



# Te Kawa Mataaho

Public Service Commission

28 November 2023

9(2)(a) privacy

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## Official Information Request

**Our Ref: OIA 2023-0236**

I refer to your official information request received on 6 November 2023 where you have asked the following:

*"i note [commission@publicservice.govt.nz](mailto:commission@publicservice.govt.nz) is for enquiries and complaints.*

*under oi act inform me of date that website address started.was there a reason for establishing that website address for complaints. reasons are information held by psc and therefore came under sec 12 oi act.*

*secondly--- what group in psc handles complaints and the name and position of the person who leads that group/unit. who does that person report directly to , name and position. does psc deputy commissioner for integrity ethics and standards play a role in considering all complaints or only same complaints.*

*if there are documents that show the commissioners policy, principles, rules or guidelines for handling complaints received by psc ,under sec 22 oi act i request copies of all those documents. hard copies are requested from psc in responding to requests in this e-mail , to be post mailed to 9(2)(a) privacy*

## Our Response

The [Commission@publicservice.govt.nz](mailto:commission@publicservice.govt.nz) is the email address for all enquiries to Te Kawa Mataaho Public Service Commission (the Commission) as noted on our website at the following link: [Contact us - Te Kawa Mataaho Public Service Commission](#).

This email address was [commission@ssc.govt.nz](mailto:commission@ssc.govt.nz) when the Public Service Commission was previously known as the State Services Commission and we have been unable to identify when the email address was originally established, but can advise you that it was changed to [commission@publicservice.govt.nz](mailto:commission@publicservice.govt.nz) in August 2020 following the Public Service Act 2020 coming into effect.

The Ministerial and Executive Services team manage the [commission@publicservice.govt.nz](mailto:commission@publicservice.govt.nz) inbox. The manager of this team is Nicky Dirks, who reports to Alastair Hill, Deputy Commissioner, Governance and Administration.

The Ministerial and Executive Services team consults with other teams within the Commission as appropriate and, on a case-by-case basis, including with the Deputy Commissioner, Integrity, Ethics and Standards and Integrity, Ethics and Standards team members.

Please find enclosed and outlined in the table below, the documents we have identified that fall within scope of your request, being a correspondence process flow document that outlines actions undertaken by the Ministerial and Executive Services team for all correspondence received by the Commission, a process flow document that outlines actions undertaken by the Integrity, Ethics and Standards team and the Integrity Consultation Cover Sheet template.

Item	Document Description	Decision
1	Correspondence Process Flow – effective since 2017	Released in full
2	Process Flow – Integrity Queries – effective since 2020	Released in full
3	Integrity Consultation Cover Sheet template – effective since 2020	Released in full

If you wish to discuss this decision with us, please feel free to contact [Ministerial.Services@publicservice.govt.nz](mailto:Ministerial.Services@publicservice.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](http://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 Te Kawa Mataaho Public Service Commission's website.

Yours sincerely



Nicky Dirks  
**Manager – Ministerial and Executive Services**  
**Te Kawa Mataaho Public Service Commission**

# CORRE PROCESS FLOW

## MINISTERIAL CO-ORDINATOR ACTIONS

Step 1	<ul style="list-style-type: none"> <li><input type="checkbox"/> Query received</li> <li><input type="checkbox"/> Ministerial Co-Ordinator sends acknowledgement email to the requestor</li> </ul> <p>NB: If query received directly by internal staff member, this needs to be forwarded to <a href="mailto:enquiries@publicservice.govt.nz">enquiries@publicservice.govt.nz</a> for Ministerial Services to action</p>
Step 2	<ul style="list-style-type: none"> <li><input type="checkbox"/> Add entry into Ministerial Services CORRE Spreadsheet to obtain reference number</li> <li><input type="checkbox"/> Add CORRE as Office Reference (as applicable)</li> </ul>
Step 3	<p>Go to Ministerial Services site in SharePoint at the following location:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Open up the folder named "Correspondence"</li> <li><input type="checkbox"/> Open up the relevant folder named "Correspondence"</li> <li><input type="checkbox"/> Open up the folder relevant to the current FY</li> <li><input type="checkbox"/> Click on the button named "New" and select "Folder"</li> <li><input type="checkbox"/> Create folder using #1 naming convention</li> </ul>
Step 4	<ul style="list-style-type: none"> <li><input type="checkbox"/> Drag the selected files into the folder</li> <li><input type="checkbox"/> Save copy of the correspondence and the acknowledgement email using #2 naming convention</li> </ul>
Step 5	<ul style="list-style-type: none"> <li><input type="checkbox"/> Go to email in the inbox and add the tag with "Completed in Sharepoint" Tag</li> </ul>
Step 6	<ul style="list-style-type: none"> <li><input type="checkbox"/> Go to Ministerial Services TEAMS and add an entry under Correspondence</li> <li><input type="checkbox"/> Ensure you enter the start date as the date the CORRE was received and the due date as 10 working days from the date received</li> <li><input type="checkbox"/> Assign the new task to Ministerial Services</li> </ul> <p>END OF MINISTERIAL CO-ORDINATOR TASKS (until CLOSE OUT actions)</p>

