

23/06/2025

s 9(2)(a)

Tēnā koe s 9(2)(a)

Thank you for your request of 8 May 2025 to Kāinga Ora – Homes and Communities for the following information under the Official Information Act 1982 (the Act):

- *I am requesting the details of Kainga Ora's spend each calendar year 2017-2025 on EAP services for employees. Please provide the numbers to date for 2025.*
- *I would also like the total number of sessions funded for employees, and how many employees accessed the service each year for the same time period.*

Contextual information

The following information is provided as context and intended to be read in conjunction with the information provided later in this letter.

Many employers, including Kāinga Ora, provide an Employer Assistance Programme (EAP) for their employees. This is a free and confidential counselling and support service for their employees for all aspects of their lives, not just work. The programmes are premised on the view that a person's life outside of work has an impact on how they perform at work.

Kāinga Ora EAP services are part of its health and safety and diversity initiatives. EAP is promoted as a brief intervention (usually 2-3 fully funded sessions) to provide support during times of significant change, personal and/or financial hardship, and loss. It can also help manage poor performance or misconduct.

The services can be accessed by family members when their concerns are affecting an employee.

Information provided

We have decided to grant your request in part, and the details are provided in the two tables below.

Kāinga Ora was formed on 1 October 2019 and therefore no comparison is available for previous years. We have provided you information from the earliest we can, which is from Financial Year 2020 (FY20). The data is presented in Financial Year and not calendar year as per your request as we report in Financial Years. Your request for information for calendar years 2017 to 30 September 2019 is refused under section 18(e) of the Act as this information does not exist.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available online at www.ombudsman.parliament.nz or by phone on 0800 802 602.

Please note that Kāinga Ora proactively releases some 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 iti noa, nā



Tracey Taylor
General Manager, People, Governance and Capability

Table 1: Total Amount Spent on EAP services by Financial Year (FY) from 2020 to 30 April 2025

	FY20 1 Jul 2019 – 30 Jun 2020	FY21 1 Jul 2020 – 30 Jun 2021	FY22 1 Jul 2021 – 30 Jun 2022	FY23 1 Jul 2022 – 30 Jun 2023	FY24 1 Jul 2023 – 30 Jun 2024	FY25 1 Jul 2024– (to 30 Apr 2025)
EAP SERVICES LIMITED	\$101,643.81	\$170,819.49	\$135,652.98	\$165,516.11	\$348,985.46	\$365,363.62
TELUS HEALTH (NEW ZEALAND) LIMITED						\$9,263.15
Grand Total	\$101,643.81	\$170,819.49	\$135,652.98	\$165,516.11	\$348,985.46	\$374,626.77

Note:

- These costs match what was reported in the 2023/24 Annual Report for EAP Services.
- EAP costs and use at Kāinga Ora have increased over time for several reasons. These include fluctuations in the workforce, an uplift in health and safety maturity (e.g. improved awareness of the support services available to our people) and increased use of EAP services to support our people through significant change programmes that have taken place at Kāinga Ora.

Table 2: Total number of sessions funded for employees and number of employees each year who accessed the services from Financial Year (FY) 2020 to 30 April 2025

	FY20 1 Jul 2019 – 30 Jun 2020	FY21 1 Jul 2020 – 30 Jun 2021	FY22 1 Jul 2021 – 30 Jun 2022	FY23 1 Jul 2022 – 30 Jun 2023	FY24 1 Jul 2023 – 30 Jun 2024	FY25 1 Jul 2024 – 30 Jun 2025 (to 30 Apr 2025)
Number employees who accessed counselling						
• EAP Services	370	340	355	436	791	659
• TELUS Health	0	0	0	0	0	134
• TOTAL	370	340	355	436	791	793
Total number of sessions completed by Kāinga Ora employees						
• EAP Services	778	863	826	1,021	1,916	1,778
• TELUS Health	0	0	0	0	0	236
• TOTAL	778	863	826	1,021	1,916	2,042

Notes:

- The table above combines data from both providers that Kāinga Ora staff have accessed counselling through.
- Our EAP Services contract ended on 31 March 2025 and we started with TELUS Health on 7 March 2025.
- There have been no referrals to ĀKI Innovations since their contract started 27 March 2025 so nothing to report.