



Te Kawa Mataaho
Public Service Commission

Official Information Forum

21 November 2022

*Microphones off please,
cameras optional*



Agenda

Overview of OIA statistics to June 2022, including the new measures

Te Kawa Mataaho Public Service Commission

Panel discussion: Findings from the Chief Ombudsman's report Ready or Not?

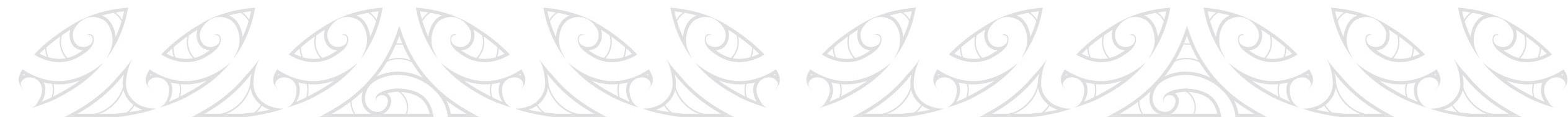
Covid: Reflections on working with the public and Ministry staff at a time of significant pace, pressure and change

Ministry of Health

Forum topics and format for 2023

Te Kawa Mataaho Public Service Commission

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

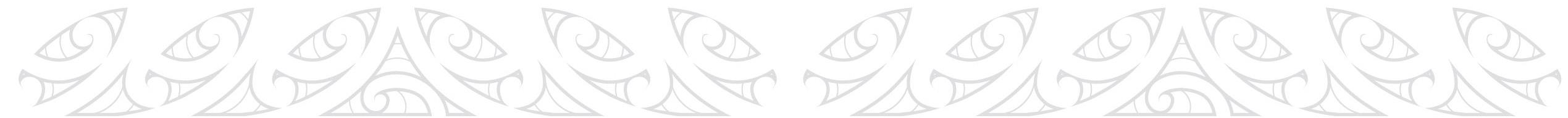
Official Information Act statistics to June 2022

Across 123 agencies (i.e. excluding Police and NZDF, which we report separately) 26,613 official information requests were collectively completed from January to June 2022.

This is a **10.3% decrease** in volume (more than 3,000 fewer requests) on the previous six months. This is the first decrease in volumes since we started collecting data.

For the current reporting period, 56 agencies completed 100% of their OIA requests within the legislated timeframe

This is compared to 58 the last reporting periods.



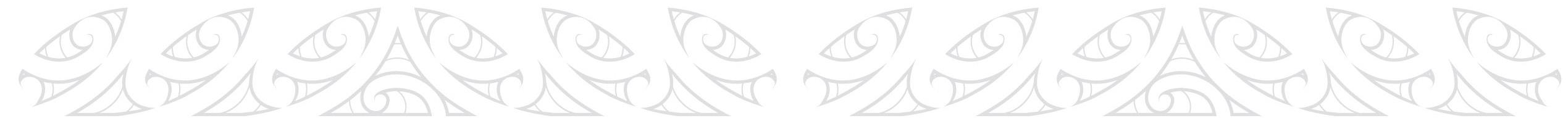
Official Information Act statistics to June 2022

Overall, agencies responded to 25,797, or 96.9%, of requests within legislated timeframes, down from 97.3% to December 2021.

Public Service department's volumes were **down 10.2%** (1,504 fewer requests), compared to a 25.5% increase in the last period. The Ministry of Health had 1,000 fewer requests, down from 2,700 to 1,700, and MBIE 300 fewer.

District Health Board volumes were **down 6%**, after a 24% increase in the last period.

Other Crown entities were down 11.1% (1,550 fewer), including a drop of 1,300 by Toka Tū Ake EQC.



Official Information Act statistics to June 2022

Almost two thirds of agencies completed more OIA requests.

