



31 May 2017

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Dear Sir,

Official Information Act 1982 (OIA) information request 16/17-0347

Thank you for your request under the Official Information Act 1982 (Act) received by the Department of Internal Affairs (Department) on 8 May 2017.

You requested:

- * Copies of the current policy, procedure, manual or other process document that records the Department's process or processes for handling and deciding requests under the OIA; and*
- * Any diagram or flowchart of the Department's process or processes (if any have been created);*
- * Copies of any template response letters that form part of the Department's process or processes (if any have been created).*

The Department recently initiated a programme to improve Departmental processes and capability for managing Official Information Act Requests. Departmental policies and process guides have been updated as part of this programme.

The Departmental guidance is a synthesis of legislative requirements as well as best practice guidance from the Ombudsman and the State Services Commission.

Policies, procedure and manuals

The table below lists all Departmental policies, manuals and process guides for management of Official Information Act Requests. These are attached to this response under appendix A.

	Document title	Description
1	2017 OIA processing guide	Describes the processes and tools for managing departmental Official Information Act requests across the branches of the Department of Internal Affairs.
2	Ministerial OIA guide	Describes process for managing Ministerial OIAs
3	OIA Style Guide Summary	Condensed guide that gives the DIA styles and formatting that apply when drafting OIA response letters.
4	OIA process Checklist	Checklist for processing an OIA with timeline
5	Te kete tuarua - Guidelines for official documents	Chapters 1-3 on Official Information Act Requests
6	Intranet Page – The OIA and Frequently Asked Questions	Online quick guide for responding to OIA requests

Diagrams

Diagrams illustrating the administration process for managing an OIA request can be found on page 4 of the 2017 OIA processing guide listed as document 1 in above table.

Templates

The table below lists all templates used when responding to requests made under the Act (appendix B). These templates are used as guidance and are tailored to each response.

	Template title
1	Acknowledge receipt of request to requester
2	Confirm request made in person/by phone
3	Clarify or amend request
4	Transfer request (send to requester)
5	Transfer request (send to agency)
6	Notify a third party about a request that affects them
7	Letter extending timeframe for response
8	General response letter
9	Departmental cover sheet
10	Ministerial cover sheet
11	Sign-out sheet

All direct contact details for staff has been redacted under section 9(2)(a) to protect the privacy of natural persons. We do not consider contact details are included under the scope of your request.

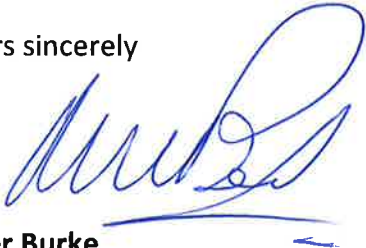
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I hope this provides an appropriate response to your request. If you would like further information please do not hesitate to contact us.

Under section 28(3) of the Act you have the right to seek an investigation and review of our response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
Wellington 6143
Email: info@ombudsman.parliament.nz
Free Phone: 0800 802 602

Yours sincerely



Peter Burke
Manager Governance Risk and Assurance
Strategy and Governance