



29 July 2019

Stephen Judd

Kia ora Stephen

I refer to your Official Information Act 1982 request of 10 May 2019 for the following information:

I am a New Zealand resident. I would like to know why the new online 105 service (<https://105.police.govt.nz/home>) specifies using "Google Chrome or the latest version of Safari" (<https://www.police.govt.nz/105info>). This seems like an unusual restriction to place on a government service which is essentially a simple form.

If the reason is a technical limitation, I would like to know what browser-specific functionality is required to deliver the service, ie, what feature of Chrome or Safari the site depends on.

Yours faithfully, Stephen Judd

Firstly, sincere apologies for the delay in responding to your request.

Regarding 105, we have made the browser recommendation to help our users have the best online experience with the service they are accessing. We are very aware that we can do better in this space and also that sometimes older browsers can impact the user experience.

We are committed to continually improving the accessibility of our services and as part of this have a programme of work to improve the way we provide our online service to the public.

You have the right, under section 28 (3) of the OIA, to ask the Ombudsman to review my decision if you are not satisfied with the way I have responded to your request.

Ngā mihi

Penelope Clevely
Business Owner: Web, Public Affairs

Police National Headquarters

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