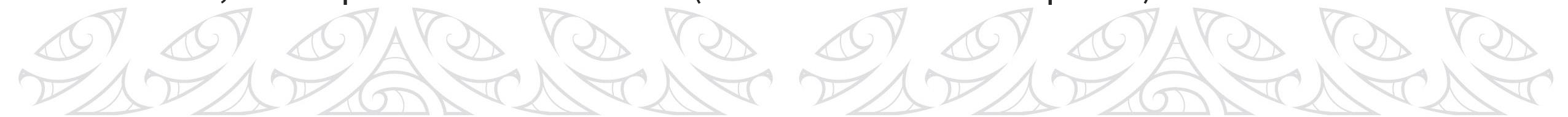
As in the last period, over half of all requests were completed by three agencies: EQC, Corrections and Health.

Despite the decrease in volumes handled, publication of OIA responses published still increased increased 4.5% to 2,712.

Sixty-nine agencies published responses during this period, up from 64 in the last period.

The proportion published increased from 8.7% to 10.2%.

DHBs continued to perform well publishing, with 16 out of 20 publishing over 1,000 requests between them (more than 50% of requests).



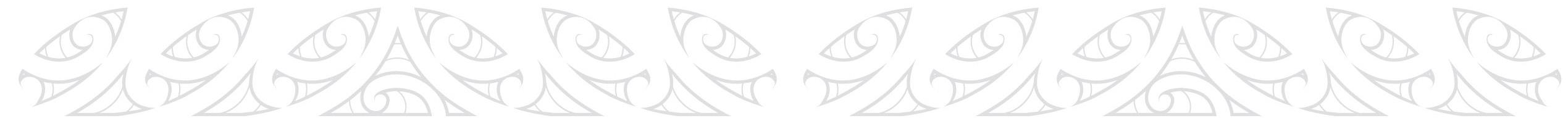
Official Information Act statistics to June 2022

Agencies used extension provisions allowed for under the OIA for 8.5% of requests.

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

DHBs extended 17% of requests

Other Crown entities extended 3.8% of requests

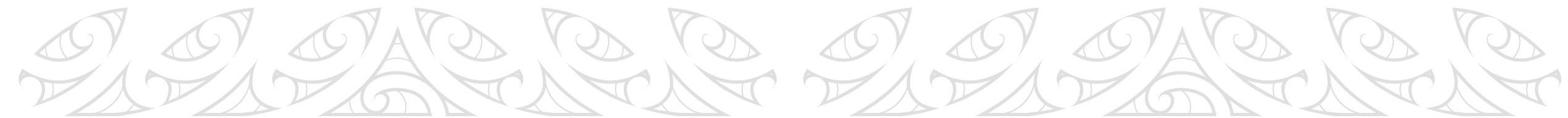


Official Information Act statistics to June 2022

Agencies refused 6.4% of requests in full, the majority because they didn't hold the information, or it was already being released

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

Only 2.8% of requests were transferred. This suggests that requesters were able to successfully identify the correct agency when making their requests.



Official Information Act statistics to June 2022

Across all requests, the average time to respond was 12.5 working days
This varied greatly across agencies, with 34 agencies averaging 20 days or more.

- Public Service Departments (including DAs) – 12.3 days
- DHBs - 20.7 days
- Other Crown entities - 11.4 days



Official Information Act statistics to June 2022

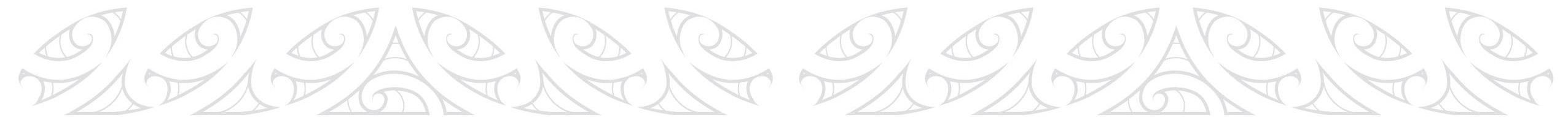
There were 264 complaints formally notified to agencies, up from 163 as the increase in complaints received in the six months to December 2021 flowed through the Ombudsman's system.

Agencies were found deficient by the Ombudsman on 21 occasions, down over 50% from 44.

This still represents less than 0.1% of the 26,613 requests completed.

Complaints completed regarding delays remain around 0.5% of requests completed. This has been between 0.5% and 0.6% over the last four years.