## MINISTERIAL ADVISOR ACTIONS

Step 7	<ul style="list-style-type: none"> <li><input type="checkbox"/> Query allocated in Teams to Ministerial Advisor</li> <li><input type="checkbox"/> Ministerial Advisor determines whether information is required from another team in order to respond to the query</li> </ul>
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	<ul style="list-style-type: none"> <li><input type="checkbox"/> If no – go to step 8</li> <li><input type="checkbox"/> If yes – send COMMISSIONING REQUEST email to the relevant team asking for information required to respond to the request.</li> <li><input type="checkbox"/> Commissioning request will either be asking the team for information to assist with drafting a response, requesting relevant teams to provide a draft response or requesting teams to review a drafted response</li> <li><input type="checkbox"/> Save email into Sharepoint file using #3 naming convention</li> <li><input type="checkbox"/> Note in TEAMS record that commissioning request has been sent</li> </ul>
Step 8	<ul style="list-style-type: none"> <li><input type="checkbox"/> On receipt of COMMISSIONING RESPONSE draft proposed response to the requestor</li> <li><input type="checkbox"/> Save a copy of the COMMISSIONING RESPONSE in the Sharepoint folder using #4 naming convention</li> <li><input type="checkbox"/> Send via Sharepoint workflow for Ministerial Services Manager for approval</li> <li><input type="checkbox"/> Note in TEAMS record that response has been sent for MINS MGR approval</li> <li><input type="checkbox"/> The Ministerial and Executive Services team will manage all internal and external consultation; including making sure the relevant Assistant Commissioner is aware of any correspondence received relating to an agency within their portfolio.</li> </ul>
Step 9	<ul style="list-style-type: none"> <li><input type="checkbox"/> Upon receipt of Ministerial and Executive Services Manager's approval send via Sharepoint workflow for relevant DC/AC approval</li> <li><input type="checkbox"/> Note in TEAMS record that response has been sent for DC/AC approval</li> </ul>
Step 10	<ul style="list-style-type: none"> <li><input type="checkbox"/> Determine who will be signatory on response</li> <li><input type="checkbox"/> Upon receipt of DC/AC approval, send response via COMMISSION enquiries email signature or with DC/AC electronic signature</li> </ul>
Step 11	<ul style="list-style-type: none"> <li><input type="checkbox"/> Drag copy of email response into Sharepoint folder</li> <li><input type="checkbox"/> Rename email using #5 naming convention</li> </ul>
Step 12	<ul style="list-style-type: none"> <li><input type="checkbox"/> Assign TEAMS record to Ministerial Co-Ordinator for completion of CLOSE OUT actions</li> </ul>
<b>MINISTERIAL CO-ORDINATOR CLOSE OUT ACTIONS</b>	
Step 13	<ul style="list-style-type: none"> <li><input type="checkbox"/> Complete all fields on CORRE Spreadsheet</li> <li><input type="checkbox"/> Ensure all emails related to this CORRE have been moved into the COMPLETED email folder</li> </ul>

