

From: [CLM Ministerial Services](#)
To: [Casey Hamilton Harrison](#); [CLM Ministerial Services](#); [India Craddock](#)
Cc: [Gemma Wiig](#); [Erin Hill](#)
Subject: RE: DOIA 1819-1455 - Jake Preston - Allocation email [UNCLASSIFIED]
Date: Friday, 5 April 2019 3:31:13 p.m.

Duly noted, thank you Casey.

India – please keep Casey in the loop.

Jan Morison
TEAM LEADER MINISTERIAL WRITING (CLM)

Engagement, Communications and Ministerial Services
Corporate, Governance and Information
Ministry of Business, Innovation and Employment

Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: s 9(2)(a)
Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

From: Casey Hamilton Harrison
Sent: Friday, 5 April 2019 3:28 p.m.
To: CLM Ministerial Services; India Craddock
Cc: Gemma Wiig; Erin Hill
Subject: RE: DOIA 1819-1455 - Jake Preston - Allocation email [UNCLASSIFIED]

Hi India/Jan

Jake Preston is part of EQC Fix so I'm keen to be across this one.

Thanks
Casey

Casey Hamilton Harrison
PRINCIPAL ENGAGEMENT AND COMMUNICATIONS ADVISOR
Engagement and Communications Team (Market Services)
Telephone: +64 4 801 1590 | Mobile: s 9(2)(a)

From: CLM Ministerial Services
Sent: Friday, 5 April 2019 3:23 p.m.
To: India Craddock
Cc: Gemma Wiig; Erin Hill; Casey Hamilton Harrison
Subject: FW: DOIA 1819-1455 - Jake Preston - Allocation email [UNCLASSIFIED]

Dear India

I am allocating this FYI.org.nz request to you. Please arrange a scoping discussion with Gemma and/or Erin who will arrange a SME and sign out manager. Copying in Casey from Comms as this could be high risk given responses are published on FYI and we don't know who the requester is.

Please check with Gemma if Minister's Office should be notified or consulted about this request and whether an Information Services search is required. If this is for a large volume of information we need to seek clarification within seven days of receipt of the request or determine if this should be refused.

All being well, this will be due for sign out by 4 May.

Many thanks

Jan

Jan Morison

TEAM LEADER MINISTERIAL WRITING (CLM)

Engagement, Communications and Ministerial Services
Corporate, Governance and Information
Ministry of Business, Innovation and Employment

Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: s 9(2)(a)
Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

From: Liam Doyle On Behalf Of Ministerial Services
Sent: Thursday, 4 April 2019 3:03 p.m.
To: CLM Ministerial Services
Subject: DOIA 1819-1455 - Jake Preston - Allocation email [UNCLASSIFIED]

Afternoon,

MBIE has received the below Departmental OIA. Please **confirm**:

- Does this fall within your area of responsibility
- Sign out manager as well as the writer
- Whether the response will be suitable for publishing

Note: If the request is from an Opposition Party, MP or the media, Comms and the Ministers Office must be consulted.

Please save all related correspondence into the below MAKO folder as well as ensure Ministerial Services is informed of any changes to dates and copy in Ministerial Services when sending the proposed response to the Ministers office as well as the requestor.

Mako folder:	DOIA 1819-1455 Jake Preston
Tracking number:	1819-1455
Portfolio:	Greater Christchurch Regeneration
DCE:	Market Services
GM:	Service Support and Design
Date received:	2019-04-03
Due to Minister:	?
Due to Requester:	2019-05-06

Requester:	Jake Preston
Full subject:	Dear Ministry of Business, Innovation & Employment, I am making this request under the Official Information Act, and would like to request records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now. (03 April 2019) Yours faithfully, Jake Preston

For more information about any of the Ministerial Servicing processes please visit :
<http://thelink/branches/ecomms/Pages/Ministerial-Services-Team.aspx>. If you have any further questions please contact Ministerial Services at ministerialservices@mbie.govt.nz

Kind regards,

Liam Doyle
 MINISTERIAL SERVICES

RELEASED UNDER THE
 OFFICIAL INFORMATION ACT

From: [India Craddock](#)
To: [Gemma Wiig](#)
Cc: [Casey Hamilton Harrison](#); [Darren Wright](#)
Subject: RE: Official Information request - GCCRS Meetings with Insurance Companies or the Insurance Council [IN-CONFIDENCE]
Date: Monday, 8 April 2019 2:43:00 p.m.

Hi Gemma

Sounds great. I will draft a letter today and send it to yourself for review.

Cheers

India

-----Original Message-----

From: Gemma Wiig
Sent: Monday, 8 April 2019 2:43 p.m.
To: Darren Wright
Cc: India Craddock; Casey Hamilton Harrison
Subject: RE: Official Information request - GCCRS Meetings with Insurance Companies or the Insurance Council [IN-CONFIDENCE]

Ok, thanks Darren.

