

[ENTER DATE SENT]

{{prop:SubmitterFullAddress}}

Dear **Mr/Ms/Mrs/Title LAST NAME**

Official information request for [brief detail of subject matter of request]

I am writing to acknowledge receipt of your OIA request dated x for “{{prop:QuestionSummary}}”.

We will endeavour to respond to your request as soon as possible and in any event no later than [date], being 20 working days after the day your request was received. If we are unable to respond to your request by then, we will notify you of an extension of that timeframe.

If you have any queries, please feel free to contact Ministerial Services at Ministerial.Services@ssc.govt.nz. If any additional factors come to light which are relevant to your request, please do not hesitate to contact us so that these can be taken into account.

Our letter notifying you of our decision on your request will confirm if we intend to publish the letter (with your personal details removed) and any related documents on the State Services Commission's website.

Yours sincerely

{{prop:CreatedByUser[display=fullname]}}
[Position]

[ENTER DATE SENT]

Mr/Mrs{{Prop:SubmitterFullAddress}}

Dear **Mr/Ms/Mrs/Title LAST NAME**

**Official information request relating to [brief detail of subject matter of request]
Our ref: {{prop:ReportNumber}}**

I refer to your official information request dated [date] for "{{prop:QuestionSummary}}".

[Note: has the request been revised by the requestor?]

We have transferred [part of] your request to the {{prop:TransferDepartment}}, as [part of the / the] information to which your request relates [,namely – detail of specific aspect of request to be transferred if a partial transfer] [is not held by us but is believed to be held by the {{prop:TransferDepartment}} / is believed to be more closely connected with the functions of the {{prop:TransferDepartment}}]. In these circumstances, we are required by section 14 of the Official Information Act 1982 to transfer your request.

You will hear further from the {{prop:TransferDepartment}} concerning [that part of] your request. [Provide other agency's contact details if available]. [The other parts of the request will remain with the State Services Commission.]

Yours sincerely

{{prop:Manager}}
{{prop:Manager[display=jobTitle]}}

[ENTER DATE SENT]

{{prop:TransferDepartment}}
{{prop:TransferDepartment[display=Address]}}

Dear

Transfer of request for official information

I write concerning an official information request received by the State Services Commission on [date] from {{prop:SubmitterFullName}} for {{prop:QuestionSummary}}.

As discussed between [name] and [name] on [date], and for the reason set out in the attached letter to {{prop:SubmitterFullName}}, this request is being transferred [in full / in part] to your agency for response.

Please treat this letter as a formal transfer of [this aspect of] the request under section 14 of the Official Information Act 1982. You should be aware that a response must be provided to the requestor as soon as reasonably practicable, and no later than 20 working days after the day this transfer is received by your agency, unless an extension of time is required and duly notified to the requestor.

Yours sincerely

{{prop:Manager}}
{{prop:Manager[display=jobTitle]}}

Encl copy of correspondence from {{prop:SubmitterFullName}} of [date]

copy of correspondence to {{prop:SubmitterFullName}} of [date]

[ENTER DATE SENT]

Mr/Mrs{{Prop:SubmitterFullAddress}}

Dear **Mr/Ms/Mrs/Title LAST NAME**

Official information request for [brief detail of subject matter of request]
Our ref: {{prop:ReportNumber}}

I refer to your official information request dated [date] for "{{prop:QuestionSummary}}".

[Note: has the request been revised by the requestor?]

We have transferred [part of] your request to the {{prop:TransferPortfolioMinister[display=portfolioDetails]}}. [Part of the / The] information to which your request related [namely – detail of specific aspect of request to be transferred if a partial transfer] [is not held by us but is believed to be held by the {{prop:TransferPortfolioMinister[display=portfolioDetails]}} / is believed to be more closely connected with the functions of the {{prop:TransferPortfolioMinister[display=portfolioDetails]}}. In these circumstances, we are required by section 14 of the Official Information Act 1982 to transfer your request.

You will hear further from the {{prop:TransferPortfolioMinister[display=portfolioDetails]}} concerning [that part of] your request. [The other parts of the request will remain with the State Services Commission.]

Yours sincerely

{{prop:Manager}}
{{prop:Manager[display=jobTitle]}}

Reference: {{prop:IntReference}}

Date: **[ENTER DATE SENT]**

{{prop:TransferPortfolioMinister[display=ministerFullName]}}
{{prop:TransferPortfolioMinister[display=porfolioName]}}
{{prop:TransferPortfolioMinister[display=ministerAddress]}}

Dear Minister

Transfer of request for official information

I write concerning an official information request received from {{prop:SubmitterFullName}} on [date] for {{prop:QuestionSummary}}.

As discussed between [name] and [name] on [date], and for the reason set out in the attached letter to {{prop:SubmitterFullName}}, this request is being transferred [in full / in part] to you for response.

Please treat this letter as a formal transfer of [this aspect of] the request under section 14 of the Official Information Act 1982. You should be aware that a response must be provided to the requestor as soon as reasonably practicable, and no later than 20 working days after the day this transfer is received by your office, unless an extension of time is required and duly notified to the requestor.

Yours sincerely

{{prop:Manager}}
{{prop:Manager[display=jobTitle]}}

Encl copy of correspondence from {{prop:SubmitterFullName}} of [date]
copy of correspondence to {{prop:SubmitterFullName}} of [date]

1. Written Consultation with Requestor

[ENTER DATE SENT]

{{Prop:SubmitterFullAddress}}

Dear **Mr/Ms/Mrs/Title LAST NAME**

**Official information request for [brief detail of subject matter of request]
Our ref: {{prop:ReportNumber}}**

I refer to your official information request dated [date] for "{{prop:QuestionSummary}}".

Your request as currently framed will be very difficult to meet without substantial collation or research. [Describe the difficulty involved in meeting the request, including details about the volume of information involved, the estimated time required to find and bring it together, and the impact on the agency's other operations].

Unless your request is amended, we may have to refuse it under section 18(f) of the Official Information Act 1982 (OIA), which applies where the information cannot be made available without substantial collation or research.

Please let us know before [insert date that will enable the agency to meet its statutory obligation to make and communicate its decision on the request no later than 20 working days after it was received] whether you are prepared to amend or clarify your request and, if so, how. [Set out any options that may address the agency's difficulty in meeting the request, including charging and extension, and provide contact details of a member of staff who can assist].

