

# Welcome to Ministerial and Secretariat Services

The sections highlighted in yellow in this document indicate where information has been withheld under Section 9(2)(g)(ii) of the Official Information Act 1982 where the withholding of the information is necessary to maintain the effective conduct of public affairs through the protection of employees from improper pressure or harassment. This relates to the identification of staff in Ministerial offices.

The sections highlighted in orange in this document indicate where information has been withheld under Section 9(2)(a) to protect the privacy of natural persons.

**Issued by Ministerial Support  
August 2012**

DIA Staff Welcome Booklet  
Issued by Ministerial Support  
Last Updated August 2012

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# Foreword

Welcome to Ministerial Support and your role in a Ministerial office.

You will find Ministerial offices are very busy, demanding and highly productive environments requiring staff who are strongly committed to high performance and the provision of exemplary service.

Ministerial Support provides a range of support services to Ministers and Parliamentary Under-Secretaries and their staff and offers a wide range of advice and direction on matters relating to the management and administration of Ministerial offices.

This booklet is to provide you with information about working in a Ministerial office and the parliamentary complex. It should be read in conjunction with the *Ministerial Office Intranet*.

Janice Calvert  
General Manager  
Ministerial and Secretariat Services

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# Welcome to Ministerial Support

## Ministerial and Secretariat Services

The Ministerial and Secretariat Services branch of the Department of Internal Affairs provides a range of support services to Ministers of the Crown and Parliamentary Under-Secretaries to assist them in their role in New Zealand's Executive Government.

Ministerial and Secretariat Services is made up of the following business units:

- Business and Secretariat Support
- Ministerial Support
- VIP Transport Service
- Visits and Ceremonial Office

## Ministerial Support

Ministerial Support provides the following services to Members of the Executive:

- advice and support to all DIA Ministerial office staff regarding their employment
- administration of departmental seconded staff
- development and co-ordination of Ministerial office staff training
- an advisory service which offers policy guidelines and mentoring of staff
- Health, Safety and Wellbeing advice
- management of Ministerial Office accommodation
- Co-ordination of SIS vetting for Ministerial office staff
- operational day to day security matters relating to Ministerial Offices



- general support with the review and improvement of office systems
- financial and administrative assistance over Ministerial entitlements, covering accounting, verification procedures for approval of payments, and domestic and overseas travel administration.
- Co-ordination of ICT service delivery to Ministers
- Co-ordination of media monitoring and subscriptions for newspapers and periodicals for Ministerial Offices.
- Management of Ministerial Support intranet and Bechive website

## **Information and Communications Technology Services (ICT) Service Desk - [provided to you by Parliamentary Service]**

The ICT Service Desk provides and supports computers, printers and the network for all Ministerial offices.

Email ICT Service Desk or call \*300 to contact the ICT Service Desk.

### **Other numbers you may need to know are:**

ICT Service Desk Fax:	+64 4 817 6666
0800 Number for the Helpdesk	0800 801 007
When calling from overseas	+64 4 817 8425

After hours calls to the ICT Service Desk, including weekends and public holidays, are diverted to the After Hours Service Desk who will take details of the call and without delay, alert the ICT Service Desk on call team who will endeavour to resolve the issue immediately.

### **Other Services**

- Data projectors & screens
- Telephone conferencing equipment
- Digital cameras for Ministerial office use

ICT is also responsible for the supply and training in the use of:

- cellphones and blackberries for Ministers, Parliamentary Under-Secretaries and staff.
- Digital voice recorders – supply and training
- Laptops – supply and training
- Ironkey & Kingston memory sticks.

## **ICT Training**

Ministerial Support uses Outlook 2007 applications for e-mail and diary functions. Outlook 2007 has enhanced security and virus protection over other common e-mail packages.

All new Ministerial office staff will be contacted and trained in the use of Outlook 2007 applications and any other required applications when they first start work in a Ministerial office. A "Training Needs Analysis" is completed at this time or as required for Ministerial office staff.

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## VIP Transport Service

VIP Transport Service provides the following services for Members of the Executive:

- chauffeur-driven cars - Crown and plain cars
- self-drive cars in the primary place of residence
- rental cars
- “safe hand” delivery service.

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## Working in a Ministerial office

The primary focus of a Ministerial office team is to support their Minister and/or Parliamentary Under-Secretary in fulfilling their duties, as laid out in the Cabinet Office Manual in particular, and their Ministerial portfolio responsibilities in general.

Staff within the office have responsibility for facilitating machinery of Government matters, including Cabinet and Cabinet Committee procedures, the Minister's duties to Parliament and to the Electorate. They also manage the considerable paper flow from the public, Government departments and the House.

While the day-to-day fundamental operations will be similar from office to office, the particular modus operandi may vary from office to office, reflecting the Minister's individual preferences.

In order to provide excellent service, it is essential that staff in Ministerial offices perform as a team with shared goals and aspirations. All staff should have a clear understanding of their role and responsibilities and how these contribute to the overall performance and operation of the office.

### Ministerial Office Documentation

There are six major pieces of documentation contained in every Minister's office which all staff should have ready and easy access to for reference purposes. [Some of these are online]

They are the:

- Ministerial Office policies and guidelines for Ministers and ministerial office staff are on the Ministerial Office Intranet
- Cabinet Office Manual [online]
- Step by Step Guide [online]
- Standing Orders of the House of Representatives
- Handbook of Services for Members of Parliament
- Legislation and House Procedure Handbook [on Ministerial Office Intranet]

## **Ministerial Office policies and guidelines for Ministers and ministerial office staff** [online on the Ministerial Office Intranet]

The *Ministerial Office Intranet* contains very specific and detailed information covering administrative practices, guidelines and functions carried out in a Ministerial office. It also provides specific details on Ministerial entitlements, staffing and administration in Ministerial offices, domestic and overseas travel, accounting and verification procedures for approval of payments and other important protocols.