I think we need to go back to the requester and ask him to refine his request because of substantial collusion. In the letter we can say that Darren is available to meet with him.

Sound ok?

Cheers

-----Original Message-----

From: Darren Wright
Sent: Monday, 8 April 2019 2:37 p.m.
To: Gemma Wiig
Cc: India Craddock; Casey Hamilton Harrison
Subject: RE: Official Information request - GCCRS Meetings with Insurance Companies or the Insurance Council [IN-CONFIDENCE]

Hi Gemma,

I am not aware of this. It is my view that this request does not meet due particularity. There would be hundreds of meetings, most of which would cover the private insurance claims of home owners.

I am happy to meet with Mr Preston to help him refine his request and meet the requirement.

Regards,

Darren Wright
Director, Greater Christchurch Claims Resolution Service

darren.wright@gccrs.govt.nz | Telephone: 0508 624 327
Mobile [s 9\(2\)\(a\)](#) | Level 2, 161 Cashel Street, Christchurch 8140

-----Original Message-----

From: Gemma Wiig
Sent: Monday, 8 April 2019 1:30 p m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>
Cc: India Craddock <India.Craddock@mbie.govt.nz>; Casey Hamilton Harrison <Casey.HamiltonHarrison@mbie.govt.nz>
Subject: FW: Official Information request - GCCRS Meetings with Insurance Companies or the Insurance Council [IN-CONFIDENCE]

Hi Darren

Just making you aware of this OIA request relating to meetings between GCCRS and IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 until 03 April 2019.

The requester is Jake Preston.

Do you think that this is going to involve substantial collation? Or have there actually been relatively few meetings?

Be good to get your thoughts?

Cheers

Gemma

-----Original Message-----

From: Jake Preston [<mailto:fyi-request-9997-93b18921@requests.fyi.org.nz>]
Sent: Wednesday, 3 April 2019 3:58 p m.
To: *OIA
Subject: Official Information request - GCCRS Meetings with Insurance Companies or the Insurance Council

Dear Ministry of Business, Innovation & Employment, I am making this request under the Official Information Act, and would like to request records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now. (03 April 2019)

Yours faithfully,

Jake Preston

From: [India Craddock](#)
To: [Gemma Wiig](#)
Subject: DOIA 1819-1455 - Your Official Information Act Response [IN-CONFIDENCE]
Date: Monday, 8 April 2019 4:48:00 p.m.

Hi Gemma

What do you think of the below email to the requester? Do you think it touches on everything yourself and Darren wanted?

Cheers

India

Good afternoon

I am writing in response to your Official Information Act made on 3 April 2019 for:

"records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now. (03 April 2019)"

This request is for a substantial amount of information. To ensure that the Ministry is able to respond to you, please refine your request.

Darren Wright, Director, Greater Christchurch Claims Resolution Service, is available to meet with you to refine your request so that the Ministry is able to respond.

Kind regards

India Craddock

MINISTERIAL WRITER
Engagement, Communications and Ministerial Services
Ministry of Business, Innovation & Employment
India.Craddock@mbie.govt.nz
15 Stout Street, Wellington, PO Box 1473, Wellington 6140

From: [Gemma Wiig](#)
To: [India Craddock](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Response [IN-CONFIDENCE]
Date: Tuesday, 9 April 2019 10:27:59 a.m.

Great – please can you either cc Darren in or forward him a copy of the response.

Cheers

From: India Craddock
Sent: Tuesday, 9 April 2019 10:00 a.m.
To: Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Response [IN-CONFIDENCE]

Awesome, will send it out now.

Cheers

☺

From: Gemma Wiig
Sent: Tuesday, 9 April 2019 9:59 a.m.
To: India Craddock
Subject: RE: DOIA 1819-1455 - Your Official Information Act Response [IN-CONFIDENCE]

Hi India – just a couple of suggestions below – thanks ☺

Good afternoon

I am writing in response to your Official Information Act made on 3 April 2019 for:

“records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now. (03 April 2019)”

There are a substantial number of documents within the scope of your request. To ensure that the Ministry is able to respond, we ask that you please refine your request.

Darren Wright, Director, Greater Christchurch Claims Resolution Service, is available to meet with you to assist in refining your request, in order to find the information you are seeking. Please contact Darren Wright at Darren.wright@gccrs.govt.nz or 0508 624 327 to arrange a suitable time.

