



Te Kawa Mataaho
Public Service Commission

Official Information Forum

28 March 2022

*Microphones off please,
cameras optional*



Agenda

Impact of COVID on official information functions

Te Kawa Mataaho Public Service Commission, with Office of the Ombudsman and meeting attendees

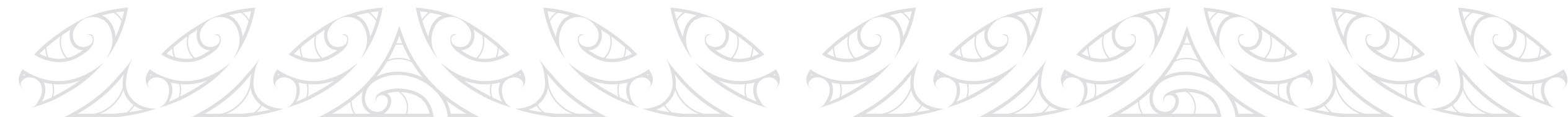
OIA statistics to 31 December 2021

Te Kawa Mataaho Public Service Commission

Forum plans for 2022

Te Kawa Mataaho Public Service Commission

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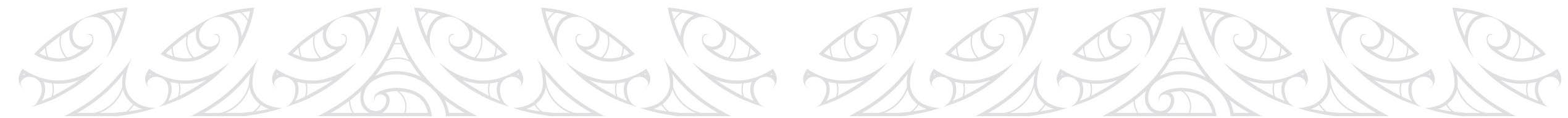
Impact of COVID on official information functions

Impact of COVID on official information functions

In February the Office of the Ombudsman updated its FAQs: official information requests during COVID-19 guidance.

The FAQs cover tools and strategies such as:

- proactive communication
- effective triaging of requests
- good communication with requesters
- making reasonable use of the ability to extend
- good business continuity planning.



Impact of COVID on official information functions

Discussion in small groups about what you are seeing in your agencies.

Quick introductions – name and agency - and nominate a scribe for your room.

We won't have time for report back from every room, but will grab a selection or take volunteers. Use the “hand up” function if you have a burning question or observation you think would be of interest to the whole group.

Team scribes, please share what you've heard or learned in the main group chat.

We'll send these out to attendees after the meeting.



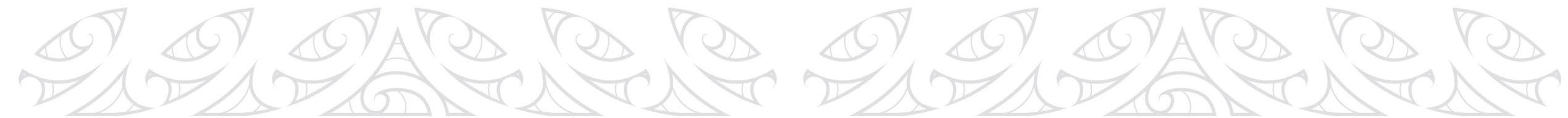
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Topic 1: Business continuity and dispersed or absent workforces

Many agencies have moved to split rosters and/or working from home to manage business continuity. Despite that, high levels of absences through illness are happening, and key staff have limited availability as they focus on, or are redeployed to, COVID response work.

What pressures or issues have these different working arrangements caused? (e.g. sign outs, consultation with subject matter experts, accessing physical records)

How is your agency managing it? What might you do differently if setting up from scratch again now?



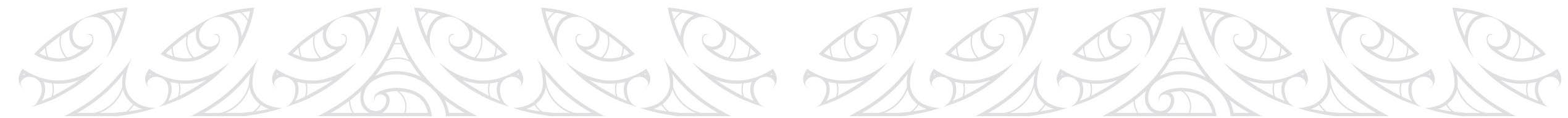
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Topic 2: Looking after your teams

What have you put in place to monitor staff moral and wellbeing while you are in different locations?