[Use only where the letter is sent within seven working days of receipt of the original request]

Please note, if you do amend or clarify your request, this will be considered to be a new request for the purpose of calculating the maximum statutory timeframe for response—see section 15(1AA) of the OIA.

Yours sincerely

{{prop:Manager}}
{{prop: Manager[display=jobTitle]}}

2. Confirmation of outcome of consultation with requester

[ENTER DATE SENT]

{{Prop:SubmitterFullAddress}}

Dear **Mr/Ms/Mrs/Title LAST NAME**

**Official information request for [brief detail of subject matter of request]
Our ref: {{prop:ReportNumber}}**

I refer to [provide details of written or verbal consultation with requester] concerning your request for official information.

In light of the difficulty involved in meeting your request, I understand you are prepared to [provide details of agreement reached, for example, amend your request to A, wait to receive the information until B, pay a reasonable charge etc].

We will proceed to process your request on that basis, and notify you of our decision as soon as reasonably practicable and no later than [insert relevant date],¹ unless an extension of that timeframe is necessary.

Yours sincerely

{{prop:Manager}}
{{prop: Manager[display=jobTitle]}}

¹ Note, if the requester has amended or clarified their request at the behest of the agency within seven working days of receiving the original request, then the relevant date will be 20 working days after the amended or clarified request was received (see s 15(1A) OIA).

3. Releasing the information in an alternative form

[ENTER DATE SENT]

{{Prop:SubmitterFullAddress}}

Dear **Mr/Ms/Mrs/Title LAST NAME**

Official information request for [brief detail of subject matter of request]

Our ref: {{prop:ReportNumber}}

I refer to your official information request dated [date] for "{{prop:QuestionSummary}}".

Your request is an administratively challenging one to deal with. [Describe the difficulty involved in meeting the request, including details about the volume of information involved, the estimated time required to make the information available, and the impact on the agency's other operations].

In light of this, we have decided to meet your request by [specify manner in which information will be made available e.g. inspection, excerpt or summary, oral briefing] in preference to providing copies of the full information you have requested. We are permitted to do this under section 16(2) of the Official Information Act 1982 because otherwise it would impair the efficient administration of the State Services Commission.

If you wish to discuss this decision with us, please feel free to contact Ministerial.Services@ssc.govt.nz.

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 or freephone 0800 802 602.

Yours sincerely

{{prop:Manager}}

{{prop: Manager[display=jobTitle]}}

4. Refusal of a request under section 18(f)

[ENTER DATE SENT]

{{Prop:SubmitterFullAddress}}

Dear **Mr/Ms/Mrs/Title LAST NAME**

Official information request for [brief detail of subject matter of request]

Our ref: {{prop:ReportNumber}}

I refer to your official information request dated [date] for "{{prop:QuestionSummary}}".

Due to the substantial amount of work that would be required to research and collate the information you have requested, we are refusing your request under section 18(f) of the Official Information Act 1982 (OIA). [Describe the difficulty involved in meeting the request, including details about the volume of information involved, the estimated time required to find and bring it together, and the impact on the agency's other operations].

We have considered whether charging or extending the timeframe for responding to your request would help, as required by section 18A of the OIA. However, [explain why charging or extending would not help].

We have consulted [or considered consulting] with you, as required by section 18B of the OIA. However, [detail attempts at consultation and why this has not resolved the difficulty, or explain why consultation would not help].

[Use if meeting the request in another way]

While we cannot meet your exact request, we are able to [detail other way in which you are endeavouring to meet the request].

[Use in all cases]

If you wish to discuss this decision with us, please feel free to contact Ministerial Services@ssc.govt.nz, and we can provide further assistance should you be willing to change or refine your request.

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 or freephone 0800 802 602.

Yours sincerely

{{prop:Manager}}
{{prop: Manager[display=jobTitle]}}

[ENTER DATE SENT]

{{Prop:SubmitterFullAddress}}

Dear **Mr/Ms/Mrs/Title LAST NAME**

**Official information request for [brief detail of subject matter of request]
Our ref: {{prop:ReportNumber}}**

I refer to your official information request dated [date] for "{{prop:QuestionSummary}}".

[Use if extending time limit to make a decision]

The Official Information Act 1982 requires that we advise you of our decision on your request no later than 20 working days after the day that we received your request. Unfortunately, it will not be possible to meet that time limit and we are, therefore, writing to notify you of an extension of the time to make our decision, to [date].

We will keep you updated on the progress of our response to your request.

[Use if extending time limit to transfer request]

This letter is to advise you that it may be necessary to transfer [part of] your request to [agency/Minister], and that we are extending the ten working day time limit available to make this transfer, to [date].

[Use in all cases]

This extension is necessary because [your request is for a large quantity of information and meeting the original time limit would unreasonably interfere with our operations / your request necessitates a search through a large quantity of information and meeting the original time limit would unreasonably interfere with our operations / consultations [provide details if possible] needed to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit].

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact Ministerial Services at Ministerial.Services@ssc.govt.nz.

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 or freephone 0800 802 602.

Yours sincerely

{{prop:Manager}}
{{prop: Manager[display=jobTitle]}}

Dear **Mr/Ms/Mrs/Title LAST NAME**

**Official information request for [brief detail of subject matter of request]
Our ref: {{prop:ReportNumber}}**

I refer to your official information request dated [date] for "{{prop:QuestionSummary}}".

On x date we advised you of an extension of the time to make our decision on your request, to [x date]. At the time, we also let you know that we would keep you updated on the progress of our response to your request. We are letting you know, therefore, that we have just [commenced/concluded departmental/Ministerial consultation].

Kind regards

Ministerial Services

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Please note that we intend to publish our response to this official information request (with the requestor's personal details removed) on the State Services Commission's website. /
OR Please note that we do not intend to publish our response to this request.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

IN CONFIDENCE



SSC Report: Official Information Request {{prop:Summary}}

Date:	[Date Sent]	Report No:	{{prop:ReportNumber}}
Contact:	{{prop:Manager}}	Telephone:	{{prop:Manager [display=phoneNumber]}}

	Action Sought	Deadline
{{prop:portfolios}}	Any comment on the State Services Commission's (SSC) proposed response to the official information request for information regarding {{prop:Summary}}	X (before due date)

Key points

- On {{prop:ReceivedByDepartmentDate[display=!]}} , SSC received an official information request from {{prop:SubmitterFullName}} for:
- The proposed letter of reply and the information for release are attached for consultation.
- A response to the request is due by {{prop:workflowduedate}}.
- Anything else that would be helpful to know, e.g. has this information been previously released? Who has been consulted?