Kind regards

India Craddock

MINISTERIAL WRITER

Engagement, Communications and Ministerial Services

Ministry of Business, Innovation & Employment

India.Craddock@mbie.govt.nz

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: CLM Ministerial Services
To: fyi-request-9997-03b18921@requests.fyi.org.nz
Subject: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Tuesday, 9 April 2019 10:21:00 a.m.
Attachments: [image001.png](#)

Good morning

I am writing in regards to your Official Information Act request made on 3 April 2019 for:

"records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now. (03 April 2019)"

There are a substantial number of documents within the scope of your request. To ensure that the Ministry is able to respond, we ask that you please refine your request.

Darren Wright, Director, Greater Christchurch Claims Resolution Services is able to meet with you to assist in refining your request, in order to find the information you are seeking. Please contact Darren Wright at Darren.wright@gccrs.govt.nz or 0508 624 327 to arrange a suitable time.

Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services
Email: CLMMinisterialServices@mbie.govt.nz

Ministry of Business, Innovation & Employment
15 Stout Street, Wellington, PO Box 1473, Wellington 6140
www.mbie.govt.nz



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
TIKINA WHAKATUTUKI



RELEASED UNDER THE OFFICIAL INFORMATION ACT

From: [Martien Duis](#)
To: [Iain Feist](#)
Cc: [India Craddock](#); [Tania Turfrey](#)
Subject: FW: DOIA 1819-1455 - Advice Required [IN-CONFIDENCE]
Date: Tuesday, 9 April 2019 3:05:41 p.m.
Attachments: [RE DOIA 1819-1455 - Your Official Information Act Request IN-CONFIDENCE RELEASE EXTERNAL.msg](#)

Hi Iain,

Can you assist please. Matter 2972.

Thanks

Martien

From: Tania Turfrey **On Behalf Of** Wgtn Legal
Sent: Tuesday, 9 April 2019 2:50 p.m.
To: Martien Duis <Martien.Duis@mbie.govt.nz>
Subject: FW: DOIA 1819-1455 - Advice Required [UNCLASSIFIED]

Thanks Martien

From: India Craddock
Sent: Tuesday, 9 April 2019 12:18 p.m.
To: Wgtn Legal
Subject: DOIA 1819-1455 - Advice Required [UNCLASSIFIED]

Hi

Can I please have a solicitor to help advise on the next steps for this DOIA? I have attached an email which provides context.

Cheers

India Craddock
MINISTERIAL WRITER
Engagement, Communications and Ministerial Services
Ministry of Business, Innovation & Employment
India.Craddock@mbie.govt.nz
15 Stout Street, Wellington, PO Box 1473, Wellington 6140

From: [Darren Wright](#)
To: [Gemma Wiig](#); [India Craddock](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Tuesday, 9 April 2019 12:24:18 p.m.
Attachments: [image001.png](#)

Section 18(f) is the reason for rejection due to the large amount of information and the fact that it would cover all 840 clients of GCCRS and all meetings with regards to all those claims. There would need to be significant redactions to protect people's privacy and Section 18A will not help (ie setting a charge or more time).

We need to show that we meet Section 18B which we have done already by consulting and believe we should offer this again.

If not then we reject under Section 18(f).

From: Gemma Wiig
Sent: Tuesday, 9 April 2019 12:02 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; [India Craddock](mailto:India.Craddock@mbie.govt.nz)
<India.Craddock@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

India – can you please arrange for MBIE Legal to advise on next steps?

Thanks

From: Darren Wright
Sent: Tuesday, 9 April 2019 11:47 a.m.
To: [India Craddock](mailto:India.Craddock@mbie.govt.nz); [Gemma Wiig](mailto:Gemma.Wiig@gccrs.govt.nz)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

We need to check with legal but again I do not believe that his request meets due particularity. I would also suggest we consider discussing the request with the Ombudsman.

My view is that again we should offer to work with him to help refine his request. If he refuses to work with us then yes we will need to reject his request. The critical point is that we do everything we can to help him refine his request.

Regards,

Darren Wright
Director, Greater Christchurch Claims Resolution Service

darren.wright@gccrs.govt.nz | Telephone: 0508 624 327
Mobile: s 9(2)(a) | Level 2, 161 Cashel Street, Christchurch 8140



Greater Christchurch
Claims Resolution Service

From: India Craddock
Sent: Tuesday, 9 April 2019 11:29 a.m.
To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>
Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Gemma and Darren

Mr Preston has responded as highlighted below.

How would you like to proceed?

Cheers

India

-----Original Message-----

From: CLM Ministerial Services
Sent: Tuesday, 9 April 2019 11:25 a.m.
To: India Craddock
Cc: Casey Hamilton Harrison
Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

To note, Mr Preston has declined to refine scope.