If you have any enquires regarding information in the *Ministerial Office Intranet* please contact [redacted] on ext. [redacted]

## **Cabinet Manual**

The *Cabinet Office Manual* is an authoritative guide to central government decision making for those working within the government. It represents an orderly and continuous development of the conventions and procedures of executive government.

Ministerial office staff should familiarise themselves with the contents of the Manual. The electronic version, which is most up to date, is available on the Cabinet Office web site, [www.dpmc.govt.nz/cabinet](http://www.dpmc.govt.nz/cabinet). This site also contains information on Cabinet Office circulars, forms, contact details and Cabinet Committee Processes.

For enquiries regarding the Cabinet Manual, contact the Cabinet Office on ext. 9740.

## **Step by Step Guide**

The *Step by Step Guide* sets out the processes approved by Cabinet for Cabinet and its committees, and helps departments and Ministerial offices meet Cabinet's requirements for developing and presenting proposals to Cabinet. It also covers a range of issues ranging from general procedures, requirements and format of papers, to the legislative programme and executive council requirements.

## **Standing Orders of the House of Representatives**

*Standing Orders* contains detailed information covering the procedures and conventions of the Parliament of New Zealand. It is essential that Private Secretaries familiarise themselves with those chapters which specifically deal with the passage of legislation through the House, parliamentary questions and absence/leave for the Minister from the House during sitting periods.

## **Handbook of Services for Members of Parliament**

This document contains information and guidance for all Members of Parliament concerning salary, allowances and entitlements, privileges and services.

## **Legislation and House Procedure Handbook**

This document prepared by the Office of the Clerk provides detailed information on Legislation, Select Committee Reports, Financial Procedures, Parliamentary Questions, Parliamentary Papers and other Business of the House. [online on the Ministerial Office Intranet]

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# Parliamentary Agencies

There are a number of Parliamentary agencies within the Parliamentary complex that are essential to the day-to-day operation of a Ministerial office. They are:

## Parliamentary Service

Parliamentary Service provides administrative and support services to members of Parliament.

### Parliamentary Service Security

The Parliamentary Service Security, Safety and Emergency Services section is responsible for the security of the Parliamentary complex. The Security, Safety and Operations Manager can be contacted on ext. 9550.

Parliamentary identification and a swipe card will be issued to you by Parliamentary Service Security which must be worn at all times while you are in the Parliamentary complex. An office key will also be issued to you as required. Loss of the cards or keys must be reported immediately to your Senior Private Secretary and the Security Section on ext. 9461

## Department of the Prime Minister and Cabinet

This Department was set up in 1990 to provide advice to the Prime Minister on policy and constitutional issues and secretarial support to the Cabinet and the Executive Council.

### Cabinet Office

Location: 10<sup>th</sup> floor, Beehive  
Contact: Registry, ext. 9743

The Cabinet Office is responsible for the administration and servicing of the Cabinet and Cabinet Committee systems. The Cabinet Office Registry contains records of Cabinet/Cabinet Committee papers and minutes. It also provides secretarial servicing to the Executive Council that is chaired on a weekly basis by the Governor-General.



## **Office of the Clerk**

The Office of the Clerk is headed by the Clerk of the House, the chief permanent officer of the House. The Clerk's office is responsible for providing constitutional and administrative services relating to meetings of the House and Select Committees, facilitating the printing of Bills, the Order Paper and keeping a record of what is said in the House.

## **Parliamentary Counsel Office**

This office was formed in 1920 to draft Bills for the Government's legislative programme. It considers and proposes the legalities of the Bills being drafted.

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# Parliamentary Complex

## Parliamentary Complex Emergency Procedures

For all internal emergencies (Fire, Violence, First Aid) call ext. 7777.  
(Security Branch will respond, assess situation and take action)

The emergency evacuation signal is a high-pitched continuous siren and applies to emergencies, whether for fire, earthquake or bomb threats. In the event of a bomb threat, the evacuation signal will be given. Authorised security and police teams will conduct the search. Staff should not attempt to carry out the search themselves.

**Please note:** While the House is in session, electronic bells will ring at allocated times summoning Members to the Debating Chamber. These bells should not be confused with the emergency sirens.

### Wardens

There are floor wardens on each Ministerial office floor in the Beehive and Bowen House. They are identified on the emergency evacuation board situated near the core in the Beehive and nearby the lifts on each floor in Bowen House.

Evacuation procedures and outside assembly points will be explained to you by your floor warden. A copy of the procedures is contained in the Ministerial Office Intranet and can also be found in the front of the Parliament Telephone Directory. A copy is held in every office. It is essential that you familiarise yourself with the procedures.

### First Aid

There is a first aid cabinet in every Ministerial office and a civil defence cabinet on each floor. The first aid cabinet is for staff use while the civil defence cabinet will be opened only in emergency situations.

There are three Automated External Defibrillator (AED) units held on site within the parliamentary buildings and security staff are trained in their use. All security staff are fully trained in operational first aid and there are also several former ambulance officers within their ranks contributing to a high level of competency.

### Workstation Assessment and OOS Prevention

The Parliamentary Service Health, Welfare and Safety Advisor will complete a workstation assessment, on behalf of Ministerial Support, for new staff in Ministerial offices within the first week of commencement.

## Services and Facilities Located On-site

### Tour of Parliament

It is recommended that new staff take advantage of a tour of Parliament to help familiarise themselves with the Parliamentary complex. The times for tours will be advertised in the "PEN", the electronic notice board for everyone working in the Parliamentary complex.