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DRAFT ONLY

DO NOT SEND UNTIL THE CONSULT REPORT IS RETURNED

[Insert draft OIA response here]

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OFFICIAL INFORMATION ACT

Text: Moto File Note – Minister's Office Informed of SSC's Decision on OIA Request

To add to the "Additional Notes" box in Moto – Minister's office informed of decision on OIA request on x day" [note this should be the day that the response was released to the requestor, not earlier]. "A copy of the response was/was not provided to the Minister's office".

OR

"Minister's office was not informed of decision on OIA request."

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

[ENTER DATE SENT]

Mr/Ms/Mrs {{Prop:SubmitterFullAddress}}

Dear Mr/Ms/Mrs/Title LAST NAME

Official information request for [brief detail of the subject matter of the request]

Our ref: {{prop:ReportNumber}}

I refer to your official information request dated [x] for {{prop:QuestionSummary}}.

[Check: Was the request clarified/revised by requestor?]

[Check: Was any part of the request transferred?]

[Check: Was the time limit extended?]

Information being released

Please find enclosed the following documents:

Item	Date	Document Description	Decision
1			
2			

[I have decided to release [the relevant parts of] the documents listed above, subject to information being withheld under one or more of the following sections of the OIA, as applicable:

[Check: Do section 6 grounds apply? Common grounds for withholding information are provided below:

- section 9(2)(a) – to protect the privacy of natural persons, including deceased people
- section 9(2)(b)(ii) – to protect the commercial position of the person who supplied the information, or who is the subject of the information
- section 9(2)(f)(iv) – to maintain the current constitutional conventions protecting the confidentiality of advice tendered by Ministers and officials
- section 9(2)(g)(i) – to maintain the effective conduct of public affairs through the free and frank expression of opinions]

[In addition, some information has been deleted where it is not within the scope of your request.]

Information publicly available

The following information is also covered by your request and is publicly available on the [SSC, Beehive or other] website:

Item	Date	Document Description	Website Address
1			

2			
---	--	--	--

Accordingly, I have refused your request for the documents listed in the above table under section 18(d) of the OIA – the information requested is or will soon be publicly available.

[Check: has relevant information been removed from published documents? If so, include the following paragraph:

Some relevant information has been removed from documents listed in the above table and should continue to be withheld under the OIA, on the grounds described in the documents.]

Information being withheld

There are additional documents covered by your request that I have decided to withhold in full under **[one or more of]** the following sections of the OIA, as applicable:

[Check: Do section 6 grounds apply? Common grounds for withholding documents in full are provided below, with complete list of withholding grounds [here](#):

- **section 9(2)(b)(ii) – to protect the commercial position of the person who supplied the information, or who is the subject of the information**
- **section 9(2)(f)(iv) – to maintain the current constitutional conventions protecting the confidentiality of advice tendered by Ministers and officials]**

[If there are withholdings under section 9, the following text applies: In making my decision, I have considered the public interest considerations in section 9(1) of the OIA.] **[Expand more on this if possible.]**

[Check: delete the above if no information has been withheld under section 9.]

[Use if imposing conditions on release]

The information is released to you on condition that [specify any relevant conditions, including any relevant timeframes], as [describe relevant harm the condition is intended to protect.]

If you wish to discuss this decision with us, please feel free to contact Ministerial.Services@ssc.govt.nz.

Use in all cases – unless request granted in full immediately: 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 or freephone 0800 802 602.

[Please note that we intend to publish this letter (with your personal details removed) [and enclosed documents] on the State Services Commission's website./ OR Please note that we do not intend to publish our response to your request.]

Yours sincerely

{{prop:Manager}}
{{prop:Manager[display=jobTitle]}}

Use if granting the request in full and releasing information at a later date

We have decided to grant your request. It will, however, take us some time to prepare the information for release. We will send you the information by [date].

Use if granting the request in part and releasing information at a later date

We have decided to grant your request in part, namely information which relates to [describe information to be released]. It will, however, take us some time to prepare this information for release. We will send you that information by [date]. We have also decided to refuse your request for information which relates to [describe information withheld] under section [detail relevant section(s) of the OIA]. [Describe relevant harm, and consideration of the public interest in release, if applicable.]

Use if releasing information in a different form to that asked for

You asked for the information to be released to you [specify form of release asked for by requestor]. However, we cannot release the information in that form as [this would impair efficient administration/be contrary to our legal duty to [specify] legal duty / prejudice the interests protected by section [detail relevant section(s) of the OIA]. [Describe relevant harm, and consideration of the public interest in release, if applicable.] We have, therefore, decided to release the information to you [specify the form in which the information will be released.]

Use if refusing the request in full

We have decided to refuse your request under section [detail relevant section(s) of the OIA]. [Describe relevant harm, and consideration of the public interest in release, if applicable.]

RELEASED UNDER THE OFFICIAL INFORMATION ACT



SSC Report: {{prop:Summary}}

Date:	[Date Sent]	Report No:	{{prop:ReportNumber}}
Contact:	{{prop:Manager}}	Telephone:	{{prop:Manager[display=phoneNumber]}}

	Action Sought	Deadline
{{prop:portfolios}}	Sign the attached letter to {{prop:SubmitterName}} responding to their correspondence about {{prop:Summary}}.	{{prop:CurrentDueDate[display=I]}}

Enclosure: Yes (attached)

Recommended Action

It is recommended that you:

- a **sign** the attached letter to {{prop:SubmitterFullName}} informing them that you have transferred [part of] their OIA request to the {{prop:TransferDepartment}}; and
- b **sign** the attached letter to the {{prop:TransferDepartment}}, transferring [part of] the OIA request to them.

{{prop:toportfoliolist}}

RELEASED UNDER THE OFFICIAL INFORMATION ACT

SSC Report: {{prop:Summary}}

[Delete sections of report that are not required or relevant]

On {{prop:ReceivedByDepartmentDate[display=|]}} you received an Official Information Act 1982 (OIA) request from {{prop:SubmitterFullName}} of {{prop:SubmitterOrganisation}}. The request was for:

{{prop:QuestionSummary}}.