Jan Morison
TEAM LEADER MINISTERIAL WRITING (CLM)

Engagement, Communications and Ministerial Services
Corporate, Governance and Information
Ministry of Business, Innovation and Employment

Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: s 9(2)(a)
Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

-----Original Message-----

From: Jake Preston [<mailto:fyi-request-9997-03b18921@requests.fyi.org.nz>]
Sent: Tuesday, 9 April 2019 11:07 a.m.
To: CLM Ministerial Services

Subject: Re: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear CLM Ministerial Services,

I am unable to refine the request. This is the information I am seeking. If you would prefer you can refuse the request, and I can make another complaint to the ombudsman, and then make individual requests for each insurance company for each and every month that I am seeking the information for. That will result in multiple requests and additional work over and above what I have asked for in this single request.

I look forward to your reply.

Yours sincerely,

Jake Preston

-----Original Message-----

Good morning

I am writing in regards to your Official Information Act request made on 3 April 2019 for:

"records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now. (03 April 2019)"

There are a substantial number of documents within the scope of your request. To ensure that the Ministry is able to respond, we ask that you please refine your request.

Darren Wright, Director, Greater Christchurch Claims Resolution Services is able to meet with you to assist in refining your request, in order to find the information you are seeking. Please contact Darren Wright at [1][email address] or 0508 624 327 to arrange a suitable time.

Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services

Email: [2][email address]

Ministry of Business, Innovation & Employment

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

[3]www.mbie.govt.nz

[4]<cid:image001.png@01D2A86C.030B1D00>

[5]www.govt.nz - your guide to finding and using New Zealand government services

References

Visible links

1. [mailto:\[email address\]](mailto:[email address])
2. [mailto:\[email address\]](mailto:[email address])
3. <http://www.mbie.govt.nz/>
5. <http://www.govt.nz/>

Please use this email address for all replies to this request:
fyi-request-9997-03b18921@requests.fyi.org.nz

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:
<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

From: [Gemma Wiig](#)
To: [Darren Wright](#); [India Craddock](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Tuesday, 9 April 2019 12:01:53 p.m.
Attachments: [image001.png](#)

India – can you please arrange for MBIE Legal to advise on next steps?

Thanks

From: Darren Wright
Sent: Tuesday, 9 April 2019 11:47 a.m.
To: India Craddock; Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

We need to check with legal but again I do not believe that his request meets due particularity. I would also suggest we consider discussing the request with the Ombudsman.

My view is that again we should offer to work with him to help refine his request. If he refuses to work with us then yes we will need to reject his request. The critical point is that we do everything we can to help him refine his request.

Regards,

Darren Wright
Director, Greater Christchurch Claims Resolution Service

darren.wright@gccrs.govt.nz | Telephone: 0508 624 327
Mobile: [s9\(2\)\(a\)](#) | Level 2, 161 Cashel Street, Christchurch 8140

New



From: India Craddock
Sent: Tuesday, 9 April 2019 11:29 a.m.
To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>
Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Gemma and Darren

Mr Preston has responded as highlighted below.

How would you like to proceed?

Cheers

India

-----Original Message-----

From: CLM Ministerial Services

Sent: Tuesday, 9 April 2019 11:25 a.m.

To: India Craddock

Cc: Casey Hamilton Harrison

Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

To note, Mr Preston has declined to refine scope.

Jan Morison

TEAM LEADER MINISTERIAL WRITING (CLM)

Engagement, Communications and Ministerial Services

Corporate, Governance and Information

Ministry of Business, Innovation and Employment

Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: s 9(2)(a)

Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

-----Original Message-----

From: Jake Preston [mailto:fyi-request-9997-03b18921@requests.fyi.org.nz]

Sent: Tuesday, 9 April 2019 11:07 a.m.

To: CLM Ministerial Services

Subject: Re: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear CLM Ministerial Services,

I am unable to refine the request. This is the information I am seeking. If you would prefer you can refuse the request, and I can make another complaint to the ombudsman, and then make individual requests for each insurance company for each and every month that I am seeking the information for. That will result in multiple requests and additional work over and above what I have asked for in this single request.

I look forward to your reply.

Yours sincerely,

Jake Preston

-----Original Message-----

Good morning

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There are a substantial number of documents within the scope of your request. To ensure that the Ministry is able to respond, we ask that you please refine your request.

Darren Wright, Director, Greater Christchurch Claims Resolution Services is able to meet with you to assist in refining your request, in order to find the information you are seeking. Please contact Darren Wright at [1][email address] or 0508 624 327 to arrange a suitable time.

Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services

Email: [2][email address]

Ministry of Business, Innovation & Employment

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

[3]www.mbie.govt.nz

[4]<cid:image001.png@01D2A86C.030B1D00>

[5]www.govt.nz - your guide to finding and using New Zealand government services

References

Visible links

1. [mailto:\[email address\]](mailto:[email address])
2. [mailto:\[email address\]](mailto:[email address])
3. <http://www.mbie.govt.nz/>
5. <http://www.govt.nz/>

Please use this email address for all replies to this request:

fyi-request-9997-03b18921@requests.fyi.org.nz

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<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Hayley Webster](#)
To: [India Craddock](#)
Subject: RE: DOIA 1819-1455 - Advice Required [UNCLASSIFIED]
Date: Tuesday, 9 April 2019 4:15:20 p.m.

Good afternoon India

Thank you for your email. I have passed this on to the appropriate manager to delegate to a team member, they will respond as soon as they are able.

Nga mihi

Hayley Webster

TEAM ADMINISTRATOR, LITIGATION SERVICES AND CORPORATE AND REGISTRIES

Corporate, Governance and Information

Ministry of Business, Innovation & Employment | Te Manatu Pakihi, Auhātanga me Nga Kaupapa a Mahi

Email - Imera: hayley.webster@mbie.govt.nz | **DDI - Waea Totika:** +64 4 901 1673 (x41673) | **Mobile - Waea Pukoro:** s 9(2)(a)

Website - Pae-ipurangi: www.mbie.govt.nz | **Postal - Poutapeta:** 15 Stout Street, PO Box 1473, Wellington 6140

From: India Craddock
Sent: Tuesday, 9 April 2019 12:18 p.m.
To: Wgtn Legal
Subject: DOIA 1819-1455 - Advice Required [UNCLASSIFIED]

Hi

Can I please have a solicitor to help advise on the next steps for this DOIA? I have attached an email which provides context.

Cheers

India Craddock

MINISTERIAL WRITER

Engagement, Communications and Ministerial Services

Ministry of Business, Innovation & Employment

India.Craddock@mbie.govt.nz

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

From: [India Craddock](#)
To: [Gemma Wiig](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Monday, 15 April 2019 11:54:00 a.m.
Attachments: [image001.png](#)

Awesome thanks Gemma

From: Gemma Wiig
Sent: Monday, 15 April 2019 11:54 a.m.
To: India Craddock
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Yes, leave it with me – busy now but can definitely look at this later

From: India Craddock
Sent: Monday, 15 April 2019 11:14 a.m.
To: Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Gemma

Can you please help me write an email to send to the requester to ask them to refine it again? I am unsure how to get across the magnitude of documents which the requester is asking for.

I am thinking something along these lines:

“Good morning

Thank you for your email of 9 April 2019 letting us know that you are unable to refine the request.

There are a substantial number of documents within the scope of your request. All of the clients involved with GCCRS and their meetings are within scope. This brings up any contact as well as a sheer number of documents which would need to be assessed for privacy purposes.

As offered, Darren Wright, Director of GCCRS is available to meet with you to assist in refining your request in order to find the information that you are seeking and for us to be able to provide it to you.

Please contact Darren Wright at Darren.Wright@gccrs.govt.nz or 0508 624 327 to arrange a suitable time.

Kind regards.”

Cheers

India

From: Darren Wright
Sent: Friday, 12 April 2019 4:13 p.m.
To: Iain Feist; Gemma Wiig; India Craddock
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

The key component for me is that every claim will be covered by this request so every meeting we have had with regards to each insurance claim will have to be recalled, documented and then private items redacted.

s 9(2)(g)(i)



From: Iain Feist
Sent: Friday, 12 April 2019 3:30 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi India,

s 9(2)(h)



From: Darren Wright
Sent: Tuesday, 9 April 2019 12:24 p.m.
To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Section 18(f) is the reason for rejection due to the large amount of information and the fact that it would cover all 840 clients of GCCRS and all meetings with regards to all those claims. There would need to be significant redactions to protect people's privacy and Section 18A will not help (ie setting a charge or more time).

We need to show that we meet Section 18B which we have done already by consulting and believe we should offer this again.

If not then we reject under Section 18(f).

From: Gemma Wiig
Sent: Tuesday, 9 April 2019 12:02 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; India Craddock

<India.Craddock@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

India – can you please arrange for MBIE Legal to advise on next steps?

Thanks

From: Darren Wright

Sent: Tuesday, 9 April 2019 11:47 a.m.

To: India Craddock; Gemma Wiig

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

We need to check with legal but again I do not believe that his request meets due particularity. I would also suggest we consider discussing the request with the Ombudsman.

My view is that again we should offer to work with him to help refine his request. If he refuses to work with us then yes we will need to reject his request. The critical point is that we do everything we can to help him refine his request.

