

10 November 2022

s9(2)(a)

By email: s9(2)(a)

Dear s9(2)(a)

Thank you for your request, received on 21 October 2020, for the following information under the Official Information Act 1982 (the Act):

“Any communications between 1 September 2022 and 19 October 2022:

- 1. Between your chief executive or other executive manager and your communications/media staff regarding how media queries are dealt with.*
- 2. From the office of your relevant minister regarding how media queries are dealt with.*

Please note this is a request for the entirety of any communications captured, not just any parts deemed "in scope". If there have been oral discussions that have not been documented, please briefly summarise what was said, and by whom.”

The Authority received clarification from you, regarding your request, on 2 November 2022. You specified that you are only interested in information related to general process, not information dealing with specific media queries.

Request one

The Authority has identified one document within the scope of your request. This is attached to this letter. This document summarises a discussion that occurred on 19 October 2022 regarding operational risks in dealing with media queries.

Request two

The Authority does not hold any information within the scope of your request and therefore your request is refused under section 18(e) of the Act, that the document alleged to contain the information requested does not exist.

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.

If you wish to discuss this decision with us, please feel free to contact us by emailing oa@ea.govt.nz.

Yours sincerely



Doug Watt
GM Legal, Monitoring and Compliance – Acting

On 19 October 2022, comms and the Operational Risk team met for the quarter 1 review of the Comms teams operational risks. The conversation was brief and confirmed no changes to the risk register in terms of how media queries are dealt with, per this snapshot from the operational risk register

Louise raised the specific risk of Andy – GM Market Policy – not always being available for sign offs with short periods of time, and proposed the comms policy which is due to be updated cover that (identify an appropriate 2IC for instance):

CE_2	Reputational	Approved spokespeople do not / are unable to prioritise their availability for media briefings and responses. We risk missing opportunities to enhance the public's understanding of the Authority's work, correct inaccurate or misleading information, and increase levels of trust and confidence in us from our stakeholders.	Louise Yarrall	Comms and Engagement	Possible 2.5	2.5	Insignificant 1	1	2.5	>Communications Policy; >Confirming the right person is responding >Accessibility to Senior Managers >Internal understanding of who talks to what issue Issue: Key person risk with Andy media sign off but will be dealt with in comms policy
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Released under the Official Information Act 1982