



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

PROTECTING NEW ZEALAND'S BORDER

WELLINGTON

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4 July 2022

Ref: OIA 22-096

Scott

By email: fyi-request-19580-25541eaf@requests.fyi.org.nz

Tēnā koe Scott

Request for information under the Official Information Act 1982

Thank you for your email dated 3 June 2022 to the New Zealand Customs Service (Customs) requesting the following information under the Official Information Act 1982 (the Act):

- *ONE: The Integrated Targeting and Operations Centre Operating Model*
- *TWO: The ITOC Steering Group Terms of Reference and membership list*

In response, I can advise that a specific document outlining a holistic, multi-agency view of the Integrated Targeting and Operations Centre (ITOC) Operating Model, does not exist. As such, Customs is refusing this part of your request under section 18(e) of the Act.

However, please find attached a document titled *OIA 22-096 Proposal for New ITOC Steering Group*, which contains information in scope of both parts of your request – namely:

- the existing/status quo and proposed new structure of ITOC – i.e. existing ITOC Governance Group to be replaced by new ITOC Steering Group to support greater agency collaboration in risk assessment processes
- DRAFT ITOC Steering Group Terms of Reference and Membership.

You have the right, by way of complaint to the Office of the Ombudsman under section 28(3) of the Act, to seek an investigation and review of this response. Information about how to make a complaint is available online at: www.ombudsman.parliament.nz, or you can phone 0800 802 602.

If you have any queries in relation to this response, please contact the Correspondence, Reviews and Ministerial Servicing team at: OIA@customs.govt.nz.

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

Nāku noa, nā

Debbie Kay

Correspondence, Reviews and Ministerial Servicing Manager