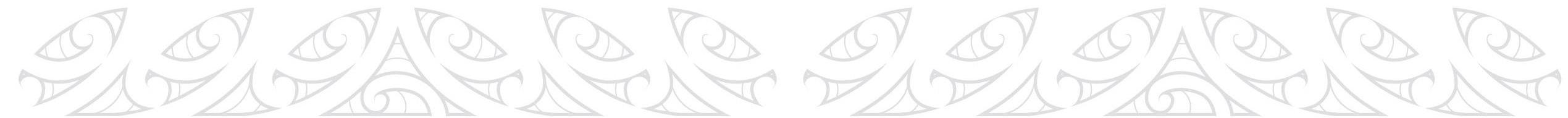
We may see this increase as the Ombudsman adopted a new approach to complaints regarding delays from 1 July.



Official Information Act statistics to June 2022

Complaints received by the Ombudsman about the agencies we report on were down 18% to 590, compared to a 19% increase in the last period.

The Ombudsman received 1,309 OIA complaints during the period, but that included 570 against school boards (up from 13 in the last period). Excluding BoTs complaints are down 16%.



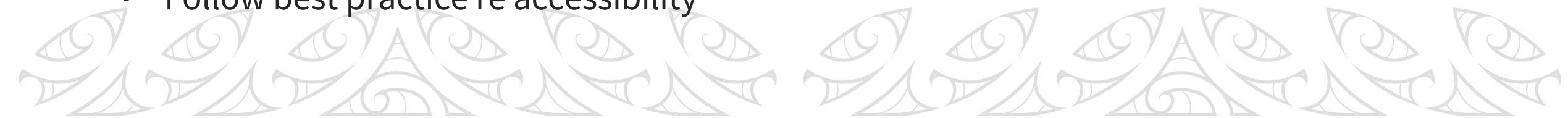


**Panel discussion:
Findings from the Chief Ombudsman's report Ready or Not?**

Findings from the Chief Ombudsman's report Ready or Not?

Key recommendations for agencies included:

- Continue to build positive OIA cultures from top down
- Gather more data on OIA demand and compliance
- Review and publish proactive release policies
- Promote and strengthen record-keeping practices
- Better capture media information requests and ensure responses to them are OIA compliant
- Ensure correct inform vs consult practices are in place with Ministers Offices
- Build and/or maintain OIA team/function capability including good decision making and record-keeping
- Follow best practice re accessibility





Covid: Reflections on working with the public and Ministry staff at a time of significant pace, pressure and change



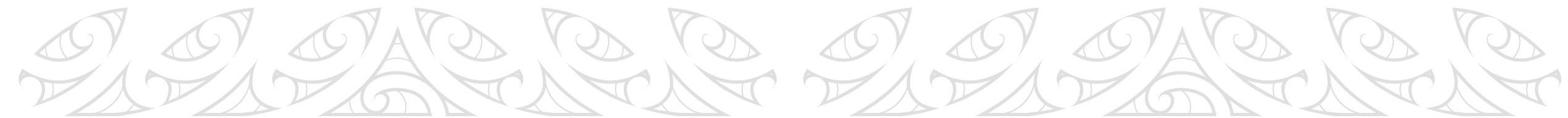
Forum topics and format for 2023

Forum events in 2023

All event dates for 2023 will be on the Forum webpage soon:
<https://www.publicservice.govt.nz/guidance/official-information/official-information-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.

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

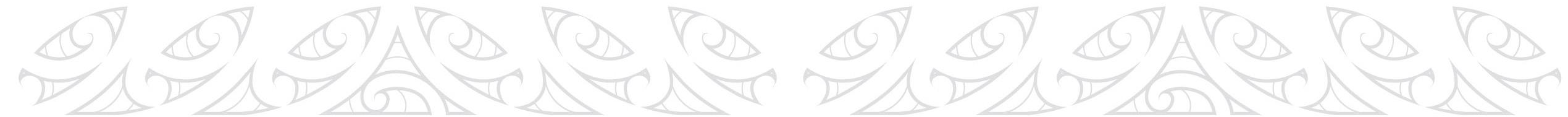


Here to help

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:

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





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Tēna rawa atu koe
Thank you very much

