

11 March 2026

s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your email, received on 26 February 2026, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information on cleaning, catering, and security services for Oranga Tamariki properties. Your request has been considered under the Official Information Act 1982 (the Act).

You have requested:

*I request the following information in relation to all properties occupied, owned, or leased by your organisation, where cleaning, security, and/or catering services are provided.*

*For each such property, please provide:*

1. *The physical address of the property and the total leased or occupied floor area (in square metres).*
2. *Where cleaning services, security services (including guarding or concierge services), or catering services are delivered by an external contractor:*
  - a) *the name of the contract provider;*
  - b) *the contract start and expiry dates; and*
  - c) *the total NZD value of the contract and the period to which that value relates (e.g. annual or total contract value).*
  - d) *the headcount of staff assigned to perform the work\*.*
3. *Where cleaning services, security services, or catering services are delivered by staff directly employed by the agency, the headcount of staff\* and their employment arrangement (e.g. permanent, fixed-term, casual).*

*\* Where staff headcount cannot be provided at a property level, please provide the total headcount for those services across the organisation (where possible).*

We have interpreted your request as referring only to properties owned or leased and operated solely by Oranga Tamariki.

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Please find attached as Appendix One a spreadsheet containing the information you have requested.

The floor area information provided is an estimate only, and we cannot guarantee the specific accuracy of this information.

Oranga Tamariki does not employ static security guards or concierge services, but may engage security guards on an adhoc basis as and where required.

Please note that we are unable to provide the requested information for properties that serve as homes for children and young people and are owned or leased by Oranga Tamariki, as many of these homes are run by providers who contract the services you have enquired about.

In order to provide information relevant to your request, we would have to contact every provider and arrange for them to prepare this information, which would constitute substantial manual collation. As such, this information is withheld under section 18(f) of the Act, on the grounds that the information requested cannot be made available without substantial collation or research.

In addition, we are unable to provide the details (including addresses) of such properties in the interests maintaining the privacy of children and young people that reside there. As such, this part of your request is refused under section 9(2)(a) of the Act, to protect the privacy of natural persons, including that of deceased natural persons.

At Oranga Tamariki Care and Protection and Youth Justice residences, cleaning and security services are contracted to external providers. However, we are unable to provide the names or contract details of the providers contracted to work on these sites in order to maintain the security of these properties. As such, this part of your request is refused under section 9(2)(k) of the Act, to prevent the disclosure or use of official information for improper gain or improper advantage.

Catering work for Oranga Tamariki sites are coordinated by individual sites. Providing the total costs for this work would require contacting each site to prepare this information, which would constitute substantial manual collation. As such, this information is also withheld under section 18(f) of the Act.

Where we have provided information for cleaning costs, this has been provided by month, excluding GST.

Oranga Tamariki may make the information contained in this letter available to the public by publishing this on our website with your personal details removed.

IN-CONFIDENCE

I trust you find this information useful. Should you have any concerns with this response, I would encourage you to raise them with Oranga Tamariki. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Information about this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by contacting them on 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'S.H.', with a stylized flourish at the end.

Simon Hatherill  
**Head of Infrastructure**  
**People Culture and Enabling Services**

