


OC240123

20 February 2024



Tēnā koe 

I refer to your email/letter dated 12 February 2024, requesting the following under the Official Information Act 1982 (the Act):

*“ *all instructions to or within your agency on the processing of OIA requests issued since 27 November 2023. This would include (for example) manuals (if issued since that date), emails, or verbal instructions, both within the agency and from Ministers (or their offices)”*

One document was found to be in scope of your request and this is released with a mobile phone number redacted under Section 9(2)(a) of the Act – to protect privacy.

With regard to the information that has been withheld under section 9 of the Act, I am satisfied that the reasons for withholding the information at this time are not outweighed by public interest considerations that would make it desirable to make the information available.

You have the right to seek an investigation and review of this response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman’s website www.ombudsman.parliament.nz

The Ministry publishes our Official Information Act responses and the information contained in our reply to you may be published on the Ministry website. Before publishing we will remove any personal or identifiable information.

Nāku noa, nā



Robert McShane
Acting Manager Accountability & Correspondence

From: [Hilary Penman](#)
To: [Breanne Dirk](#); [Harry Atkins](#); [Hazel McLaren-Swift](#); [Irene Kilford](#); [Neha Pawar](#)
Cc: [Emma Humphrey](#); [Prashila Dayal](#); [Robert McShane](#)
Subject: OIA process
Date: Thursday, 18 January 2024 3:57:04 pm
Attachments: [image001.png](#)

Hi there

As you'll be aware, our de-centralised OIA model means a lot of Ministry staff need a good understanding of OIA requirements and how to respond. With limited resource, I think the best way for us to support teams is by:

- identifying risks (and opportunities) as early as possible
- providing sound, consistent advice drawing on the cross-agency experience in the team
- providing tailored OIA training

To ensure we have a good understanding of OIAs across the Ministry, I have asked Irene and Neha to advise on the initial commissioning and decision on allocation when OIAs are received into the OC mailbox and before they are sent out to teams. This will enable us to:

- identify responses that could be responded to quickly, for example where information may be publicly available
- see which teams may need support
- identify training needs

This will be a good way for us all to learn from our resident OIA experts. We'll start next week and meet on Tuesday work out the process steps.

Robert and Prashila – just FYI.

Ngā mihi

Hilary

Hilary Penman

Kaiwhakahaere - Ratonga Minita | Manager - Ministerial Services

Te Manatū Waka Ministry of Transport

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