How are you monitoring workloads, given some team members may have sick family members, children home from schools, or other dependents?

How is your team capacity/headcount compared to what you would normally have?





Pātai/Questions?



OIA statistics to 31 December 2021
Te Kawa Mataaho Public Service Commission

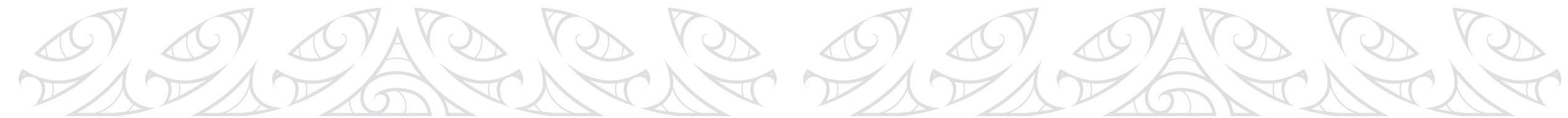
Official Information Act statistics to December 2021

Across 121 agencies (i.e. excluding Police and NZDF, which we report separately) 29,681 official information requests were collectively completed from July to December 2021.

This is a 7.1% increase in volume on the previous six months.

For the current reporting period, 58 agencies completed 100% of their OIA requests within the legislated timeframe

This is compared to 61 and 54 in the last two reporting periods, respectively.

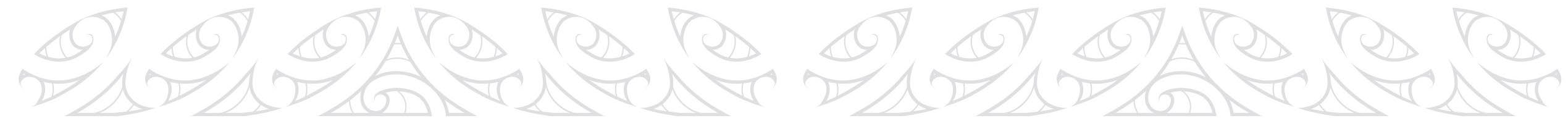


Official Information Act statistics to December 2021

Overall, agencies responded to 28,885, or 97.3%, of requests within legislated timeframes, down from 97.8% in the January to June 2021 period, but up on 97.2% in the July to December 2020 period.

Public Service department's volumes were up 25.5%, on top on the 9.5% increase in the last period. Culture and Heritage were up 94%, DPMC up 79%, MBIE up 15% and the **Ministry of Health up 161%** (to 2,720).

District Health Board volumes were up 24% (to 1,965).



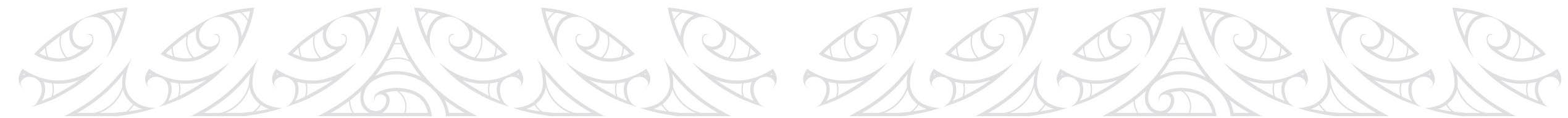
Official Information Act statistics to December 2021

Almost two thirds of agencies completed more OIA requests.

Over half of all requests were completed by three agencies: EQC, Corrections and Health.

Publication of OIA responses published increased to 2,594 (up 33.5%), by 64 agencies.

DHBs continue to perform well publishing, with 16 out of 20 publishing over 1,000 requests between them.