### Parliamentary Library

The Parliamentary Library enquiries desk is located on the ground floor of the Parliamentary Library building. Its services are available to all staff members. For enquiries, phone the reference desk on ext. 9888 or email "reference". On-line services from the Parliamentary Library can also be accessed via the Parliamentary Service's intranet web site on [www.parlserv.govt.nz](http://www.parlserv.govt.nz).

### Parliamentary Travel Office

Location: 1st Floor, Bowen House  
Contact: Senior Travel Officers: extn. 9199  
Travel Office Manager, [REDACTED] : extn. [REDACTED]

The Travel Office is responsible for arranging all domestic air/surface travel (excl. VIP Transport Service) and accommodation requirements for a Minister, Parliamentary Under-Secretary, spouse/nominee and Ministerial office staff on request.

### Bellamys (Epicure Catering)

All staff may use the facilities provided by the Parliamentary caterers Epicure. These include the Bellamys shop and Copperfields cafe on the 1st floor of the Executive Wing, a dining room (3.3EW) and Pickfords Bar (3.2EW), on the 3<sup>rd</sup> floor, Executive Wing and a counter service at Olivers on the ground floor of Bowen House. For further information please contact [REDACTED] , extn [REDACTED]

## **Prayer Room**

This is based in Bowen House Level 17 all bookings are to be made to [REDACTED] extn [REDACTED]. The main purpose for this room is providing a space for prayer, however this room can also be used to hold meetings and presentations.

## **Post Shop**

The Post Shop in Parliament is located on ground floor, Parliament House. Hours are 9am to 5pm Monday to Friday. The Post Shop offers a full range of NZ Post services including paying bills, Kiwibank services, stamps, bags, boxes, cards, Telecom & Vodafone mobile recharges, car registrations and more. There is also a Westpac money machine outside the Post Shop front door.

## **Crèche – Playhouse**

An onsite Parliamentary Childcare Centre is available for employees who have children under 5yrs. The crèche is also open to community placements, but Parliamentary staff, do receive a subsidised fee. The crèche is extremely popular and often has a waiting list so it is recommended to book in your child as soon as possible. For more information about Playhouse there is a leaflet enclosed in your welcome pack or you can contact [REDACTED] – Playhouse Manager on: [REDACTED]

## **Therapeutic Massages**

We have independent Massage Therapists that come on site. The massage sessions are run regularly for all employees and are advertised weekly in PEN (Parliamentary Electronic Newsletter).

## **Exercise room**

There is an exercise room located on the ground floor (EW G.74a) of the Executive Wing for use by Members and staff. Further information regarding this facility is available from Security Administration on extn. 9387.

## **Car Parking**

Car parking in certain areas of Parliament grounds is available for staff employed in the Parliamentary complex. Please contact Security Administration on extn. 9387 to apply for a car parking permit.  
[Ministerial Office Intranet]

### **Mansfield Dry Cleaners**

Prices are discounted for all employees. For further information contact  
extn [REDACTED]

### **Gift Shop**

This is on the Ground floor in Parliament House. For further information  
contact [REDACTED] extn [REDACTED]

### **Maori Network**

There are two groups within the parliamentary complex that Maori staff  
may wish to network with:

- Tuhonohono (Social Forum)
- Te Kahu Matini (Policy Forum)

For further information please contact the Co-ordinator Maori Cultural  
Services on extn. 9876.

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# Access to The Parliamentary Complex

All main entrances to the four Parliamentary buildings have a post that visitors must report to. "Swipe access" to certain buildings or areas may be restricted to various people and is subject to your employment status.

## Bowen House

### Main Access

The main access and egress to Bowen House is via the Lambton Quay entrance. This entrance also provides wheel chair access.

### Alternative Access

Alternative access can be via Parliament "underground link" from the Executive Wing.

### Swipe Card Access

Swipe card access is available from Level 2 rear door, Levels 2 and 3 car parks. Car parks are accessed from Turnbull Lane driveway (off Bowen Street) between Turnbull House and the Treasury Building.

## Executive Wing (Beehive)

### Main Access

The main access and egress for the Executive Wing is through the ground floor entrance in the alleyway between Parliament House and the Executive Wing.

### Alternative Access

Alternative access is via:

- the underground link from Bowen House; and
- first and second floor link ways from Parliament House.

## **Swipe Card Access**

Swipe card access is available from the Bowen Street basement entrance and the Museum Street rear entrance. The car park is accessed off Museum Street, which is opposite The Terrace.

## **Parliament House**

### **Main Access**

The main access and egress to Parliament House are as following:

- ground floor entrance to the right of the main steps (this entrance also provides wheelchair access)
- first floor entrance via the main steps.

### **Alternative Access**

Alternative access can be:

- through the link way from the Executive Wing first and second floor
- from the Parliamentary Library first floor link way.

### **Swipe Card Access**

Swipe card access is obtainable from the rear of the building. Car park entrances can be accessed from Museum Street and from Lambton Quay, Molesworth Street and Hill Street entrances to Parliament grounds.

## **Parliamentary Library**

### **Main Access**

The main access and egress to the Parliamentary Library is via the steps at the front of the building.

Note: The main entrance to the Parliamentary Library does not have wheelchair access.



### **Alternative Access**

Alternative access can be via the link way from the first floor of Parliament House. Wheelchair access is via ground floor of Parliament House taking the elevator to the first floor and following the direction from Security.

### **Swipe Card Access**

Swipe card access is available at the rear of the building.

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# The Department of Internal Affairs (DIA)

## DIA Head Office

The Departments head office is based at 46 Waring Taylor Street opposite Midland Park. DIA head office have there own security passes – so if you are required to attend Head office for meetings on a regular basis you can request a security pass from [redacted] ph: [redacted] Alternatively you can report to Level 1, Reception.

On Level 1 there is the Head office cafeteria that offers free tea and coffee to all DIA employees. There are also breakfast and lunch menus at a very reasonable price.