Regards,

Darren Wright
Director, Greater Christchurch Claims Resolution Service

darren.wright@gccrs.govt.nz | Telephone: 0508 624 327
Mobile: 9 9(2)(a) | Level 2, 161 Cashel Street, Christchurch 8140



Greater Christchurch
Claims Resolution Service

From: India Craddock

Sent: Tuesday, 9 April 2019 11:29 a.m.

To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>

Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Gemma and Darren

Mr Preston has responded as highlighted below.

How would you like to proceed?

Cheers

India

-----Original Message-----

From: CLM Ministerial Services

Sent: Tuesday, 9 April 2019 11:25 a.m.

To: India Craddock

Cc: Casey Hamilton Harrison

Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

To note, Mr Preston has declined to refine scope.

Jan Morison

TEAM LEADER MINISTERIAL WRITING (CLM)

Engagement, Communications and Ministerial Services
Corporate, Governance and Information
Ministry of Business, Innovation and Employment

Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: s 9(2)(a)

Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

-----Original Message-----

From: Jake Preston (<mailto:fyi-request-9997-03b18921@requests.fyi.org.nz>)

Sent: Tuesday, 9 April 2019 11:07 a.m.

To: CLM Ministerial Services

Subject: Re: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear CLM Ministerial Services,

I am unable to refine the request. This is the information I am seeking. If you would prefer you can refuse the request, and I can make another complaint to the ombudsman, and then make individual requests for each insurance company for each and every month that I am seeking the information for. That will result in multiple requests and additional work over and above what I have asked for in this single request.

I look forward to your reply.

Yours sincerely,

Jake Preston

-----Original Message-----

Good morning

I am writing in regards to your Official Information Act request made on 3 April 2019 for:

“records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now. (03 April 2019)”

There are a substantial number of documents within the scope of your request. To ensure that the Ministry is able to respond, we ask that you please refine your request.

Darren Wright, Director, Greater Christchurch Claims Resolution Services is able to meet with you to assist in refining your request, in order to find the information you are seeking. Please contact Darren Wright at [1][email address] or 0508 624 327 to arrange a suitable time.

Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services

Email: [2][email address]

Ministry of Business, Innovation & Employment

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

[3]www.mbie.govt.nz

[4]<cid:image001.png@01D2A86C.030B1D00>

[5]www.govt.nz - your guide to finding and using New Zealand government services

References

Visible links

1. [mailto:\[email address\]](mailto:[email address])
2. [mailto:\[email address\]](mailto:[email address])
3. <http://www.mbie.govt.nz/>
5. <http://www.govt.nz/>

Please use this email address for all replies to this request:

fyi-request-9997-03b18921@requests.fyi.org.nz

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<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Gemma Wiig](#)
To: [India Craddock](#); [Darren Wright](#); [Iain Feist](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Monday, 15 April 2019 3:01:33 p.m.
Attachments: [image001.png](#)

Iain and Darren, please can you review this proposed response to Mr Preston? Thanks

Thank you for your email of 9 April 2019, stating that you are unable to refine your Official Information Act request for records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now (03 April 2019).

To date 898 cases have been registered to GCCRS, and every one of those cases is within the scope of your request. For every claim, GCCRS is in contact with the insurance company a minimum of **XX times**. That equates to a substantial number of documents, and a substantial amount of time involved to either locate records or recall every meeting or interaction with insurance companies. Every record and recollection would then need to be reviewed in order to redact private information.

As offered to you previously, Darren Wright, GCCRS Director, is available to meet with you to assist in refining your request in order to more easily find the information you are seeking. Perhaps your request could exclude any meetings to do with individual claims? Or are there particular claims you are seeking information on?

Please contact Darren Wright at Darren.Wright@gccrs.govt.nz or 0508 624 327 to arrange a suitable time.

Kind regards

From: Darren Wright
Sent: Friday, 12 April 2019 4:13 p.m.
To: Iain Feist; Gemma Wiig; India Craddock
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

The key component for me is that every claim will be covered by this request so every meeting we have had with regards to each insurance claim will have to be recalled, documented and then private items redacted.

s 9(2)(g)(i)

From: Iain Feist
Sent: Friday, 12 April 2019 3:30 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>;

India Craddock <India.Craddock@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi India,

s 9(2)(h)



From: Darren Wright

Sent: Tuesday, 9 April 2019 12:24 p.m.

To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Section 18(f) is the reason for rejection due to the large amount of information and the fact that it would cover all 840 clients of GCCRS and all meetings with regards to all those claims. There would need to be significant redactions to protect people's privacy and Section 18A will not help (ie setting a charge or more time).

We need to show that we meet Section 18B which we have done already by consulting and believe we should offer this again.

If not then we reject under Section 18(f).

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Sent: Tuesday, 9 April 2019 12:02 p.m.

To: Darren Wright <Darren.Wright@gccrs.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

India – can you please arrange for MBIE Legal to advise on next steps?

