



9 November 2022



Tēnā koe [redacted]

Thank you for your Official Information Act 1982 (OIA) request to the Department of Conservation (DOC), received on 21 October 2022, in which you asked:

*Can you please forward 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.*

During a phone call with our Media and Communications Manager, [redacted], on 28 October 2022, you clarified that your OIA request relates to the *Ready or not?* report from Chief Ombudsman, Peter Boshier, and how official information requests are handled by media teams.

DOC takes its obligations under the OIA very seriously, including responding to daily media inquiries.

Following the release of the *Ready or Not?* report, the OIA and Media and Communications team leads, met to review the report's findings and assess our practice against it.

We are satisfied that we are meeting our obligations to provide information and respond to questions in a timely way through our media service.

The team will always endeavour to respond to all media queries within reporters' deadlines.

If that is not possible, we keep the reporter updated on timeframes, and the reasons why the response is taking longer.

On the odd occasion, when the inquiry is more complex and requires coordination and collation of documents, we may advise that it is more appropriate to be included under the more formal OIA process.

We enjoy a good relationship with media, and each team member understands their obligations under the OIA. The findings of the report have been shared and discussed amongst our Media and Communications team.


Overall, we are satisfied our practices meet the expectations and obligations set out by the Chief Ombudsman.

In response to your OIA request, specifically there have been no communications between 1 September 2022 and 19 October 2022:


- 1) Between the Department of Conservation (DOC) Director-General and communications and media staff regarding how media queries are dealt with
- 2) From the Office of the Minister of Conservation in relation to how media queries are dealt with.

You are entitled to seek an investigation and review of my decision by writing to an Ombudsman as provided by section 28(3) of the Official Information Act 1982.

Please note that this letter (with your personal details removed) and enclosed documents may be published on the Department's website.



Nāku noa, nā



Vicki Connor  
Director, Communications and Engagement  
Department of Conservation  
*Te Papa Atawhai*