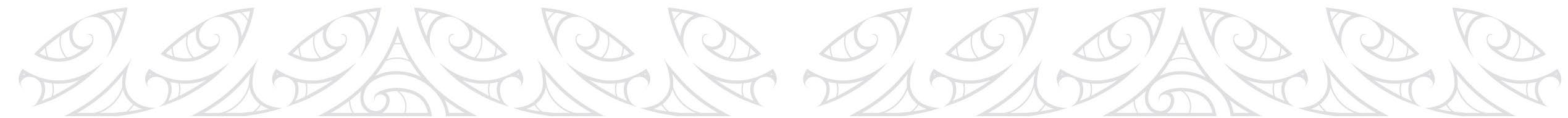


Official Information Act statistics to December 2021

If you want to do further analysis, a full dataset of all OIA statistics since 2015 is published, on both the Commission website and www.data.govt.nz at this location:

- <https://catalogue.data.govt.nz/dataset/official-information>

The proactive release locations for OIA responses and Cabinet papers that agencies provide to us when the statistics are collected are also published on both websites.



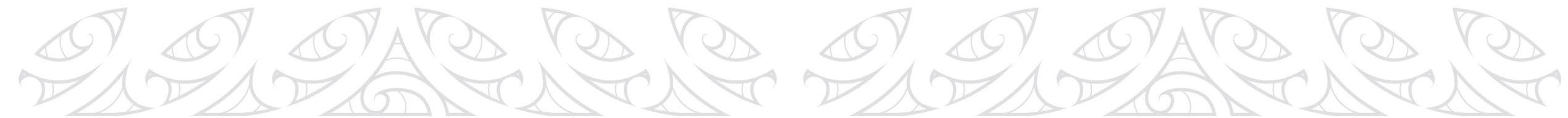
Official Information Act statistics to December 2021

Complaints received by the Ombudsman about the agencies we report on were up 19%, but we are yet to see that translate across to some of the metrics we monitor.

Complaints formally notified to agencies were down 17% (down from 197 to 158).

Complaints completed regarding delays remain around 0.6% of requests completed, steady over the last three years.

We'll look out for a flow on effect from the increased complaints in the outcome data reported by the Ombudsman next period.





Pātai/Questions?

Forum events in 2022

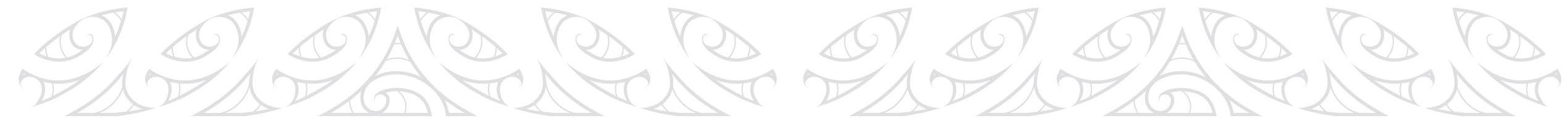
All event dates for 2022 are on the Forum webpage:

<https://www.publicservice.govt.nz/resources/oia-forum/>

These include three new practitioner's events, co-presented by the Office of the Ombudsman. These are an introduction to principles, training resources and networks for those new to this area of work.

The May agenda is currently being finalised.

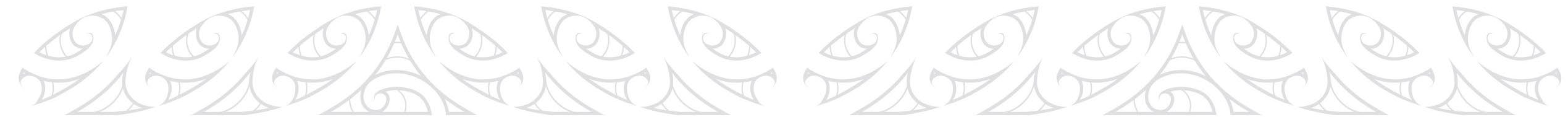
Any suggestions, or requests for topics to be covered are welcome.



Here to help

If you need advice or assistance, or have topic for the Forum to consider, please contact Te Kawa Mataaho on OIAForum@publicservice.govt.nz

Check out our online resources:
<http://publicservice.govt.nz/official-information>





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Tēna rawa atu koe
Thank you very much