[Check: has the request been revised by the requestor?]

A response to the request is due by **XXX**

[Option 1 – No Information Held]

[Full]

From our records, and following consultation with your Office, it appears that you are unlikely to hold the requested information and believe it is held by the {{prop:TransferDepartment}}. Accordingly, we recommend that under section 14(b)(i) of the OIA you transfer the request to the {{prop:TransferDepartment}}.

[Part]

From our records, and following consultation with your Office, it appears that you are unlikely to hold the requested information relating to **[define subject]** and believe it is held by the {{prop:TransferDepartment}}. Accordingly, we recommend that under section 14(b)(i) of the OIA you transfer this part of the request to the {{prop:TransferDepartment}}.

[Option 2 – Closely Connected]

[Full]

We believe that the requested information is more closely connected to the functions of the {{prop:TransferDepartment}}. Accordingly, we recommend that under section 14(b)(ii) of the OIA you transfer the request to the {{prop:TransferDepartment}}.

[Part]

We believe the part of your request for information about **[define subject]** is more closely connected to the functions of the {{prop:TransferDepartment}}. Accordingly, we recommend that under section 14(b)(ii) of the OIA you transfer this part of the request to the {{prop:TransferDepartment}}.

The transfer of the OIA request is due by **XXX**.

Attached for your consideration are a letter transferring **[part of]** the request to the {{prop:TransferDepartment}} and a letter informing the requestor of the transfer.

Ref: {{prop:ExtReference}}

{{Prop:SubmitterFullAddress}}

Dear **Mr/Ms/Minister/Mrs. LAST NAME**

Official information request for [brief detail of subject matter of request]

I refer to your official information request dated [date] for {{prop:QuestionSummary}}.

[Check: has the request been revised by the requestor?]

I have transferred [part of] your request to the {{prop:TransferDepartment}}. [Part of the / The] information to which your request related [namely – detail of specific aspect of request to be transferred if a partial transfer] [is not held by me but is believed to be held by the {{prop:TransferDepartment}} / is believed to be more closely connected with the functions of the {{prop:TransferDepartment}}]. In these circumstances, I am required by section 14 of the Official Information Act 1982 to transfer your request.

You will hear further from the {{prop:TransferDepartment}} concerning [that part of] your request. [Provide other agency's contact details if available]. [The other parts of the request will remain with me for response.]

Yours sincerely

{{prop:toportfoliolis}}

{{prop:TransferDepartment[display=ceFullName]}}
{{prop:TransferDepartment[display=ceTitle]}}
{{prop:TransferDepartment}}
{{prop:TransferDepartment[display=Address]}}

Dear {{prop:TransferDepartment[display=ceSalutation]}}

Transfer of request for official information

I write concerning an official information request received from {{prop:SubmitterFullName}} on [date] for {{prop:QuestionSummary}}.

As discussed between [name] and [name] on [date], and for the reason set out in the attached letter to {{prop:SubmitterFullName}}, this request is being transferred [in full / in part] to your agency for response.

Please treat this letter as a formal transfer of [this aspect of] the request under section 14 of the Official Information Act 1982. You should be aware that a response must be provided to the requestor as soon as reasonably practicable, and no later than 20 working days after the day this transfer is received by your agency, unless an extension of time is required and duly notified to the requestor.

Yours sincerely

{{prop:toportfoliolist}}

Encl copy of correspondence from {{prop:SubmitterFullName}} of [date]

copy of correspondence to {{prop:SubmitterFullName}} of [date]



SSC Report: {{prop:Summary}}

Date:	[Date Sent]	Report No:	{{prop:ReportNumber}}
		File Number:	{{prop:Filenumber}}
Contact:	{{prop:Manager[display=jobTitle]}}	Telephone:	{{prop:Manager[display=phoneNumber]}}

	Action Sought	Deadline
{{prop:portfolios}}	Sign the attached letter to {{prop:SubmitterName}} responding to their correspondence about {{prop:Summary}}.	{{prop:CurrentDueDate[display=!]}}

Enclosure: Yes (attached)

Recommended Action

It is recommended that you:

- a **sign** the attached letter to {{prop:SubmitterFullName}} informing them that you have transferred [part of] their OIA request to the {{prop:TransferPortfolioMinister[display=portfolioName]}};
- b **sign** the attached letter to the {{prop:TransferPortfolioMinister[display=portfolioName]}}, transferring [part of] the OIA request to them.

{{prop:FromPortfolioMinister[display=ministerFullNameCheckTitle]}}
 {{prop:FromPortfolioMinister[display=portfolioName]}}



SSC Report: {{prop:Summary}}

[Delete sections of report that are not required or relevant]

On {{prop:ReceivedByDepartmentDate[display=1]}} you received an Official Information Act 1982 (OIA) request from {{prop:SubmitterFullName}} of {{prop:SubmitterOrganisation}}. The request was for:

{{prop:QuestionSummary}}.

[Check: has the request been revised by the requestor?]

[Option 1 – No Information Held]

[Full]

From our records, and following consultation with your Office, it appears that you are unlikely to hold any information covered by the request. We believe that the information to which the request relates is held by the {{prop:TransferPortfolioMinister[display=portfolioName]}}. Accordingly, we recommend that under section 14(b)(i) of the OIA you transfer the request to the {{prop:TransferPortfolioMinister[display=ministerFullName]}}, as {{prop:TransferPortfolioMinister[display=portfolioName]}}.

[Part]

From our records, and following consultation with your Office, it appears that you are unlikely to hold any information covered by the part of the request that relates to {{prop:Summary}}. We believe that the information to which this part of the request relates is held by the {{prop:TransferPortfolioMinister[display=portfolioName]}}. Accordingly, we recommend that under section 14(b)(i) of the OIA you transfer the request to {{prop:TransferPortfolioMinister[display=ministerFullName]}}, as {{prop:TransferPortfolioMinister[display=portfolioName]}}.

[Option 2 – Closely Connected]

[Full]

We believe that the information that has been requested is more closely connected to the functions of the {{prop:TransferPortfolioMinister[display=portfolioName]}}. Accordingly, we recommend that under section 14(b)(ii) of the OIA you transfer the request to {{prop:TransferPortfolioMinister[display=ministerFullName]}}, as {{prop:TransferPortfolioMinister[display=portfolioName]}}.

