



Te Kawa Mataaho
Public Service Commission

Official Information Forum

29 March 2023

*Microphones off please,
cameras optional*



Agenda

Introduction from Hugo Vitalis

Deputy Commissioner, Integrity, Ethics and Standards

Panel discussion: Managing capacity and processes through challenging periods

Overview of OIA statistics to December 2022

Te Kawa Mataaho Public Service Commission

Reflections on developing OIA practices in relation to media requests

Ministry of Social Development

2023 Forums

Close





Hugo Vitalis
Deputy Commissioner – Integrity, Ethics and Standards



**Panel discussion:
Managing capacity and processes through challenging periods**



Break



Overview of OIA statistics to December 2022
Te Kawa Mataaho Public Service Commission

Official Information Act statistics to June 2022

Across 99 agencies (i.e. excluding Police and NZDF but including Te Whatu Ora instead of DHBs) 27,968 official information requests were collectively completed from July to September 2022

This is a **5% increase** in volume (increase of 1,358) on the previous six months. This is the second highest volume since we started collecting data

For the current reporting period, 53 agencies completed 100% of their OIA requests within the legislated timeframe

This is over half of agencies but down on the 56 in the last reporting period



Official Information Act statistics to December 2022

Overall, agencies responded to 27,334 or 97.7%, of requests within legislated timeframes, up from 96.9% to December 2021 – highest percentage to date

Public Service department's volumes were **up 11.1%** (1,468 more requests), compared to a 10.2% increase in the last period. The Ministry of Health had 217 fewer requests continuing down from 2,720 in December 21.

Corrections were up 593, Education 336 and Stats NZ 236

58% of requests were completed by 5 agencies – EQC (6,204), Corrections (5,128), Te Whatu Ora (1,981), FENZ (1,407) and the Ministry of Health (1,504).

80% of requests were completed by 12 agencies – all of which had over 500 requests

Crown entities (now including Te Whatu Ora were around the same (200 requests fewer)



Official Information Act statistics to December 2022

77% of agencies completed more OIA requests

Requests to agencies ranged from 6,204 for EQC to 0 for the NZ Symphony Orchestra

The number of OIA responses published decreased slightly from 2,712 to 2,671

52 agencies published responses during this period, down from 69 in the last period. Noting last period included the DHBs individually

50% of responses were published by six agencies



Official Information Act statistics to December 2022

Agencies used extension provisions allowed for under the OIA for 8.2% of requests – a very slight decrease (8.5% previously)

Public Service Departments (including Departmental Agencies) extended 9.8% (down from 11.5%) of requests

Crown entities (now including Te Whatu Ora) extended 6.5% of requests



Official Information Act statistics to December 2022

Agencies refused 8.4% of requests in full an increase from 6.4%

Where agencies were able to provide data, it showed almost 75% were because the information is or will soon be publicly available, is not held, or does not exist. This is down from 80%.

Only 3.3% of requests were transferred. This suggests that requesters were able to successfully identify the correct agency when making their requests, although is a slight increase on the last reporting period (2.8%)



Official Information Act statistics to December 2022

Across all requests, the average time to respond was 12.1 working days

This varied greatly across agencies, with 19 agencies averaging 20 days or more. Last period 34 agencies were over 20 days

- Public Service Departments (including DAs) – 12.4 days
- Crown entities - 11.7 days



Official Information Act statistics to December 2022

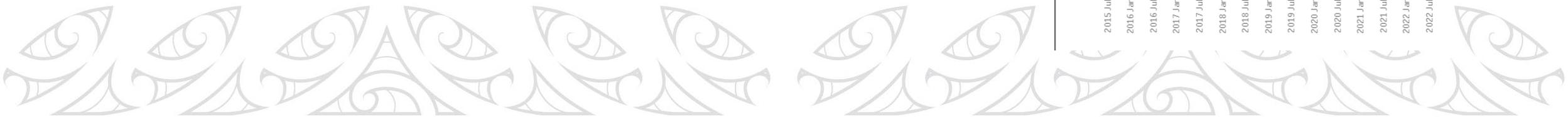
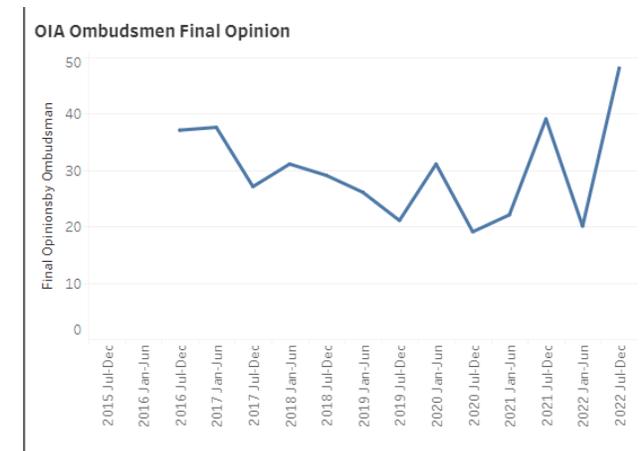
There were 257 complaints formally notified to agencies, down slightly on the 264 in July 2022. But up from 163 when comparing December 2021 – 22.

Agencies were found deficient by the Ombudsman on 48 occasions, up over 50% from 21, but on par with the 44 to December 2021.

This still represents only 0.15% of the requests completed.

Delay deemed refusal is the most common deficiency found in upheld complaints.

The data shows the change in approach adopted by the Ombudsman in relation to delay complaints.





Reflections on developing OIA practices in relation to media requests



Forums in 2023

Forums in 2023

- All event dates are on the Te Kawa Mataaho website.
- If you have any new practitioners in your team, please get in touch so we can invite them to one of the new practitioners' sessions that will be held this year.
- Next session on 12 June will include a presentation from Te Kawa Mataaho highlighting the OIA aspects of the Election Guidance.
- Any suggestions, or requests for topics to be covered at future sessions are always welcome.

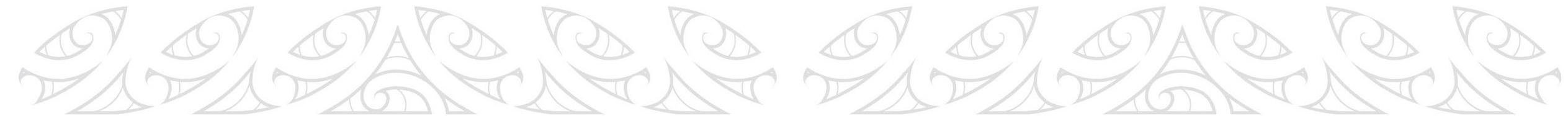


Here to help

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:

<https://www.publicservice.govt.nz/guidance/official-information/>





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Tēnā rawa atu koe
Thank you very much