Thanks

From: Darren Wright

Sent: Tuesday, 9 April 2019 11:47 a.m.

To: India Craddock; Gemma Wiig

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

We need to check with legal but again I do not believe that his request meets due particularity. I would also suggest we consider discussing the request with the Ombudsman.

My view is that again we should offer to work with him to help refine his request. If he refuses to work with us then yes we will need to reject his request. The critical point is that we do everything we can to help him refine his request.

Regards,

Darren Wright
Director, Greater Christchurch Claims Resolution Service

darren.wright@gccrs.govt.nz | Telephone: 0508 624 327
Mobile **s 9(2)(a)** | Level 2, 161 Cashel Street, Christchurch 8140



Greater Christchurch
Claims Resolution Service

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Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Gemma and Darren

Mr Preston has responded as highlighted below.

How would you like to proceed?

Cheers

India

-----Original Message-----

From: CLM Ministerial Services
Sent: Tuesday, 9 April 2019 11:25 a.m.
To: India Craddock
Cc: Casey Hamilton Harrison
Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

To note, Mr Preston has declined to refine scope.

Jan Morison
TEAM LEADER MINISTERIAL WRITING (CLM)

Engagement, Communications and Ministerial Services
Corporate, Governance and Information
Ministry of Business, Innovation and Employment

Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: s 9(2)(a)
Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

-----Original Message-----

From: Jake Preston [<mailto:fyi-request-9997-03b18921@requests.fyi.org.nz>]

Sent: Tuesday, 9 April 2019 11:07 a.m.

To: CLM Ministerial Services

Subject: Re: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear CLM Ministerial Services,

I am unable to refine the request. This is the information I am seeking. If you would prefer you can refuse the request, and I can make another complaint to the ombudsman, and then make individual requests for each insurance company for each and every month that I am seeking the information for. That will result in multiple requests and additional work over and above what I have asked for in this single request.

I look forward to your reply.

Yours sincerely,

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Good morning

I am writing in regards to your Official Information Act request made on 3 April 2019 for:

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Darren Wright, Director, Greater Christchurch Claims Resolution Services is able to meet with you to assist in refining your request, in order to find the information you are seeking. Please contact Darren Wright at [1][email address] or 0508 624 327 to arrange a suitable time.

Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services

Email: [2][email address]

Ministry of Business, Innovation & Employment

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

[3]www.mbie.govt.nz

[4]<cid:image001.png@01D2A86C.030B1D00>

[5]www.govt.nz - your guide to finding and using New Zealand government services

References

Visible links

1. [mailto:\[email address\]](mailto:[email address])
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 3. <http://www.mbie.govt.nz/>
 5. <http://www.govt.nz/>
-

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RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Darren Wright](#)
To: [Gemma Wiig](#); [India Craddock](#); [Iain Feist](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Monday, 15 April 2019 3:22:37 p.m.
Attachments: [image001.png](#)

I think we have met the conditions of the Act in the email and it doesn't need more explanation. It's impossible to estimate how many times we would engage with Insurers on each claim, between once and five hundred times would be my range. Also we have offered to meet and refine his request so I don't see that we should also then offer suggestions.

I have spoken with the Ombudsman and they are happy to advise us on this. Can I make an official request for their guidance?

From: Gemma Wiig
Sent: Monday, 15 April 2019 3:08 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>; Iain Feist <Iain.Feist@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

With the bits you've deleted I was trying to quantify the amount of docs involved. And also to offer up a solution.

Do you have any suggestions for this?

Cheers

From: Darren Wright
Sent: Monday, 15 April 2019 3:05 p.m.
To: Gemma Wiig; India Craddock; Iain Feist
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

See suggestion below.

From: Gemma Wiig
Sent: Monday, 15 April 2019 3:01 p.m.
To: India Craddock <India.Craddock@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>; Iain Feist <Iain.Feist@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Iain and Darren, please can you review this proposed response to Mr Preston? Thanks

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Sent: Friday, 12 April 2019 4:13 p.m.
To: Iain Feist; Gemma Wiig; India Craddock
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s 9(2)(g)(i)

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Hi India,

s 9(2)(h)

s 9(2)(h)

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Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

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Darren Wright
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darren.wright@gccrs.govt.nz | Telephone: 0508 624 327
Mobile: **s 9(2)(a)** | Level 2, 161 Cashel Street, Christchurch 8140



Greater Christchurch
Claims Resolution Service

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Sent: Tuesday, 9 April 2019 11:29 a.m.
To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>
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How would you like to proceed?

Cheers

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To note, Mr Preston has declined to refine scope.