[Part]

We believe that the part of the request for information about {{prop:Summary}} is more closely connected to the functions of the {{prop:TransferPortfolioMinister[display=portfolioName]}}. Accordingly, we recommend that under section 14(b)(ii) of the OIA you transfer this part of the request to {{prop:TransferPortfolioMinister[display=ministerFullName]}}, as {{prop:TransferPortfolioMinister[display=portfolioName]}}.

The transfer of the OIA request is due by XXX.

Attached for your consideration are a letter transferring [part of] the request to the {{prop:TransferPortfolioMinister[display=portfolioName]}} and a letter informing the requestor of the transfer.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Ref: {{Prop:ExtReference}}

{{Prop:SubmitterFullAddress}}

Dear {{prop:SubmitterFullName}}

**Official information request for [brief detail of subject matter of request]
Our ref: {{prop:ReportNumber}}**

I refer to your official information request dated [date] for "{{prop:QuestionSummary}}".

I have transferred [part of] your request to the {{prop:TransferPortfolioMinister[display=portfolioDetails]}. [Part of the / The] information to which your request related [, namely – detail of specific aspect of request to be transferred if a partial transfer] [is not held by me but is believed to be held by the {{prop:TransferPortfolioMinister[display=portfolioDetails]}} / is believed to be more closely connected with the functions of the {{prop:TransferPortfolioMinister[display=portfolioDetails]}}. In these circumstances, I am required by section 14 of the Official Information Act 1982 to transfer your request.

You will hear further from the {{prop:TransferPortfolioMinister[display=portfolioDetails]}} concerning [that part of] your request. [The other parts of the request will remain with me.]

Yours sincerely

{{prop: FromPortfolioMinister[display=ministerFullNameCheckTitle]}}
{{prop:FromPortfolioMinister[display=portfolioName]}}

Ref: {{Prop:ExtReference}}

{{prop:TransferPortfolioMinister[display=ministerFullName]}}
{{prop:TransferPortfolioMinister[display=porfolioName]}}
{{prop:TransferPortfolioMinister[display=ministerAddress]}}

Dear Minister

Transfer of request for official information

I write concerning an official information request received from {{prop:SubmitterFullName}} on [date] for {{prop:QuestionSummary}}.

As discussed between [name] and [name] on [date], and for the reason set out in the attached letter to {{prop:SubmitterFullName}}, this request is being transferred [in full / in part] to you for response.

Please treat this letter as a formal transfer of [this aspect of] the request under section 14 of the Official Information Act 1982. You should be aware that a response must be provided to the requestor as soon as reasonably practicable, and no later than 20 working days after the day this transfer is received by your office, unless an extension of time is required and duly notified to the requestor.

Yours sincerely

{{prop:FromPortfolioMinister[display=ministerFullNameCheckTitle]}}
{{prop:FromPortfolioMinister[display=portfolioName]}}



SSC Report: {{prop:Summary}}

Date:	[Date Sent]	Report No:	{{prop:ReportNumber}}
Contact:	{{prop:Manager}}	Telephone:	{{prop:Manager[display=phoneNumber]}}

	Action Sought	Deadline
{{prop:fromportfoliominister[display=ministerfullname]}}	Sign the attached letter to {{prop:SubmitterName}} responding to their correspondence about {{prop:Summary}}.	{{prop:CurrentDueDate[display=!]}}

Enclosure: Yes (attached)

Recommended Action

It is recommended that you **sign** the attached letter to {{prop:SubmitterFullName}} extending the time limit for [making a decision on their OIA request/transferring their request].

{{prop:FromPortfolioMinister[display=ministerFullNameCheckTitle]}}
 {{prop:FromPortfolioMinister[display=portfolioName]}}

IN CONFIDENCE

SSC Report: {{prop:Summary}}

[Delete sections of report that are not required or relevant]

On {{prop: ReceivedByDepartmentDate[display=1]}} you received an Official Information Act 1982 (OIA) request from {{prop: SubmitterFullName}}. The request was for the following:

{{prop: QuestionSummary}}

A response to the OIA request is due by XXX.

[Use if extending time limit to make a decision]

We recommend that you extend the time limit for making a decision on the request by an additional {{prop: ExtensionDays}} working days, to [x date].

[Use if extending time limit to transfer request]

We recommend that you extend the time limit for transferring [part of] the request by an additional {{prop: ExtensionDays}} working days, to [x date].

[Use in all cases]

[Reason: Consultation (delete if not applicable)]

The extension is required because of the consultations necessary to make a decision on the request.

[Reason: Quantity of Information (delete if not applicable)]

The extension is required because the request necessitates a search through a large quantity of information before a decision can be made on the request.

[Reason: Consultation & Quantity of Information (delete if not applicable)]

The extension is required because the request necessitates a search through a large quantity of information, and consultations are needed before a decision can be made on the request.

[Explanation of applicable background, as considered relevant]

Ref: {{Prop:IntReference}}

{{Prop:SubmitterFullAddress}}

Dear **Mr/Ms/Minister/Mrs** {{prop:SubmitterLastName}}

Official information request for [brief detail of subject matter of request]

I refer to your official information request dated [date] for “{{prop:QuestionSummary}}”.

[Use if extending time limit to make a decision]

The Official Information Act 1982 requires that I advise you of my decision on your request no later than 20 working days after the day that I received your request. Unfortunately, it will not be possible to meet that time limit and I am, therefore, writing to notify you of an extension of the time to make my decision, to [date].

[Use if extending time limit to transfer request]

This letter is to advise you that it may be necessary to transfer [part of] your request to [agency/Minister], and that I am extending the ten working day time limit available to make this transfer, to [date].

[Use in all cases]

This extension is necessary because [your request necessitates a search through a large quantity of information before a decision can be made on your request / the consultations necessary to make a decision on your request are such that a proper response cannot reasonably be made within the original time limit / your request necessitates a search through a large quantity of information, and consultations are necessary before a decision can be made on your request].

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact [name/email address].

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 or freephone 0800 802 802.

Yours sincerely

{{prop: FromPortfolioMinister[display=ministerFullNameCheckTitle]}}
{{prop:FromPortfolioMinister[display=portfolioName]}}

{{prop:DocNumber}}



SSC Report: Official Information Request Relating to _____

Date:	x	Report No:	
Contact:		Telephone:	

	Action Sought	Deadline
Hon Paula Bennett Minister of State Services	Sign the attached letter to the requestor responding to their official information request.	

