the other information requested would in most cases enable the identification of the individual concerned and the circumstances of their departure, whether directly or by combining that information with material already publicly available.

We acknowledge the public interest in transparency about our workforce. We have sought to meet that interest by releasing the information attached. We consider withholding the role titles is necessary to protect the privacy of the individuals concerned, and that doing so is not outweighed by other considerations rendering release desirable in the public interest under section 9(1) of the OIA.

Over the last two years there have been a number of change processes at the Guardians as we have looked to improve and simplify our organisational structure. These changes have aimed to make the way we work more efficient and scalable, given the growing size of the NZ Super Fund. We note that the Guardians retains significant institutional knowledge within the team including at Leadership and senior management levels.

With higher number of departures in FY25 and FY26 than is usual at the Guardians, we have carefully reviewed our exit interviews to understand employees' reasons for resigning. While feedback showed that employees continue to have a positive experience working at the Guardians, recent organisational change and career progression considerations factored into some employees' decisions to leave. We remain confident in our employee value proposition and ability to recruit and retain key staff.

2. Staff Survey information

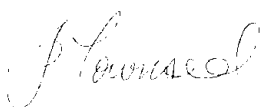
For your information, we publicly disclosed information about the results of our 2024 culture survey in our most recent Annual Report. Please refer to pages 30 and 31 of the FY25 Annual Report, which is [available on our website](#).

In respect of further information we hold that is in the scope of this request, the Official Information Act requires that we advise you of our decision on your request no later than 20 working days after the day we received your request. Unfortunately, it will not be possible to meet that time limit and, as discussed with you, we are therefore writing to notify you of an extension of the time to make our decision, to 8 October 2026 (15 working days). This extension is necessary because your request necessitates searching through and evaluating a large quantity of information, and meeting the original time limit would unreasonably interfere with our operations.

Under section 28 of the OIA, you have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to do this can be found at www.ombudsman.parliament.nz or by calling 0800 802 602.

Please note that it is our policy to proactively release our responses to official information requests where we consider the request to be a material one. Our response to your request will be published shortly at <https://www.nzsuperfund.nz/publications/disclosures/oia/>, with your personal information removed.

Yours sincerely



Jo Townsend
Chief Executive