## DIA Induction Courses

All staff are encouraged to attend the Departments induction day. The induction day provides new employees with an opportunity to connect with other new employees and appreciate the culture and rich composition of the Department.

For more information about the induction day please contact your HR Advisor or go into the DIA intranet homepage [<http://1840.dia.govt.nz/>] and under quick links click on training and development/training/DIA induction day.

## Employment relationship policies and guidelines

The DIA employment relationship policies and guidelines are stored electronically in the corporate policies section of the DIA Intranet called 1840. [<http://1840.dia.govt.nz/>]

Employees can seek advice on the policies and guidelines relating to EEO, Workplace Harassment and other issues directly from the Manager Ministerial Staffing, Ministerial Support, who can be contacted on extn 9504.

## DIA School Holiday Programme

As part of its commitment to providing a family friendly workplace, the Department provides support for school holiday programmes. School holiday programmes are an effective way of enabling staff to be at work while meeting their childcare responsibilities during school holiday periods. The Department provides an in house school holiday programme at Head Office in Wellington. The programme runs four times a year. Details are available on the DIA [1840] intranet site under Corporate Policies.

## Health Insurance

A corporate rate has been offered for medical insurance to staff of Ministerial Support who have health insurance with Southern Cross and/or Unimed. To take advantage of this discounted offer you must join the scheme within three months of commencing with Ministerial Support.

For further information talk to representatives at the Southern Cross on 0800 800 181 and Unimed on 0800 600 666.

## State Sector Retirement Savings Scheme

Our information brochure about the State Sector Retirement Savings Scheme is included in your new employee welcome pack.

For further information please go to [www.superscheme.govt.nz](http://www.superscheme.govt.nz) or you can contact HR Staffing, Ministerial Support, on ext 9504.

## Westpac Trust Banking Package

Westpac Trust has a personal Banking Package for government employees. For more information, ask at your local Westpac Trust branch.

## Te Reo and Related Courses

Courses are coordinated centrally by DIA Strategic Human Resources in the following areas:

- Te Reo (Maori Language)
- Bicultural Awareness – Ihi course

The DIA contact people are:

- [REDACTED], Manager, Effectiveness for Maori Team;  
ph: 495 7235
- Strategic HR on phone 495 7200

## DIA Network Groups

Networks are for the support of groups identified in the State Sector Act as targets for Equal Employment Opportunities programmes. They are groups of people who have experienced discrimination in employment in the past. Networks also provide a communication channel to management. The Chief Executive actively supports EEO networks and meets regularly with the network conveyors. More information about the network groups can be found in the DIA Intranet or contact your HR Advisor.

- Maori Network (The Tangata Whenua Ropu)
- Pacific Island People Network (PPN)
- Gay and Lesbian Network (GLADIA)
- Disabilities Network

## Toastmasters at DIA

This club provides the tools to enable you to become an effective communicator and leader in business or professional life, and your personal life.

Meetings are every Tuesday 12:30 to 1:30 at head office, for further information please contact ) [redacted] Extn [redacted]  
Please contact [redacted] Extn [redacted]

## Flu Injections

All employees of the Department are entitled to a free flu vaccination. These are done every year usually in April. You will be notified via email by Ministerial Support and also in PEN (Parliamentary Electronic Newsletter) with the times and location of the flu vaccinations.

## Unions

On site union delegates are:

- PSA Union Delegates are [redacted], extn [redacted] \* and [redacted] ext [redacted] \*as names may change please contact HR Staffing for new contacts)
- EPMU Union Delegate: *tbc\**

You may also belong to another union.

To have your membership fees deducted from your total remuneration, please send the deduction form to HR Staffing, Ministerial Support.

## EAP Services – Employee Assistance Programme

(For further information look under “Health and Safety” on the DIA intranet). [<http://1840.dia.govt.nz/>]

Please call for employee assistance:

Stratos Limited on their 24-hour **Freephone 0800 STRATOS or 0508 787 286** & Pin

**[www.stratos-ltd.co.nz](http://www.stratos-ltd.co.nz)**

Company ID:

Password:



<p><b>UTILITIES AND MAINTENANCE</b></p> <p><b>KONICA MINOLTA</b></p> <ul style="list-style-type: none"> <li>• Copying and printing (bulk or otherwise) colour / b&amp;w</li> <li>• Personalised invites and cards</li> <li>• Plan printing – colour / b&amp;w up to A0 size</li> <li>• Data merge</li> <li>• Tabs</li> <li>• Laminating from credit card size to size A0</li> <li>• Finishing – binding (spiral, wire, fast back), guillotining, drilling</li> <li>• scanning</li> </ul> <p><b>Building Maintenance &amp; Secure document destruction bin (aka 'the green bin')</b></p> <p>Contact: Buildings Services (Parliamentary Service), via email using the address 'Buildings' buildings@parliament.govt.nz</p>	<p><b>PRINTING AND STATIONERY</b></p> <p><b>Capital Office Supplies</b></p> <p>Contact: ph 04 473 2712 address 114 Lambton Quay (Masons Lane)</p> <p><b>Business Cards, letterhead, printed envelopes</b></p> <p>Please contact [redacted] / Ministerial Support Ext [redacted]</p> <p><b>Corporate Express NZ Limited</b></p> <p>For ordering contact: ph 0800 800 547</p> <p>For Internet ordering - <a href="https://netxpress.co.nz">https://netxpress.co.nz</a> Enquiries only to: <a href="mailto:salesak@cenx.co.nz">salesak@cenx.co.nz</a> or <a href="mailto:netxpress@cenx.co.nz">netxpress@cenx.co.nz</a> (quote your Corporate Express account number)</p> <p><b>Ministerial Permit Post Stickers</b></p> <p>Contact: Ministerial Support, ext. 8952</p>
<p><b>KITCHEN AND CATERING</b></p> <p><b>Café Express</b></p> <p>For kitchen supplies such as tea, coffee and kitchen cleaning items</p> <p>Contact: ph 04 570 2045 fax 04 570 2055 email <a href="mailto:orders@cewn.co.nz">orders@cewn.co.nz</a></p> <p><b>Bellamys</b></p> <p>For milk coupons and official office catering</p> <p>Contact: Copperfields in the Beehive or Oliver's Servery in linkway between the Beehive and Bowen House</p>	<p><b>TRAVEL SERVICES</b></p> <p><b>VIP Transport Service</b></p> <p>Contact: Operations Centre on ext. 8940 ph 0800 VIP CAR (0800 847 227) fax 0800 VIP FAX (0800 847 329)</p> <p><b>Parliamentary Travel Office</b></p> <p>Contact: e-mail 'Travel' or call ext. 9199</p> <p><b>Taxi chits</b></p> <p>Contact: Ministerial Support Finance, ext. 8952 or 8965</p>
<p><b>OTHER</b></p> <p><b>Parliamentary Service Messenger and Support</b></p> <p>Contact: ext. 9373</p> <p><b>ICT Service Desk</b></p> <p>Contact: ext. *300</p> <p><b>Parliamentary Service Security</b></p> <p>For ALL EMERGENCIES Contact: 7777</p>	