Key points

- A response to the request is due by x.
- The proposed letter of reply and information proposed for release are attached.
- Etc

Recommended action

We recommend that you:

- sign** the attached letter to the requestor responding to their OIA request for information about x
- refer** the response to the Minister of x for their information.

Hon Paula Bennett
Minister of State Services

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Ref: {{Prop:IntReference}}

Mr/Ms/Mrs {{Prop:SubmitterFullAddress}}

Dear Mr/Ms/Minister/Mrs LAST NAME

Official information request for [brief detail of subject matter of request]

I refer to your official information request dated [date] for {{prop:QuestionSummary}}.

[Check: Was the request clarified/revised by requestor?]

[Check: Was any part of the request transferred?]

[Check: Was time limit extended?]

Information being released

Please find enclosed the following documents:

Item	Date	Document Description	Decision
1			
2			

I have decided to release [the relevant parts of] the documents listed above, subject to information being withheld under one or more of the following sections of the OIA, as applicable:

[Check: Do section 9 grounds apply? Common grounds for withholding information are provided below:

- section 9(2)(a) – to protect the privacy of natural persons, including deceased people
- section 9(2)(b)(ii) – to protect the commercial position of the person who supplied the information, or who is the subject of the information
- section 9(2)(f)(iv) – to maintain the current constitutional conventions protecting the confidentiality of advice tendered by Ministers and officials
- section 9(2)(g)(i) – to maintain the effective conduct of public affairs through the free and frank expression of opinions.]

[In addition, some information has been deleted where it is not within the scope of your request.]

Information publicly available

The following information is also covered by your request and is publicly available on the [SSC, Beehive or other] website:

Item	Date	Document Description	Website Address
1			
2			

Accordingly, I have refused your request for the documents listed in the above table under section 18(d) of the OIA – the information requested is or will soon be publicly available.

[Check: has relevant information been removed from published documents? If so, include the following paragraph:

Some relevant information has been removed from documents listed in the above table and should continue to be withheld under the OIA, on the grounds described in the documents.]

Information to be withheld

There are additional documents covered by your request that I have decided to withhold in full under **[one or more of]** the following sections of the OIA, as applicable:

[Check: Do section 6 grounds apply? Common grounds for withholding documents in full are provided here:

- **section 9(2)(f)(iv) – to maintain the current constitutional conventions protecting the confidentiality of advice tendered by Ministers and officials**
- **section 9(2)(b)(ii) – to protect the commercial position of the person who supplied the information, or who is the subject of the information.]**

[If there are withholdings under section 9, the following text applies: In making my decision, I have considered the public interest considerations in section 9(1) of the OIA.] **[Expand more on this if possible.]**

[Check: delete the above if no information has been withheld under section 9.]

[Use if imposing conditions on release]

The information is released to you on condition that **[specify any relevant conditions, including any relevant timeframes]**, as **[describe relevant harm the condition is intended to protect.]**

If you wish to discuss this decision with us, please feel free to contact **[x]**.

[Use in all cases – unless request granted in full immediately: 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 or freephone 0800 802 602.]

Yours sincerely

{{prop: FromPortfolioMinister[display=ministerFullNameCheckTitle]}}
{{prop: FromPortfolioMinister[display=portfolioName]}}

Use if granting the request in full and releasing information at a later date

I have decided to grant your request. It will, however, take some time to prepare the information for release. I will send you the information by [date].

Use if granting the request in part and releasing information at a later date

I have decided to grant your request in part, namely information which relates to [describe information to be released]. It will, however, take some time to prepare this information for release. I will send you that information by [date]. I have also decided to refuse your request for information which relates to [describe information withheld] under section [detail relevant section(s) of the OIA]. [Describe relevant harm, and consideration of the public interest in release, if applicable.]

Use if releasing information in a different form to that asked for

You asked for the information to be released to you [specify form of release asked for by requestor]. However, I cannot release the information in that form as [this would impair efficient administration/be contrary to my legal duty to [specify] legal duty / prejudice the interests protected by section [detail relevant section(s) of the OIA]. [Describe relevant harm, and consideration of the public interest in release, if applicable.] I have, therefore, decided to release the information to you [specify the form in which the information will be released.]

Use if refusing the request in full

I have decided to refuse your request under section [detail relevant section(s) of the OIA]. [Describe relevant harm, and consideration of the public interest in release, if applicable.]

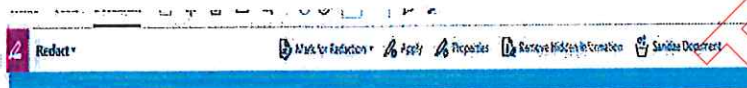
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Redactions using Adobe Acrobat DC

- Click Tools > Redact.



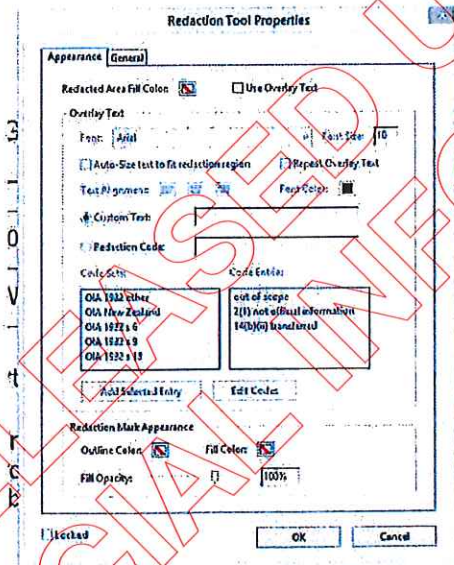
- The Redact toolset is displayed in the secondary toolbar.



- Select Mark for redaction > Text & Images



- In the secondary toolbar, choose Properties.



- The Redaction Tool Properties dialog box is displayed. On the Appearance tab, select options you want to change, and then click OK.

- Click the Redacted Area Fill Color icon and select a fill color from the color palette for the boxes that replace removed items. Choose No Color to leave the redacted area blank.

- Select Use Overlay Text if you want to select the custom text or redaction code options. Select the font, size, and text alignment.

- Select Custom Text, and type the text you want to appear in the redacted area.

- Select Redaction Code, and then either select a code within an existing set, or click Edit Code to define a new code set or a new code.