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Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: **s 9(2)(a)**

Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

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From: Jake Preston [mailto:fyi-request-9997-03b18921@requests.fyi.org.nz]

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To: CLM Ministerial Services

Subject: Re: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

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Yours sincerely,

Jake Preston

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Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services

Email: [2][email address]

Ministry of Business, Innovation & Employment

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

[3]www.mbie.govt.nz

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[5]www.govt.nz - your guide to finding and using New Zealand government services

References

Visible links

1. [mailto:\[email address\]](mailto:[email address])
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3. <http://www.mbie.govt.nz/>
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Please use this email address for all replies to this request:

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If you find this service useful as an Official Information officer, please ask your web manager to

link to us from your organisation's OIA or LGOIMA page.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Iain Feist](#)
To: [India Craddock](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Wednesday, 17 April 2019 2:02:43 p.m.
Attachments: [image001.png](#)

Hi – how about both?

From: India Craddock
Sent: Wednesday, 17 April 2019 1:16 p.m.
To: Iain Feist <Iain.Feist@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Iain

Just checking that the below paragraph is good to go out?

Should it say section 9(2)(ba)(i) or section 9(2)(a) ?

Cheers

Thank you for your email of 9 April 2019, stating that you are unable to refine your Official Information Act request for “records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now (03 April 2019)”.

The GCCRS currently has 20 staff who would be in contact with insurance companies almost daily in relation to one of the 898 cases that have been registered to GCCRS. For every claim, GCCRS is in contact with the insurance company. There will often be multiple contacts between the GCCRS and the insurance company for each case. Each of those contacts is within the scope of your request.

The request requires a significant amount of research to interview staff, record their recollections for each file, and to search for any other documents that record meetings with the insurance companies.

While we cannot make an assessment without interviewing all the relevant GCCRS staff, it is likely that many of these conversations about the homeowners insurance claim will concern information that the homeowner or insurer has supplied with an expectation of confidence. Even if this information could be collated easily, it may ultimately be withheld under section 9(2)(ba). As offered to you previously, Darren Wright, GCCRS Director, is available to meet with you to assist in refining your request in order to more easily find the information you are seeking. If the request remains as broad as it presently is we will decline the request on the grounds of substantial collation and research (Section 18 (h)).

Please contact Darren Wright at Darren.Wright@gccrs.govt.nz or 0508 624 327 to arrange a suitable time.

Kind regards

From: India Craddock
Sent: Tuesday, 16 April 2019 10:26 a.m.
To: Iain Feist
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Thanks for your response

Do you think the sentence should be changed to say "Even if this information could be collated easily it may ultimately be withheld under section 9(2)(ba)(i) of the Act."

From: Iain Feist
Sent: Tuesday, 16 April 2019 10:24 a.m.
To: India Craddock
Cc: Gemma Wiig; Darren Wright
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

s 9(2)(h)



From: India Craddock
Sent: Tuesday, 16 April 2019 9:58 a.m.
To: Iain Feist <Iain.Feist@mbie.govt.nz>
Cc: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi all

Happy to send this out.

Just one thing: "Even if this information could be collated easily, it may ultimately be withheld under section 9(2)(ba)."

Do you mean section 9(2)(a) to protect the privacy of others? Or section 9(2)(ba)(i)/9(2)(ba)(ii) which relate to information supplying/public interest.

Cheers

India

From: Gemma Wiig
Sent: Tuesday, 16 April 2019 9:48 a.m.
To: Darren Wright; Iain Feist; India Craddock

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Thanks everyone.

India, are you ok to finalise the email and send the response to the requester?

Thanks

Gemma

Thank you for your email of 9 April 2019, stating that you are unable to refine your Official Information Act request for "records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now (03 April 2019)".

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Kind regards

From: Darren Wright

Sent: Monday, 15 April 2019 4:03 p.m.

To: Iain Feist; Gemma Wiig; India Craddock

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Agree, staff number included below

From: Iain Feist

Sent: Monday, 15 April 2019 3:41 p.m.

To: Darren Wright <Darren.Wright@gccrs.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi – I made some edits – let me know if you think this is useful.

Thank you for your email of 9 April 2019, stating that you are unable to refine your Official Information Act request for records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now (03 April 2019).

The GCCRS currently has 20 staff who would be in contact with insurance companies almost daily in relation to one of the 898 cases have been registered to GCCRS. For every claim, GCCRS is in contact with the insurance company. Often there will be multiple contacts between the GCCRS and the insurance company for each file. Each of those contacts is within the scope of your request.

The request requires a significant amount of research to interview staff, record their recollections for each file and search for any other documents recording meetings with the insurance companies.

While we cannot make an assessment without interviewing all the relevant GCCRS staff, it is likely that many of these conversations about the homeowners insurance claim will concern information that the homeowner or insurer has supplied with an expectation of confidence. