

11 December 2025

IR-01-25-38690

s 9(2)(a) OIA

Tēnā koe **s 9(2)(a) OIA**

Thank you for your Official Information Act 1982 (OIA) request dated 22 October 2025.

You asked:

I would like to get a report on the monthly headcount employed by the Firearms Safety Authority, I would like to know the number of new hires, and resignation rates per month for the last 2 years.

Please see Table 1 below that shows the Firearms Safety Authority's (the Authority) headcount, and the Fulltime Equivalent (FTE), and the attrition shown as the difference from the previous month broken down by month and year from October 2023 to September 2025.

Table 1: Employee headcount, and FTE, and attrition broken down by month and year from October 2023 to September 2025

Month and Year	Headcount	FTE	Attrition/Staff Turnover
2023			
October	517	488.1	-
November	519	490.0	2
December	519	488.7	0
2024			
January	519	492.1	0
February	525	490.9	6
March	525	487.7	0
April	525	490.2	0
May	521	485.2	-4
June	517	484.2	-4
July	518	487.7	1
August	523	490.4	5
September	529	494.3	6
October	528	490.5	-1
November	527	485.9	-1
December	516	480.3	-11

Month and Year	Headcount	FTE	Attrition/Staff Turnover
2025			
January	510	469.6	-6
February	501	463.3	-9
March	494	466.4	-7
April	496	464.2	2
May	499	463.3	3
June	490	463.3	-9
July	493	471.4	3
August	502	477.5	9
September	505	472.7	3
October	506	Not provided	1

Note that the numbers in the “attrition / staff turnover” column each month reflect either a reduction in the overall staff levels from the previous month (e.g - six staff resigned), or a growth in staff numbers from the previous month (e.g two staff were hired).

However, the data cannot be pulled in a way to provide a complete and accurate representation of “new hires and resignations”. This is because when staff shift positions within Police, including *to* (a “hire”) or *from* (a “resignation”) the Authority, this will show as movement within the organisation, not “new hires or resignations.”

Therefore, the information in Table 1 above shows the overall numbers of hires and resignations in relation to the organisation structure of the Authority.

Also specifically, how many are employed to respond to firearms registry queries, the resignation rates for that team, and the total headcount of phone operators for FSA over the last 24 months.

The Arms Administrators, Arms Officers, and Arms Service Supervisors – Registry within the Registry Team carry out a mixture of administrative and on-queue (on phone queue) work. They are not employed to respond solely to firearms registry queries, nor are solely phone operators for the Registry.

I refer you to Table 2 on page 3 of this correspondence that shows the number of Arms Administrators, Arms Officers, and Arms Service Supervisors broken down by month and year from September 2024 to September 2025.

Table 2: The number of Registry staff broken down by Arms Administrator, Arms Officer, Arms Service Supervisor, Total, Attrition, month and year from October 2023 to October 2025

Date	Arms Administrator Count	Arms Officer Count	Arms Service Supervisor-Registry Count	Total	Difference previous month
Oct-23	43	18	9	70	-
Nov-23	37	17	10	64	-6
Dec-23	36	18	9	63	-1
Jan-24	35	16	9	60	-3
Feb-24	40	13	9	62	2
Mar-24	39	13	8	60	-2
Apr-24	40	15	8	63	3
May-24	39	18	9	66	3
Jun-24	41	18	9	68	2
Jul-24	43	18	10	71	3
Aug-24	41	18	10	69	-2
Sept-24	42	20	9	71	2
Oct-24	51	20	9	80	9
Nov-24	48	18	9	75	-5
Dec-24	48	18	10	76	1
Jan-25	46	19	10	75	-1
Feb-25	45	18	10	73	-2
Mar-25	43	18	10	71	-2
Apr-25	42	18	10	70	-1
May-25	40	17	10	67	-3
Jun-25	39	17	9	65	-2
Jul-25	38	16	10	64	-1
Aug-25	38	17	10	65	1
Sept-25	34	18	10	62	-3
Oct-25	39	18	9	66	4
In/Out Average:					-0.1666667

The data cannot be pulled in a way to provide a complete and accurate representation of “new hires and resignations”. This is because when staff shift positions within Police, including *to* (a “hire”) or *from* (a “resignation”) the Authority, this will show as movement within the organisation, not “new hires or resignations.”

Therefore, the information in Table 2 shows the overall numbers of staff and resignations in relation to the organisation structure of the Authority.

I would also like to know the average wait time for calls to the call centre, and how many firearms transfers are currently pending between licensed firearm owners.

Table 3 below shows the wait time for calls to the call centre, broken down by month and average wait time from September 2024 to September 2025.

Table 3: Average wait times (minutes) for calls broken down by month from September 2024 to September 2025

Month	Average Wait time (minutes)
September 2024	2.0
October 2024	1.0
November 2024	0.45
December 2024	0.43
January 25	1.17
February 2025	1.01
March 2025	2.49
April 2025	6.06
May 2025	10.34
June 2025	14.49
July 2025	13.15
August 2025	13.04
September 2025	15.44

Source: Genesys, extracted on 24 October 2025

To respond to the second part of your question, there are 424 pending transfers between firearms licence holders as at 24 October 2025.

Data contained in this response is drawn from a dynamic operational database and is subject to change as new information is recorded or updated.

You have the right to ask the Ombudsman to review this decision if you are not satisfied with the response to your request. Information about how to make a complaint is available at: www.ombudsman.parliament.nz.

For your information, Police has developed a process for proactive release of information, so the anonymised response to your request may be publicly released on the New Zealand Police website.

Nāku noa, nā



Matthew Boddy

**Director - Service Delivery
Firearms Safety Authority**