IN-CONFIDENCE

Location identifier	Location address	Owned/Leased	Floor Area (m2) **	Cleaning Provider	Cleaning costs (per month Exc	Security Provider
Kaitiaki Site Office	28 North Park Drive KAITIAIA	Leased	1200	Paramount Cleaning	\$ 4,924.00	Allied Security
Kaikohe Site Office	7 Memorial Avenue Kaikohe	Leased	437	Paramount Cleaning	\$ 2,091.00	Allied Security
Tai Tokerau Operations	Walton Plaza 3-5 Albert Street WHANGAREI	Leased	2891	Paramount Cleaning	\$ 8,818.00	Allied Security
Takapuna Site Office	64 Anzac St Takapuna AUCKLAND	Leased	1004	PPCS	\$ 2,661.00	Allied Security
Grey Lynn Site Office	490 Richmond Road Grey Lynn AUCKLAND	Leased	2884	PPCS	\$ 20,529.00	Allied Security
Specialist Services Unit Central	60 New North Road Eden Terrace Auckland	Leased	539	PPCS	\$ 1,656.00	Allied Security
Waitakere Site Office	Level 1 36-44 Sel Peacock Drive Henderson AUCKLAND	Leased	1203	PPCS	\$ 3,745.00	Allied Security
Panmure Site Office	47 Lunn Avenue Mount Wellington Auckland	Leased	984	PPCS	\$ 4,223.00	Allied Security
Onehunga Site Office	281-289 Onehunga Mall Onehunga Auckland	Leased	472	PPCS	\$ 2,035.00	Allied Security
Otahuhu Site Office	Fairburn House level 1 4 Fairburn Rd Otahuhu AUCKLAND	Leased	1306	PPCS	\$ 4,434.00	Allied Security
Otara Site Office	52 Lovegrove Crescent Otara Auckland	Leased	814	PPCS	\$ 2,728.00	Allied Security
Homai Site Office	11 Dalgety Drive Wiri Auckland	Leased	2328	PPCS	\$ 8,483.00	Allied Security
Youth Justice North	24 Kiwi Tamaki Road Wiri Auckland	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Manurewa Site Office	7 Alfriston Road Manurewa East Auckland	Leased	1757	PPCS	\$ 5,195.00	Allied Security
Residential facility Clendon	398 Weymouth Road Weymouth Auckland	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Papakura Site Office	20-22 Queen Street Papakura	Leased	926	PPCS	\$ 3,256.00	Allied Security
Pukekohe Site Office	9-11 Tobin St PUKEKOHE	Leased	876	PPCS	\$ 6,815.00	Allied Security
Hauraki Site office	6 Rotokohu Road PAEROA	Leased	1280	City Cleaning	\$ 6,630.00	Allied Security
Nga Parirau site office	5-7 Domain Road Papamoa Beach Papamoa	Leased	1072	PPCS	\$ 4,552.00	Allied Security
Hamilton Site Office	183-189 Collingwood Street Hamilton Lake Hamilton	Leased	956	City Cleaning	\$ 9,253.00	Allied Security
Hamilton Site Office	Manuwai 87 Clarence Street Hamilton Lake Hamilton	Leased	327	City Cleaning	\$ 3,000.00	Allied Security
Care & protection	104 Morrinsville Road Hillcrest Hamilton	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Waikato Rural South site office	204 Sloane Street Te Awamutu	Leased	1434	City Cleaning	\$ 4,750.00	Allied Security
Care & protection	6 Emerald Street Pukehangi Rotorua	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Rotorua Site Office	1207 Pukuatua Street ROTORUA	Leased	NA	PPCS	\$ 3,311.00	Allied Security
Youth Justice Central	262 State Highway 30 Kapenga ROTORUA	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Gisborne Site Office	58-62 Customhouse Street Gisborne	Leased	870	Paramount Cleaning	\$ 4,189.00	Allied Security
Hawera Site Office	Albion House 242 High Street HAWERA	Leased	232	Paramount Cleaning	\$ 1,314.00	Allied Security
Hastings Site Office	Level 1 506 Eastbourne Street West HASTINGS	Leased	858	Paramount Cleaning	\$ 3,442.00	Allied Security
Wanganui Site Office	74 Ingestre Street WHANGANUI	Leased	1245	Paramount Cleaning	\$ 7,730.00	Allied Security
Waipukurau Site Office	1 Marlborough Street WAIPUKURAU	Leased	89	Paramount Cleaning	\$ 2,103.00	Allied Security
Dannevirke Site Office	Government Bldg 16 Allardice St DANNEVIRKE	Leased	355	PPCS	\$ 3,273.00	Allied Security
Lower North Youth Justice Residential Centre	19 Mohaka Place Kelvin Grove PALMERSTON NORTH	Leased	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Palmerston North Site Office/Lower North Operations	328 Church Street Palmerston North	Leased	584	PPCS	\$ 3,317.00	Allied Security