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## Photocopiers

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**Our photocopying needs are serviced by Konica Minolta.**

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First point of contact for bulk photocopy needs, collating, binding, laminating or toner is [REDACTED] from the Konica Minolta photocopy room in the Lower Ground Floor of the Charles Fergusson Building. There is also a recycling bin for used toner cartridges from your photocopier in room 63 in Basement of Parliament House

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**Contact details** Ext [REDACTED] @konicaminolta.co.nz

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**Services and Faults** For service and faults contact Konica Minolta service centre and quote your copier serial number which is found on the front of the machine.

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**Helpdesk** Konica Minolta help desk 0800 733 855.

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**Ordering of Photocopy Paper** Photocopy paper is ordered through Corporate Express (our stationery provider).  
When ordering online please use your drop down arrow and choose the code for paper.  
Paper must always be ordered separately from general stationery.

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**NEW STAFF MEMBER INDUCTION CHECK LIST**

At the completion of the New Staff Member Induction please send completed form to the Manager, Ministerial Staffing, Ministerial Support, Level 17, Bowen House.

- This Induction checklist should also be used when a staff member has been transferred from another Minister's Office when a reshuffle occurs.
- To be returned at the end of the new staff members first fortnight.

Date of Commencement: ..... Ministerial Office:.....

Name:.....

**BEFORE A NEW STAFF MEMBER STARTS**

Decide on what time to start and where to report on the first day.  
Ask the new staff member how they would like to be welcomed to the team i.e. morning tea, powhiri. Order business cards if appropriate

**ONCE THE STAFF MEMBER STARTS****Day One**

- How to address the Minister
- Language when addressing correspondence
  - Acceptable language within the office
- Hours of duty, punctuality and standard of dress
- Visit Security to obtain security ID and swipe card
- Provide keys
- Inform the employee about the Parliamentary Car Park
- Introduce to colleagues; provide office floor plan
- Explain structure of the office and the roles of each person
- Tour of Immediate premises
- Washrooms
  - Café
  - Emergency exits/Civil Defence arrangements/Evacuation procedures
- Brief on how the Security policy is applied in this office
- Brief on the Handling of Cabinet and Sensitive Material in a Ministerial Office
- Photocopier – set up scan
- Phone System
- Fax machine
- H and K Drive – how each works
- OIA requests/ tracking

**House**

- Explain
- House Sitting Hours and bells
- Urgency, Recess
- House Roster

*Prepared by Ministerial Support  
January 2012*

# INTERNAL AFFAIRS

Te Tari Taiwhenua

## First Week

- Introduction to (Associate) Minister staff
- How to read the diary
- Parliamentary Questions procedures
  - Written Questions - QWA System
  - Oral Questions - Timeline
- Caucus/Cabinet Office protocols
- Briefing papers and speech requirements
- Familiarisation of the Parliamentary complex
  - Bills Box
  - Caucus Room
  - House
  - Whip's Office
  - Library
  - Ministerial Services
  - Recreation Room
  - Cabinet Office
  - Select Committee Rooms

## End of Fortnight

- Teamwork in your office ie answering telephones
- Mail
  - Use of Ministerial/Parliamentary/plain envelopes
- Meeting rooms and how to book them
- Work place support
- Job description – outline job
- Information resources. Discuss books and information resources, including:
  - Standing orders
  - Legislation and House Procedure Handbook
  - Notice boards
  - Cabinet Manual
  - Training and Development Plan
  - Library
  - Ministerial Services Intranet
  - Parliamentary Intranet
  - O Drive
- House keeping
  - Dishwasher – emptying/ filling
  - Photocopier – re-filling with paper
  - Stationery
  - Recycling, double sided printing
  - Records management

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January 2012

# INTERNAL AFFAIRS

Te Tari Taiwhenua

## Employment Relations

- Procedures for applying for
  - Annual Leave
  - Working on a Public Holiday/Day in lieu procedures
- Procedures for advising SPS of
  - Sick Leave
  - Bereavement /Tangihana Leave
- Performance agreement
  - Agree on content

Please sign below to confirm the induction has been completed.

\_\_\_\_\_  
Senior Private Secretary

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Member

\_\_\_\_\_  
Date

*Prepared by Ministerial Support  
January 2012*



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November 2011

## Security Requirements for Handling Sensitive Material in Ministerial Offices

- 1 All Ministerial Office staff are required to familiarise themselves with the procedures to follow when handling, storing, transmitting and disposing of Cabinet papers and sensitive material. They will attend training and briefing sessions when required, on the handling and management of Cabinet papers and sensitive material in Ministerial Offices. The training requirements include attendance at refresher sessions as required by Ministerial Support.
- 2 Ministerial Office staff should also be aware of the contents of the Cabinet Manual [Chapter 8 in particular], the Department of Internal Affairs Security Policy, the Parliamentary Campus Security Policy and such other security policy documents on the Ministerial Office Intranet.
- 3 Ministers' offices, departments and other government agencies are responsible for ensuring Cabinet papers and sensitive material are securely handled and managed in accordance with the protective security principles and guidelines for the protection of classified information outlined below. This includes titles and any other reference information about Cabinet documents.
- 4 At the top of all Cabinet documents are the following sentences.  
*[This document contains information for the New Zealand Cabinet. It must be treated in confidence and handled in accordance with any security classification, or other endorsement. The information can only be released, including under the Official Information Act 1982, by persons with the appropriate authority].*
- 5 The following outline summarises the key points and issues that staff need to keep in mind when dealing with any Cabinet papers and sensitive material. This includes Cabinet or Cabinet committee agendas, papers, minutes, memos, correspondence, departmental briefing notes, emails, legislation, faxes, commercial briefings and correspondence and Ministerial Advisor briefings.

### Key points

- 6 The most important points to remember when handling Cabinet papers and sensitive material are:
  - 6.1 all Cabinet papers and sensitive material are classified as official information. This means that although the provisions of the Official Information Act 1982, apply, any agreement to release all or part of a Cabinet paper or other sensitive material must follow specific processes as laid down in the Official Information Act.

- 6.2 Cabinet papers and sensitive material should be made available only to those with a "need to know".
- 6.3 all Cabinet papers and sensitive material should be kept in secure lockable storage when not in use. The Senior Private Secretary is accountable and responsible for the management of Cabinet papers and sensitive material in their Minister's Office which includes establishing procedures for handling, storing and disposing of these documents and for advising all new staff in their Minister's office of these procedures as part of the induction process. If staff are unsure of these requirements, they should check with either the Senior Private Secretary about their office specific procedures or the Cabinet office for other issues.
- 6.4 the Cabinet Office delivers Cabinet material by hand to Ministers' offices. The Senior Private Secretary or delegated staff member in the Minister's office, are responsible for ensuring the Cabinet material is conveyed securely to their Ministers' departments or other government agencies.
- 6.5 delivery of other sensitive material should be managed by the Senior Private Secretary.

#### **Classification or Endorsement**

- 7 To assist staff with handling Cabinet papers and sensitive material, all Cabinet documents carry a security classification or endorsement. For example: In Confidence, RESTRICTED, NEW ZEALAND EYES ONLY, SECRET SPECIAL HANDLING REQUIRED
- 8 The classification or endorsement is a reminder to staff that the material contained in the document may be sensitive in some form, and that while each member of staff is responsible for the document they must handle or store the document in a form consistent with the classification or endorsement stated on the document.
- 9 The minimum classification for all Cabinet material is **In Confidence**.
- 10 You can, and should, apply the same handling principles to all Cabinet material, irrespective of whether the content is in hard or soft copy.
- 11 The Cabinet Office's guidelines on the secure handling of Cabinet material are provided on the Cabinet and Committee workspace on the Public Service Intranet.
- 12 *Details of classification levels and explanations are set out in the Cabinet office Circular CO(08) 1 attached as Appendix 1.*

#### **EMAIL**

- 13 Only Cabinet material with classifications In-Confidence, Sensitive or Restricted may be emailed between government agencies.
- 14 Such emails must contain <SEEMail> in the body of the email.

- 15 This means that the email can only be received and read by persons or departments who have registered for the secure email system.
- 16 SEEMail must not be used for emailing information classified above these levels.
- 17 Details about using SEEMail can be found at [www.e.govt.nz/services/see/faqs.html](http://www.e.govt.nz/services/see/faqs.html)

### **Conversations**

- 18 Ministerial Office staff should take care when discussing sensitive information on the telephone or with colleagues and are responsible for ensuring unauthorised people are not able to overhear their conversations. Where possible, Ministerial Office staff should discuss sensitive information in a closed office or meeting room.

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**Cabinet Office Circular CO (08) 1**

10 January 2008

**Enquiries:**

Ph: [redacted] @dpmc.govt.nz

Ph: [redacted] @dpmc.govt.nz

**Intended for:**

- All Ministers
- All Chief Executives
- All Senior Private Secretaries
- All Private Secretaries
- All Public Sector staff handling Cabinet material

**Security Classification System: Application to Cabinet Documents**

**Summary of key points**

- This circular updates the Cabinet Office's guidance on the application of the security classification system to Cabinet material (Cabinet and Cabinet committee agendas, papers, minutes and memos).
- All departments, Ministers' offices and other government agencies should ensure that Cabinet material is securely handled and managed in accordance with the guidelines contained in the Security in the Government Sector manual.
- It is the responsibility of the agency preparing a Cabinet paper to determine the level of security classification applicable to the paper from the draft stage. The minimum security classification for Cabinet papers is **In Confidence** and papers should be marked with this classification. Higher security classifications should be used if appropriate.
- Cabinet has agreed to the use of a new security endorsement of **Special Handling Required** to provide additional protection for government information of a highly sensitive nature in the public interest/personal privacy area. This endorsement, together with the **Sensitive** classification, should be used for Cabinet papers dealing with such material.