- In the Redaction Mark Appearance area, click the Outline Color icon or Fill Color icon or both. Select a color from the color palette for the images and text you mark for redaction. Move the slider to adjust the opacity of the color. Choose No Color to leave the selected area blank.

- After completing above field/box, click Ok. Select the text to be redacted.

- Once the text is redacted and ready to apply redactions, click on "Apply" option from the secondary toolbar.

SharePoint

Neha Pawar (SSC)

Ministerial Services

Ministerial Services (MINS) is responsible for the co-ordination of and responses to all of SSC's official correspondence, which includes:

- Ministerial and SSC correspondence
- Official Information requests
- Ombudsman requests and reports
- Parliamentary questions
- Privacy Act requests
- General Integrity queries

MINS also co-ordinates the production of SSC's Weekly Report.

Why the team undertake the work

MINS works closely with people all around SSC to ensure that SSC delivers a high quality service to the public and the government of the day and meets its statutory obligations, and to be recognised as public sector leaders in the delivery of Ministerial Services.

Collaboration

- We build and maintain strong working relationships with stakeholders
- We ensure that the work that we deliver reflects input from our stakeholders, where appropriate

Influence

- We influence others by setting high standards and modelling 'best practice' in Ministerial and Executive support
- We protect SSC's reputation by using our expertise and knowledge to ensure that risks and issues are identified and appropriately managed

Integrity

- We treat our stakeholders as we would like to be treated ourselves
- We are trustworthy, honest and fair

Reliability

- We are committed and do what we say we will do
- We deliver under pressure

Quality

- We focus on providing a first class service to our stakeholders
- We strive for excellence through continuous improvement and innovation in the work that we deliver

MINS are happy to help with any queries and to help solve your problems!

Meet the Team - We are located on level 10 Reserve Bank building (by the HoSS Office)

Name	Role	Contact
Saphron Powell	Managing Principal	Ph: (04)-4956608 Email: Saphron.Powell@ssc.govt.nz (mailto:Saphron.Powell@ssc.govt.nz)
Nicky Uriaro	Senior Advisor	Ph: (04)-4956775 Email: Nicky.Uriaro@ssc.govt.nz (mailto:Nicky.Uriaro@ssc.govt.nz)
Dahlyani Rawlings	Advisor	Ph: (04)-4956632 Email: Dahlyani.Rawlings@ssc.govt.nz (mailto:Dahlyani.Rawlings@ssc.govt.nz)

Important Links

SSC OIA Guidance
(/people-and-teams/Ministerials/Documents/20Guidelines%20Official%20Information%20Act.doc)

SSC Guidance for Publishing OIA Responses (/people-and-teams/Ministerials/Documents/20Policy%20Publishing%20OIA%20Responses%20on%20Website.doc)

Ministry of Justice Guidance (PSI)
(<https://www.psl.govt.nz/h/information-act/>)

Privacy Act Guidance
(<https://privacy.org.nz/the-privacy-act-and-codes/privacy-act-and-codes-introduction/>)

Privacy Toolkit (PSI)
(<https://www.psl.govt.nz/h/toolkit/>)

PQs (Parliamentary Website)
(<https://www.parliament.nz/paper-questions/>)

Effective Complaint Handling (Ombudsman)
(/people-and-teams/Ministerials/Documents/20Complaint%20Handling.pdf)

Protected Disclosures (Whistle Blowing)
(<http://www.ombudsman.govt.nz/protecting-your-rights/protected-disclosures-whistle-blowing/>)

Cab Guide
(<https://cabguide.cabineto.govt.nz/>)

Cabinet Office Guidance
(<https://www.psl.govt.nz/h-and-cabinet-committees/cabinet-office-guidance/>)

Cabinet Manual
(<https://cabinetmanual.cab.govt.nz/>)

2017 House Sitting Programme (/people-and-teams/Ministerials/Documents/sitting-programme.pdf)

Neha Pawar Ministerial
Coordinator

Ph: (04)-4956657
Email: Neha.Pawar@ssc.govt.nz
(mailto:Neha.Pawar@ssc.govt.nz)

We have four team members. We all work together closely and share knowledge and experience, so you can come to any of us with your questions. We like people to feel that they can give us a call or drop by and chat.



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SharePoint

Neha Pawar [SSC]

Information about Ministerials, SSC Correspondence, Parliamentary Questions and Official Information Act Requests

Important Links

Ministerial Services (MINS) co-ordinates all Ministerials, Parliamentary Questions (PQs), Official Information Act (OIA) requests, and Privacy Act requests In Moto, and prepares the responses to most OIAs and PQs. They are also logged and tracked by MINS.

Processing Ministerials, SSC Correspondence, PQs, and OIAs

Type of Correspondence	Processing Timeframes
Oral PQs	1-2 hours of arrival at SSC
Written PQs	5 working days
Ministerials/Exceptional Fees Requests	5 working days/10 working days/or stated due date by MoSS
Privacy Act Requests	20 working days
OIA Request	20 working days
OIA Transfer	10 working days
OIA Extension	20 working days
Ministerial OIA Requests	15 working days (draft due to Minister's office)
SSC Correspondence	5 working days

OIA Requests

What is the general process for responding to an OIA?

MINS logs all Incoming OIA requests In Moto and will, in most cases, draft the response for consultation with the relevant subject matter experts in SSC. If we receive an OIA relevant to your work area, we will forward it to you, discuss it and the process with you, prepare the draft response on your behalf, and consult you and others as required (including any necessary external consultation). The manager of your work area will sign out the response.

SSC now has a policy for publishing some OIA responses on its website. We will let the requestor in our acknowledgement of their request that SSC's response to their request may be published (with their personal details removed), and when we undertake consultation we will also let people know. Our final response to the request will inform the requestor whether their response will/not be published. We will not publish the response any earlier than a day after we have sent the response to them. We will discuss publishing the response with the relevant subject matter experts in SSC, and others as required.

What OIA guidance is available?

SSC's OIA guidance is in the tab on the right hand side of this page, and there are OIA workflow quick guidance documents under the "Help" tab in Moto. There is also good guidance on the Office of the Ombudsman's website, and on the PSI. If you would like any OIA training, please come and see MINS and we can find something suitable for you depending on your needs and experience. Just give us a call any time with any questions.

What is an OIA request?