Palmerston North site office	313 Church Street Palmerston North	Leased	1250	PPCS	\$ 5,913.00	Allied Security
Care & protection	11-15 Dampier Avenue Awapuni Palmerston North	Leased	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Levin Site Office	29 Queen Street West Levin	Leased	496	PPCS	\$ 2,894.00	Allied Security
Paraparaumu Site Office	Kapit Lights Complex 11 Amohia Street PARAPARAUMU	Leased	392	PPCS	\$ 3,152.00	Allied Security
Wairarapa Site Office	49-51 Lincoln Rd MASTERTON	Leased	744	PPCS	\$ 2,494.00	Allied Security
Upper Hutt Site Office	CBD Tower Level 7 84-90 Main Street UPPER HUTT	Leased	434	City Cleaning	\$ 2,528.00	Allied Security
Porirua Site Office	City Fitness Bldg 1 Walton Leigh Ave Porirua City Centre PORIRUA	Leased	1714	City Cleaning	\$ 7,391.00	Allied Security
8830 Epani Care & Protection	441 Riverside Drive Fairfield LOWER HUTT	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Nelson Site Office/Upper SI Operations	Munro Bldg 186 Bridge Street NELSON	Leased	988	Paramount Cleaning	\$ 3,849.00	Allied Security
National Office including Lambton Quay	The Aurora Centre 56 The Terrace Wellington Central Wellington	Leased	6473	City Cleaning	\$ 23,084.00	Allied Security
Lower Hutt	Daly Street, Lower Hutt	Leased	897	City Cleaning	\$ 5,403.00	Allied Security
Wellington Site Office	Level 1 186-190 Willis Street Te Aro WELLINGTON	Leased	1144	City Cleaning	\$ 5,514.00	Allied Security
Blenheim Site Office	PORSE House Level 5 9-15 Market St BLENHEIM	Leased	625	Paramount Cleaning	\$ 3,046.00	Allied Security
Greymouth Site Office	112-116 Mackay Street Greymouth	Leased	620	Paramount Cleaning	\$ 2,553.00	Allied Security
Care & Protection	60 Horseshoe Lake Road Shirley Christchurch	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Christchurch site office	426 Barbadoes Street Edgeware Christchurch	Leased	160	Millenium Cleaning	\$ 886.00	Allied Security
Youth Justice	100 Leggett Road Templeton Christchurch	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Christchurch West Site Office	Longhurst Health Bldg 53 Caulfield Avenue Halswell Christchurch	Leased	464	Millenium Cleaning	\$ 1,634.00	Allied Security
Youth Justice South	108 Runners Road Rolleston	Leased	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Ashburton Site Office	99 Tancred St ASHBURTON	Leased	463	Millenium Cleaning	\$ 1,019.00	Allied Security
Oamaru Site Office	Coquet House 23 Coquet Street OAMARU	Leased	237	Millenium Cleaning	\$ 1,545.00	Allied Security
Alexandra Site Office	William Fraser Bldg 10-12 Kelmen Street ALEXANDRA	Leased	225	Millenium Cleaning	\$ 1,618.00	Allied Security
Dunedin City Site Office/Southland operations	Philip Laing Bldg 144 Rattray Street Dunedin Central DUNEDIN	Leased	1470	Millenium Cleaning	\$ 5,127.00	Allied Security
Care & Protection	40 Elliot Street Andersons Bay DUNEDIN	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Care & protection	259 Middleton Road Corstorphine Dunedin	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Care & protection	166 Kelvin Street Avenue, Invercargill	Owned	NA	9(2)(k)	9(2)(k) 9(2)(k)	
Invercargill Site Office	35 Inglewood Road Hawthorndale Invercargill	Leased	740	Millenium Cleaning	\$ 2,459.00	Allied Security
Auckland Training Office	Quad 7, Level 2 Leonard Isitt Place, Auckland Airport	Leased	587	PPCS	\$ 1,309.00	Allied Security
Tauranga Site Office	293 Fraser Street, Tauranga	Leased	926	PPCS	\$ 2,920.00	Allied Security
Tauranga Clinical Services Site	170 Seventeenth Ave, Tauranga	Leased	307	PPCS	\$ 1,424.00	Allied Security
Tokoroa Site	30 Logan Street, Tokoroa	Leased	360	PPCS	\$ 1,471.00	Allied Security
Invercargill Site Office	190 Forth Street, Invercargill	Leased	713	Millenium Cleaning	\$ 2,300.00	Allied Security
Christchurch front line Office	171 Pages Road, Christchurch	Leased	914	Millenium Cleaning	\$ 2,775.00	Allied Security
Rotorua back of House	1174 Whakatue Street, Rotorua	Leased	200	Paramount Cleaning	\$ 1,386.00	Allied Security

