

# Chief Executive update - 3 March 2025

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Kia ora koutou katoa,

Thank you to everyone who attended [the session](#) Tracey Taylor, General Manager, People, Governance and Capability (PGC) and I hosted recently. The session was an opportunity to share three key immediate transformation imperatives and the work we're doing to address them. The three key imperatives are:

- **Resetting** — our direction in line with the Reset Plan and government expectations.
- **Resizing** — our workforce to align to what we need to deliver in the Reset Plan and our volumes of work going forward.
- **Renewing** — our organisational structure, performance, culture, frameworks, policies, and capabilities to create a resilient, engaged, high-performing workforce.

This work is focused on developing a strong commercial focus at Kāinga Ora and making sure we are getting the balance right between cost-efficient delivery, given our funding constraints, and meeting the needs of our customers, communities and stakeholders. We have to remember, any dollar wasted is a dollar that could have been spent on social housing for the people in our communities who need it.



Matt Crockett, Chief Executive.

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assist us in our mahi and make it easier, and more enjoyable, for us all to do our jobs. We will be reinvesting a portion of the savings we are delivering elsewhere in the transformation to enable us to deliver these outcomes without jeopardising the financial outcomes we have committed to in the Reset Plan.

To ensure we have the right level of expertise leading our technology transformation, we have commenced recruiting for a Chief Information Officer (CIO) with experience delivering technology transformations in large and complex organisations such as Kāinga Ora. The CIO will become a member of our Executive Leadership Team, reporting to me as the CE.


We're recruiting for this Executive level role ahead of the organisation redesign because of the urgency to put in place technology supports and tools that will enable the organisation to transform. More efficient systems will help us eliminate wasteful spend across our organisation and therefore enable to us to invest more in our core mission of - *delivering quality social housing and being a responsible landlord who looks after our homes and customers and serves communities well.*

The CIO, supported by the Technology Workstream Executive Sponsor Andy Walmsley, Workstream Lead, Joan Van Jaarsveld, and the Transformation Office will deliver our technology transformation.

I want to acknowledge the work Andy Walmsley as Executive Sponsor of the Technology Workstream has done to stand up the workstream, at pace. I want to thank Andy and the Business Enablement team for all the hard work they have done and will continue to do for us, and for their constructive engagement and input into the review and planning for the path forward.

I will continue to keep you updated on the developments of our technology transformation.

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Ngā mihi nui

Matt Crockett (pronouns he/him)  
Chief Executive

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