

4 March 2021

9(2)(a)

Dear 9(2)(a)

I refer to your request received on 25 February 2021, which has been considered under the Official Information Act 1982 (OIA) asking for information about how Manatū Taonga captures and records OIA requests.

For clarity, the information you have asked about below is held by the Manatū Taonga. However, it is contained within the individual OIA files. The Ministry has interpreted your question to be about how we capture the information in a centralised, extractable report, such as a spreadsheet or workflow tool.

Manatū Taonga does capture information on active and completed requests via a spreadsheet but have answered 'no' in instances where information is not uniformly captured (i.e in the same format everytime). For example, it may be the case that the 'free text' field in the spreadsheet notes the date and detail of third party consultation, but this done on an ad-hoc basis, rather than as a matter of routine.

**1. Are the OIA statistics reported to Te Kawa Mataaho published on your agency's website, and if so, where?**

No.

**2. Are any additional statistics (such as those detailed below) published on your agency's website, and if so, where?**

No.

**3. Does the agency collect or report (please answer collect, report, or no):**  
**a) the number of requests received;**

Collect.

**b) the number of requests transferred in full;**

Collect. Please note, we have not previously captured this information. However, a recent change to our tracking system has meant that we have now captured this information.

**c) the number of requests withdrawn;**

No.

**d) the number of requests refused;**

No.

**e) the number of requests granted in part;**

No.

**f) the number of requests granted in full;**

No.

**g) time taken from receipt of request to despatch of the official information or decision to refuse;**

No. Decisions are communicated as soon as practicable, as per the OIA.

**h) time taken from receipt to transfer.**

Collect.

**4. Does agency count the number of requests (please answer yes or no):**

**a) requesting urgent attention;**

No.

**b) amended or clarified (within or outside the legislated seven day time frame);**

No.

**c) consulted another agency or 3rd party;**

No.

**d) consulted Minister;**

No.

**e) charged;**

No.

**f) extended;**

Yes.

**g) notified to Minister;**

Yes. For clarity, Ministers' offices are advised of responses to OIA requests on a 'no surprises' basis prior to release, in line with section 8.41 of the Cabinet Manual, rather than to obtain clearance.

**h) where the statutory time-frame to transfer a request was met or not met;**

No. However, we do collect information on when requests were transferred, but not specifically whether these were transferred within the statutory, 7 working day timeframe.

**i) where the statutory time-frame to notify an extension was met or not met;**

Yes.

**j) where the statutory time-frame to seek amendment or clarification was met or not met.**

No.

**5. Does the agency measure (please answer yes or no):**

**a) time taken from receipt of request to decision regarding release of information;**

Yes.

**b) time from receipt to seeking clarification;**

No.

**c) time from receipt to notification of extension;**

No.

**d) duration of extension;**

No.

**e) time for agency or third party response;**

No.

**f) time for Minister response;**

No.

**g) time from decision to release of information.**

Yes.

**7. Does the agency have any system to classify requests by (please answer yes or no):**

**a) channel;**

No.

**b) gateway;**

No.

**c) requester category;**

Partially. In our centralised tracking system, the Ministry records whether a request is political (i.e Member of Parliament or Political Interest group) or a Media outlet. We do not capture the particular entity (e.g political party) that made the request. The reason for capturing the political and media is to ensure that our media team is made aware of the request.

For clarity, Manatū Taonga does not have separate policies when dealing with OIA requests from media or political groups. The standard practice of Manatū Taonga applies to all requesters.

If you wish to discuss this decision with us, please feel free to contact [oia@mch.govt.nz](mailto:oia@mch.govt.nz).

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely

Sarah Hardy  
**Pou Mataaho o Te Iho**  
**Acting Deputy Chief Executive**  
**Organisational Performance**

Released under the Official Information Act (1982)