## Domestic Workers, Chefs and Cooks in Residential Services

The table below provides the count of active casual, permanent and fixed term kaimahi in Domestic Worker, Chef, Cook or Kitchen Assistant roles as at 28 February 2026.

Department	Position title	Employee Type	Headcount
Epuni Care and Protection	Residential Chef	Permanent Full Time	1
Epuni Care and Protection	Residential Cook	Permanent Full Time	2
Puketai Care and Protection	Domestic Worker	Permanent Full Time	1
Puketai Care and Protection	Residential Chef	Permanent Full Time	1
Puketai Care and Protection	Residential Cook	Permanent Part Time	1
Te Oranga Care and Protection	Residential Chef	Permanent Full Time	1
Te Oranga Care and Protection	Residential Cook	Permanent Full Time	1
Korowai Manaaki YJ	Domestic Worker Casual	Casual	2
Te Au Rere a te Tonga YJ	Domestic Worker	Permanent Full Time	1
Te Au Rere a te Tonga YJ	Domestic Worker	Permanent Part Time	2
Te Au Rere a te Tonga YJ	Residential Chef	Permanent Full Time	1
Te Au Rere a te Tonga YJ	Residential Cook	Casual	1
Te Au Rere a te Tonga YJ	Residential Cook	Permanent Full Time	2
Te Maioha o Parekarangi YJ	Domestic Worker	Permanent Full Time	2
Te Maioha o Parekarangi YJ	Domestic Worker	Permanent Part Time	1
Te Maioha o Parekarangi YJ	Residential Cook	Permanent Full Time	3
Te Puna Wai o Tuhinapo YJ	Domestic Worker	Permanent Full Time	2
Te Puna Wai o Tuhinapo YJ	Kitchen Assistant	Casual	1
Te Puna Wai o Tuhinapo YJ	Residential Chef	Permanent Full Time	1
Te Puna Wai o Tuhinapo YJ	Residential Cook	Permanent Full Time	2
Whakatakopokai YJ	Domestic Worker	Permanent Full Time	1
Whakatakopokai YJ	Residential Chef	Permanent Full Time	4
Whakatakopokai YJ	Residential Cook	Permanent Full Time	1

### Supplier Summary/Contract Start/Finish Dates

Services	Name	Contract Start Date	Contract Finish Date	Head count
Cleaning	PPCS	1-Oct-19	29-Sept-27	31
Cleaning	Paramount	1-Oct-19	29-Sept-27	23
Cleaning	City Cleaning	1-Oct-19	29-Sept-27	20
Cleaning	Millenium	1-Oct-19	29-Sept-27	9
Security	Allied Security (Guarding)	1-Jul-20	30-Jun-27	0*

\* These services are provided on an ad-hoc basis.