## CORRESPONDENCE NAMING CONVENTIONS

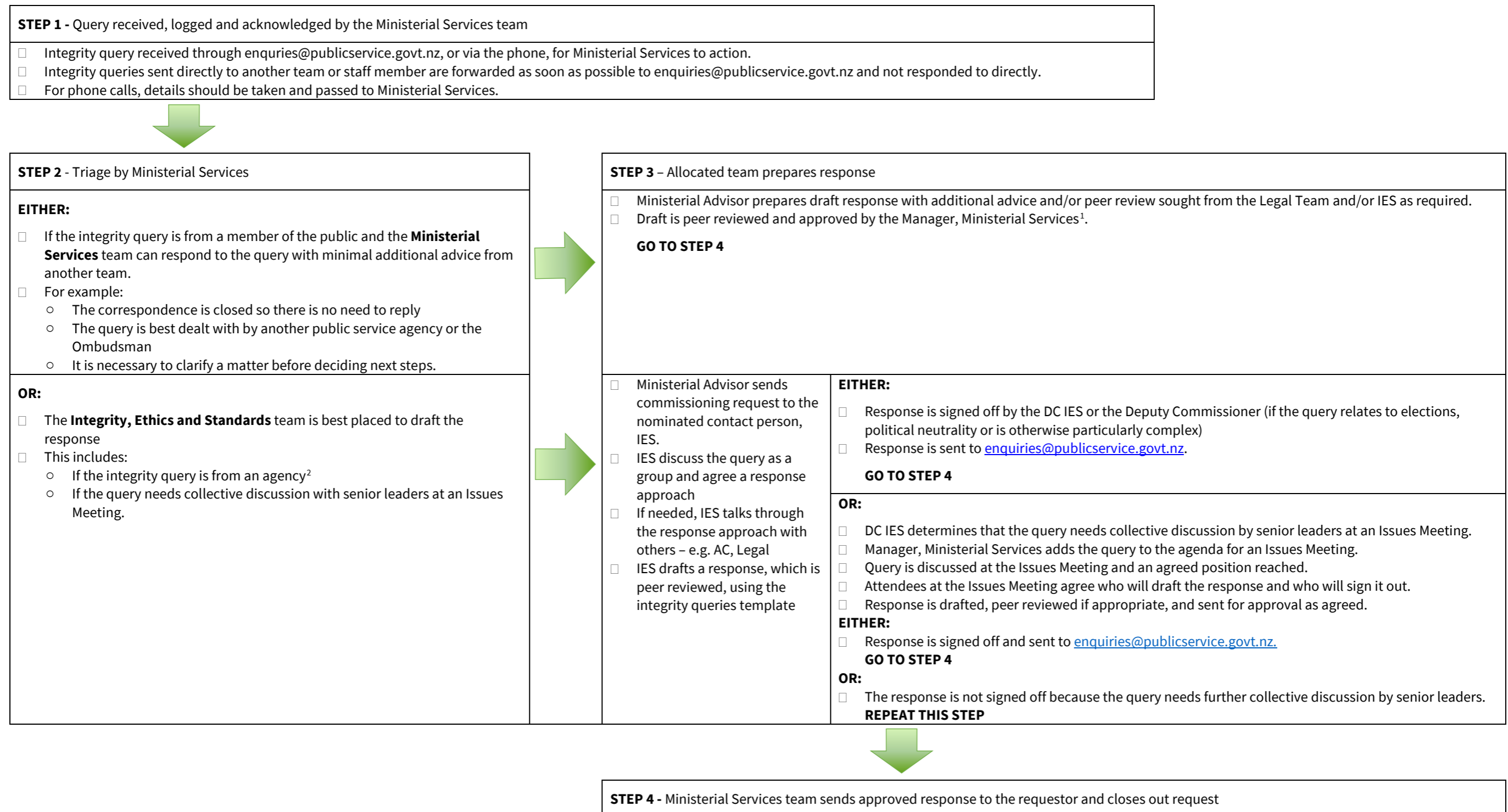
#1	CORRE 2020-xxxx - First Name, Last Name - TOPIC
#2	CORRE 2020-xxx - REQUEST DOCUMENT - First Name, Last Name - Topic CORRE 2020-xxx - ACKNOWLEDGMENT - First Name, Last Name – Topic
#3	CORRE 2020-xxx – COMMISSIONING REQUEST - First Name, Last Name
#4	CORRE 2020-xxx – COMMISSIONING RESPONSE - First Name, Last Name
#5	CORRE 2020-xxx - FINAL SENT TO REQUESTOR - First Name, Last Name



## INTEGRITY QUERIES

Questions posed to Te Kawa Mataaho about the integrity (i.e. the rightness or wrongness) of the behaviour of a person or an agency in the public sector.