## Introduction

1. This circular updates the guidance on the application of the security classification system (including the new endorsement of **Special Handling Required**) to Cabinet material. It supersedes the previous Cabinet Office circular on this subject [CO (01) 10]. The updated guidance contained in this circular will be included in the Cabinet Office CabGuide in due course.
2. Chief Executives and Senior Private Secretaries are asked to ensure that:
  - all staff involved in the handling of Cabinet material or preparation of Cabinet papers are familiar with the advice in this circular;
  - the content of this circular is conveyed to all Crown entities or other government agencies for which their Minister is responsible, which are involved in the preparation of Cabinet papers or handling of Cabinet material.

## Security classification system

3. The security classification system for protecting official information is set out in the Security in the Government Sector manual (SIGS). The system has two categories of classification covering:
  - information requiring protection for public interest or personal privacy reasons;
  - information requiring protection for national security reasons.
4. A summary of the classifications is set out in the table below. Full details are provided in Chapter 3 of SIGS.

<b>Security Classifications</b> <a href="http://www.security.govt.nz/sigs/html/chapter3.html">[http://www.security.govt.nz/sigs/html/chapter3.html]</a>	
<b>Information requiring protection for public interest or personal privacy reasons</b>	
Sensitive	Compromise of information would be likely to damage the interests of the New Zealand government or endanger the safety of its citizens
In Confidence	Compromise of information would be likely to prejudice the maintenance of law and order, impede the effective conduct of government in New Zealand or affect adversely the privacy of its citizens



Information requiring protection for national security reasons (ie New Zealand's security, defence, or international relations)	
Top Secret	Compromise of information would damage national interests in an exceptionally grave manner
Secret	Compromise of information would damage national interests in a serious manner
Confidential	Compromise of information would damage national interests in a significant manner
Restricted	Compromise of information would damage national interests in an adverse manner

5. The classifications most commonly used for Cabinet material are **In Confidence**, **Sensitive** and **Restricted**. The classifications of **Confidential**, and occasionally **Secret** and **Top Secret**, may also be used for Cabinet material when required.
6. Classifications in themselves do not allow official information to be withheld under the Official Information Act 1982. All requests under the Official Information Act must be considered using the criteria in the Act regardless of the classification given to the document concerned.

### Endorsements

7. Endorsements may also be used with security classifications to describe the nature of the information being protected or to indicate certain handling requirements. Examples of common endorsements used for Cabinet papers are:
  - o **Budget** : proposed or actual measures for the Budget prior to their announcement
  - o **Commercial** : sensitive commercial processes, negotiations or affairs
  - o **Staff** : reference to named or identifiable individuals.
8. These endorsements, when used with a security classification, result in the following examples of classifications and endorsements commonly used for Cabinet papers:
  - o **Budget: Sensitive**
  - o **Commercial: Sensitive**
  - o **Commercial: In Confidence**
  - o **Staff: In Confidence**
9. Cabinet papers may also occasionally be personally addressed to Ministers and chief executives due to the sensitivity of the material. Such papers are marked

**Personal to:** followed by the name of the recipient. Cabinet papers marked as **Personal to:** are intended to be seen by the addressee only.

10. Cabinet papers containing legal advice should be marked **Legal Privilege** together with an appropriate security classification.

### **New endorsement: Special Handling Required**

11. Cabinet has approved a new endorsement of **Special Handling Required** for use with the **Sensitive** classification for highly sensitive material in the public interest/personal privacy area that requires additional protection. Detailed criteria and handling requirements for the endorsement were issued to all departments with the Cabinet minute [CAB Min (07) 28/1A]. The guidelines are also available in a new Annex H of Chapter 3 of the SIGS [<http://www.dpmc.govt.nz/dpmc/publications/special-handling-required-091007.html>].
12. It is envisaged that the new endorsement will be used for a very limited range of material, such as special projects involving highly sensitive policy proposals or negotiations. The endorsement should be used only when it is considered that the highly sensitive nature of the material requires additional protection to that provided by the **Sensitive** classification.
13. The endorsement should only be used with the **Sensitive** classification. Cabinet papers requiring the use of the endorsement should be classified **Special Handling Required: Sensitive**. Such papers will be distributed by the Cabinet Office in envelopes to Ministers' offices and departments. The papers should be seen only by staff authorised to access such material. When not in use, the papers must be kept in a security container that meets the minimum requirements for storing material classified as **Confidential**.

### **Application of classifications to Cabinet papers**

14. It is the responsibility of the agency preparing a Cabinet paper to determine the level of classification applicable to the paper to ensure that it receives the appropriate level of protection at all stages.
15. The minimum classification for Cabinet papers is **In Confidence** and papers should be marked with this classification. Higher classifications should be used if appropriate.
16. If a paper is submitted for Cabinet without a classification or with a classification that does not appear to be appropriate for the nature of information contained in the paper, the Cabinet Office will assign an appropriate classification in consultation with the relevant Minister's office.

### **Guidelines for secure handling of Cabinet material**

17. The Cabinet Office's guidelines on the secure handling of Cabinet material are provided on the Cabinet and Committee workspace on the Public Service Intranet [<https://psi.govt.nz/cabinet/Library/Cabinet%20Office%20guidance%20on%20secure>]

[e%20handling%20of%20Cabinet%20material.pdf](#). A summary of the key points is provided in this section.

18. All Cabinet material is classified official information. This applies to all environments and technologies in which the material is saved, stored, used and transmitted.

19. Cabinet material should be made available only to those with a "need to know". Ministers' offices, departments and other government agencies handling Cabinet material are responsible for ensuring that the material is securely handled and managed in accordance with the protective security principles and guidelines for the protection of classified information contained in SIGS [<http://www.security.govt.nz/sigs/html/index.html>].

