

31 March 2022

Nic Lane

By email: nic@everybodycoolliveshere.com

Tēnā koe Nic

Request for information related to alternative formats

I refer to your official information request, dated 3 March 2022, for information related to requests for alternative formats. We've considered your request under the provisions of the Official Information Act 1982 ('the Act'), which is based on the principle that information held by government agencies should be made available on request unless there is good reason for withholding it.

You requested all communications with the Ministry of Social Development, or other contractors, regarding requests for Alternative Formats (Oral, NZSL, Easy Read, Braille Large Print) between 1 July 2021 – 3 March 2022.

The information requested is summarised and attached as **Appendix 1**. The correspondence for release is attached as **Appendix 2**.

We have decided to release the documents subject to information being withheld under the following sections of the Act.

- **Section 9(2)(a)**: to protect the privacy of natural persons. A limited amount of personal information has been withheld under section 9(2)(a) of the Act as we believe it is 'necessary to protect the privacy of natural persons'.
- **Section 9(2)(b)(ii)**: where releasing information would likely unreasonably prejudice the commercial position of the organisation who supplied it. This relates to information, quotes, estimates, and invoices for services from alternative format providers.
- **Section 9(2)(g)(i)**: which relates to free and frank expression of opinion. The release of draft documents is withheld as this inhibits the exchange of free and frank opinions between people involved in the drafting process. Final written documents are published on our website.

We do not believe withholding this information is outweighed by the public interest, in accordance with section 9(1) of the Act.

As you discussed with Kate Adolph (Adviser, Policy & Performance), requests for live NZSL interpretation for unrecorded Zoom hui or webinars is not in scope.

I understand you're particularly interested in requests for alternative formats made by members of the public and how we progress these. To date, we have received four requests for alternative formats of existing Creative New Zealand documents. The four requests are from you for the following:

1. [Diversity in the Arts Policy 2015](#) (requested in NZSL, Easy Read and an audio file preferably with a human voice)
2. Creative New Zealand Funding Agreement (requested in NZSL, Easy Read and an audio file preferably with a human voice)
3. [Complaints procedure](#) (requested in Easy Read)
4. [Privacy policy](#) (requested in NZSL, Easy Read and oral formats)

Creative New Zealand has not contacted the Ministry of Social Development, or other providers, regarding alternative formats for the funding agreement, privacy policy or complaints procedure.

We have supplied the funding agreement, privacy policy and complaints procedure to you in Word format, as part of your separate requests.

As we've previously stated, we plan to build funding agreement signing and processing functionality into the Creative New Zealand portal in due course. Creative New Zealand must consider our legal and audit requirements when supplying this document in alternative formats.

We have requested quotes for alternative formats of the Diversity in the Arts Policy 2015. The Ministry of Social Development are in the process of obtaining quotes and timeframes from their service providers. We understand COVID-19 and other urgent work has delayed supply of this material. We will provide this to you as soon as possible.

As you can see in the attached correspondence, Creative New Zealand has been proactive requesting alternative formats for the following documents and recorded events:

- [Remuneration Policy](#) (alternative formats underway)
- [Audience Atlas Aotearoa 2020](#) (Easy Read underway)
- Response to an Official Information Act request (NZSL)
- [Diversity Report 2019/20](#) (NZSL, Easy Read, plain text)
- [Audience Atlas online Q&A sessions](#) (NZSL, captions)
- [Nui te Kōrero 2021](#) (NZSL, captions)
- [Prime Minister's Awards for Literary Achievement 2021](#) (NZSL, captions)
- [Into the Unknown: exploring new ways of making and engaging internationally](#) (NZSL, captions)

As you're aware, we have started work on an Accessibility Policy focused on Deaf and disabled communities, and this will look at what documents and information Creative New Zealand provides in alternative formats. We will work closely with the disability community and the Ministry of Social Development as we progress this work.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this information request, please get in touch with Kate Adolph via email to: kate.adolph@creativenz.govt.nz

Nāku iti noa, nā



Elizabeth Beale

**Pou Whakahaere Kaupapa Here, Whakatakoto Mahere, Pūrongo hoki
Manager, Policy and Performance**