



31 March 2020

Elliott Harris

To: [fyi-request-12369-57f7edfd@requests.fyi.org.nz](mailto:fyi-request-12369-57f7edfd@requests.fyi.org.nz)

Dear Elliott

**Official information request for information on the University's pastoral care practices and processes**

I refer to your official information request dated 3 March 2020 asking for the below information:

**“Please provide a summary of how the University's pastoral care practices and processes have been altered or changed in order to ensure its compliance with the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019.**

**If the University considered that it was already compliant with the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019, what practices, processes and or services does the University provide that enable it to believe so?**

**How have individual contracts with students, within an accommodation context or otherwise been changed to as to recognise the University's obligations under the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019?**

**What additional pastoral care systems (if any) have been put in place for 2020 in the accommodation context?**

**How many complaints are made on average per year against the University under the Education (Pastoral Care of International Students) Code of Practice 2016? (The details of the specific complaints need not be outlined)”**

The Official Information Act requires that we advise you of our decision no later than 20 working days after the day we received your request. Unfortunately, given the current State of National Emergency relating to the Covid-19 virus, it will not be possible to meet that deadline. On this basis, we write to notify you of an extension of time to make our decision, to 1 May 2020.

This extension of time is necessary because the University campus has been closed in line with the Alert Level 4 requirements. This means that it is difficult to obtain the information you have requested. Your request requires the input of multiple staff members. Currently, it is difficult for us to properly consult with staff within our organisation that may hold the relevant information.

Given the current situation, a proper decision and response cannot reasonably be made to you within the original time limit. We apologise for this inconvenience, but we are in a situation that is causing unavoidable delays.

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. However, we do request your patience and understanding in what is a difficult time for us all.

If you wish to discuss this decision with us, please feel free to contact me directly.

Yours sincerely

A handwritten signature in black ink that reads "Duanna Fowler". The signature is written in a cursive, slightly slanted style.

**Duanna Fowler**  
***Director, Office of the Vice-Chancellor***