Whenever a request is made for information held by a department or Minister, this must be dealt with in accordance with requirements of the Official Information Act 1982 (<http://legislation.govt.nz/act/public/1982/0156/latest/DLM64785.html>) (the OIA). Requests can be made by anyone – including members of the public, journalists, or MPs.

In particular, the OIA sets out SSC's legal obligations on:

SSC OIA Guidance (<http://people-and-teams/Ministerials/Documents/OIA%20Guidance%20Official%20Information%20Act.doc>)

SSC Policy on Publishing OIA Responses (<http://people-and-teams/Ministerials/Documents/Policy%20Publishing%20OIA%20Responses%20on%20Website.doc>)

Office of the Ombudsman Guidance (<http://www.ombudsman.govt.nz/>)

Ministry of Justice Guidance (PSI) (<https://www.psi.govt.nz/information-act/>)

Privacy Act Guidance (<https://privacy.org.nz/the-privacy-act-and-codes/privacy-act-and-codes-introduction/>)

Privacy Toolkit (PSI) (<https://www.psi.govt.nz/toolkit/>)

PQs (Parliamentary Website) (<https://www.parliament.nz/paper-questions/>)

Effective Complaint Handling (Ombudsman) (<http://people-and-teams/Ministerials/Documents/Complaint%20Handling.pdf>)

Protected Disclosures (Whistle Blowing) (<http://www.ombudsman.govt.nz/protected-disclosures-whistle-blowing/>)

Cabinet Guidance (<https://cabguide.cabinet.govt.nz/>)

Cabinet Office Guidance (<https://www.psi.govt.nz/information-act-and-cabinet-committees/cabinet-office-guidance/>)

Cabinet Manual (<https://cabinetmanual.cab.govt.nz/>)

2017 House Sitting Programme (<http://people-and-teams/Ministerials/Documents/sitting-programme.pdf>)

- the deadlines for responding to (<http://legislation.govt.nz/act/public/1982/0156/latest/DLM65390.html>), transferring (<http://legislation.govt.nz/act/public/1982/0156/latest/DLM65307.html>) or extending (<http://legislation.govt.nz/act/public/1982/0156/latest/DLM65394.html>) a request, and
- the list of acceptable reasons for withholding information (<http://legislation.govt.nz/act/public/1982/0156/latest/DLM65371.html>).

Requests can be made for any information that SSC holds. From time to time, however, it may be appropriate to transfer a request to another department or Minister, if they are best-placed to respond. If MINS considers that a transfer might be necessary, we will consult the relevant team before any decisions are made.

What is a Ministerial OIA request?

When requests are made to the Minister of State Services, SSC prepares a proposed response on the Minister's behalf (logged in Moto). Note that SSC may also do this for other Ministers if we have been the primary advisors for them on a particular matter (such as for the appointment of a chief executive, or when we have led machinery of government work).

out of scope



How we track SSC Correspondence, Ministerials, PQs, and OIAs:

From 2016/17, we have been using Moto to track documents.

Please find the links below to the tracking sheets that were used from 2009 until June 2016:

[OIA/Ministerial OIA/PQ tracking sheet 2016](http://sscnet/tools/rdms/auto.nrl?docnum=2209469) (<http://sscnet/tools/rdms/auto.nrl?docnum=2209469>)

[OIA/Ministerial OIA/PQ tracking sheet 2015](http://sscnet/tools/rdms/auto.nrl?docnum=2124463) (<http://sscnet/tools/rdms/auto.nrl?docnum=2124463>)

[OIA/Ministerial OIA/PQ tracking sheet 2014](http://sscnet/tools/rdms/auto.nrl?docnum=2104129) (<http://sscnet/tools/rdms/auto.nrl?docnum=2104129>)

[OIA/Ministerial OIA/PQ tracking sheet 2013](http://sscnet/tools/rdms/auto.nrl?docnum=1882354&version=1) (<http://sscnet/tools/rdms/auto.nrl?docnum=1882354&version=1>)

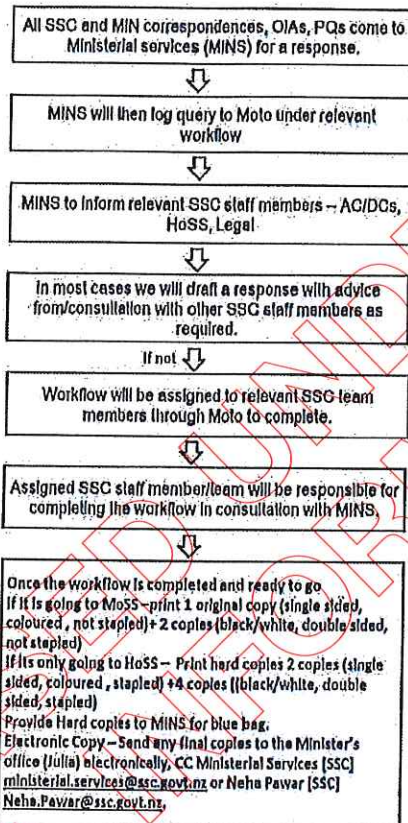
[OIA/Ministerial OIA/PQ tracking sheet 2012](http://sscnet/tools/rdms/auto.nrl?docnum=1753042) (<http://sscnet/tools/rdms/auto.nrl?docnum=1753042>)

[OIA/Ministerial OIA/PQ tracking sheet 2011](http://sscnet/tools/rdms/auto.nrl?docnum=1612244) (<http://sscnet/tools/rdms/auto.nrl?docnum=1612244>)

[OIA/Ministerial OIA/PQ tracking sheet 2010](http://sscnet/tools/rdms/auto.nrl?docnum=1407349) (<http://sscnet/tools/rdms/auto.nrl?docnum=1407349>)

[OIA/Ministerial OIA/PQ tracking sheet 2009](http://sscnet/tools/rdms/auto.nrl?docnum=299281) (<http://sscnet/tools/rdms/auto.nrl?docnum=299281>)

General Process



- Any concerns please come and talk to us
- All SSC Correspondence, Ministerial, Parliamentary Questions (PQs) and Official Information Act (OIA) requests comes to MINS through a range of sources
- MINS will be responsible for lodging it on to Moto
- MINS will be responding to all the queries in most cases, however in some instances correspondence, OIAs and Ministerials can get assigned to individual teams to respond through Moto.