20. The attached Annex provides a summary guide to the handling, storage and transmission requirements for Cabinet material, in accordance with SIGS. These requirements apply to Cabinet papers at the draft and final stages. Key points to note are:

- the Cabinet Office delivers Cabinet material by hand to Ministers' offices, in envelopes if required. Ministers' offices are responsible for ensuring the Cabinet material is conveyed securely to their Ministers' departments or other government agencies. Papers must be enveloped if being delivered by messenger or courier;
- Cabinet papers with a classification up to **Sensitive** or **Restricted** may be transmitted electronically between government agencies using SEEmail or approved equivalent;
- Cabinet papers with an **In Confidence** classification may be sent by fax within New Zealand, if necessary. Appropriate administrative safeguards should be used to ensure that the intended recipient receives the submission and it is handled securely;
- all Cabinet documents should be kept in secure lockable storage when not in use;
- Cabinet documents classified as **Special Handling Required: Sensitive** or **Confidential** or higher level must be transmitted in accordance with SIGS requirements and kept in an approved security container which complies with the requirements of the Protective Security Manual issued by the New Zealand Security Intelligence Service.

21. Ministers' offices are also reminded that Cabinet documents sent to a Minister outside the parliamentary complex, by VIP Transport or a courier, must be placed in an approved lockable bag.

### Further information

22. Further information on the protective security principles and the classification system is provided in SIGS. [<http://www.security.govt.nz/sigs/html/index.html>]. For

further information about the application of the classifications and the protection of official information, staff should in the first instance contact their departmental security officer.

23. Advice on the classification and secure handling of Cabinet material is also provided in the Cabinet Office's *CabGuide* [<http://www.cabguide.cabinetoffice.govt.nz/context/writing-papers/security-classifications>]. The Cabinet Office Registrar, [REDACTED] (phone: [REDACTED]); email: [REDACTED]@dpmc.govt.nz), can also be contacted for further advice.

Secretary of the Cabinet

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## Guide to Handling and Transmission Requirements for Cabinet Material

This table provides a summary guide to the main handling and transmission requirements for Cabinet material (Cabinet and Cabinet committee agendas, papers, minutes and memos). Full details of the handling, transmission and disposal requirements for classified material are provided in the Security in the Government Sector manual, <http://www.security.govt.nz/sigs/html/index.html>.

The Cabinet Office delivers all Cabinet material by hand to Ministers' offices. Papers for Ministers and departments are distributed in envelopes when required. Ministers' offices are responsible for ensuring that Cabinet material is conveyed securely to their Minister's departments (or other government agencies). All Cabinet material must be kept in secure storage when not in use.

### Classifications/Endorsements for Public Interest and Personal Privacy Reasons

Classification/ Endorsement	Manual Transmission	Manual Storage	Electronic Transmission	Electronic Storage
<b>Special Handling Required: Sensitive</b>	Cabinet Office delivers papers to Ministers' offices: <ul style="list-style-type: none"> <li>• double enveloped for Ministers</li> <li>• double enveloped for departments</li> </ul>	Keep in approved security container when not in use.	Must be marked <b>Special Handling Required: Sensitive</b> . May be transmitted by SEEmail or approved equivalent, only to persons authorised to receive the information.	Electronic files must be protected against illicit internal use or intrusion by external parties.  Access must be restricted to those who need to know and who are cleared to access the information.
<b>Sensitive</b> Including: <ul style="list-style-type: none"> <li>• <b>Budget: Sensitive</b></li> <li>• <b>Commercial: Sensitive</b></li> <li>• <b>Negotiations: Sensitive</b></li> </ul>	Cabinet Office delivers papers to Ministers' offices: <ul style="list-style-type: none"> <li>• unenveloped for Ministers</li> <li>• enveloped for departments</li> </ul>	Keep in secure storage when not in use.	Must be marked <b>Sensitive</b> . May be transmitted electronically by SEEmail or approved equivalent.	Electronic files must be protected against illicit internal use or intrusion by external parties.



<p><b>In Confidence</b></p> <p>Including:</p> <ul style="list-style-type: none"> <li>• <b>Commercial: In Confidence</b></li> <li>• <b>Staff: In Confidence</b></li> <li>• <b>Legal Privilege: In Confidence</b></li> </ul>	<p>Cabinet Office delivers papers to Ministers' offices:</p> <ul style="list-style-type: none"> <li>• unenveloped for Ministers</li> <li>• unenveloped for departments</li> </ul>	<p>Keep in secure storage when not in use.</p>	<p>Must be marked <b>In Confidence</b>. May be transmitted electronically by SEEmail or approved equivalent. Subject to risk assessment, may be transmitted electronically without being encrypted.</p> <p>May be sent by fax within New Zealand, if necessary.</p>	<p>Electronic files must be protected against illicit internal use or intrusion by external parties.</p>
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**Classifications for National Security Reasons**

<b>Classification</b>	<b>Manual Transmission</b>	<b>Manual Storage</b>	<b>Electronic Transmission</b>	<b>Electronic Storage</b>
<p><b>Top Secret</b></p> <p><b>Secret</b></p> <p><b>Confidential</b></p>	<p>Cabinet Office delivers papers to Ministers' offices:</p> <ul style="list-style-type: none"> <li>• double enveloped for Ministers</li> <li>• double enveloped for departments</li> </ul>	<p>Keep in approved security container when not in use.</p>	<p>Information transmitted must be encrypted using high-grade systems certified and accredited by GCSB.</p>	<p>Electronic files must be stored on systems certified and accredited by GCSB.</p>
<p><b>Restricted</b></p>	<p>Cabinet Office delivers papers to Ministers' offices:</p> <ul style="list-style-type: none"> <li>• unenveloped for Ministers</li> <li>• enveloped for departments</li> </ul>	<p>Keep in secure storage when not in use.</p>	<p>Must be marked <b>Restricted</b>. May be transmitted by SEEmail or approved equivalent.</p>	<p>Electronic files must be protected against illicit internal use or intrusion by external parties.</p>

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