This process flow sets out the general approach that will be taken. Ideally this will be completed within 15 working days of the query being received by the Commission. In some cases, it will be necessary to deviate from this process.



<sup>1</sup> Te Kawa Mataaho Delegations Policy Schedule 6

<sup>2</sup> Te Kawa Mataaho Delegations Policy Schedule 3

# INTEGRITY CONSULTATION COVER SHEET



**Te Kawa Mataaho**  
Public Service Commission

Note: For queries received via the Mins team, we have a 15 working day agreement. This does not apply to straight information requests.

<b>TO:</b>	
<b>FROM:</b>	
<b>SUBJECT:</b>	INTEGRITY ADVICE –
<b>ACTION REQUIRED:</b>	Approve response
<b>DATE SUBMITTED TO DC FOR SIGN OUT:</b>	
<b>SHAREPOINT LINK:</b>	

<b>SENDER OF QUERY:</b>	
<b>CATEGORY OF SENDER:</b>	Public servant / member of the public / anonymous
<b>TOPIC OF QUERY:</b>	
<b>DATE QUERY RECEIVED BY COMMISSION:</b>	
<b>ROUTE RECEIVED BY COMMISSION:</b>	Through Mins / through AC / through HOS / direct to IES / through other PSC staff / internal PSC query / other
<b>WHO IS SENDING THE RESPONSE:</b>	Mins / AC / IES DC
<b>TYPE OF ADVICE:</b>	Integrity query / OIA / issues management / policy review / other
<b>PROTECTED DISCLOSURE?</b>	<b>Yes/No/Maybe</b> [If yes or maybe consult Chief Legal Officer]
<b>CONFIDENTIALITY</b>	<b>Sensitive</b> – Only discuss with the following specified individuals: [insert names] / <b>Confidential</b> – Do not discuss outside the Commission, unless agreed with DC IES first.
<b>REQUEST TO INVESTIGATE?</b>	<b>Yes/No/Maybe</b> [If yes or maybe see advice under analysis heading below]
<b>WORDING OF THE REQUEST:</b>	[Insert the main text from the correspondence]
<b>ASSISTANT COMMISSIONER NOTIFIED?</b>	<b>Yes/No</b> [If not, please state reason]
<b>ADDED TO QUERY TRACKER?</b>	<b>Yes/No</b>

## BACKGROUND / INFORMATION GATHERED

[Outline any relevant facts not evident on the face of the request.]

Include who has been spoken to in preparing the response. At a minimum this should include the Assistant Commissioner for the relevant agency. Please note – If the sender is a member of the public our practice is to obtain their permission before raising their query with anyone external to the Commission, if doing so might identify them. Any request for additional information from an external agency or from the sender needs to go through Mins.

Include any relevant information gathered from publicly available sources eg online search, relevant media articles etc.]

## ANALYSIS

[Identify the applicable principles and rules and apply.]

[Does the request ask the Commissioner to exercise investigative powers to look into a concern further (expressly or by implication)? If so, consider whether the Commission can, and should, undertake an investigation using this [framework](#).]

## PROPOSED RESPONSE TO THE REQUESTOR

<b>PEER REVIEWER:</b>	[Has the question been answered? Is anything missing from the analysis? Is the response consistent in tone and form with other similar responses? Have all the right people been looped in?]
<b>COMMENT:</b>	

## APPROVAL

Please review advice and approve the above response to be released to the requestor

**APPROVED** Yes / No

**DATE APPROVED:**

**COMMENTS:**



Kaikōmihana Tuarua | Deputy Commissioner IES  
Te Kawa Mataaho Public Service Commission

[Note: The drafter must save a record of DC IES sign-out in the Sharepoint folder, along with the relevant documents and emails relating to the query].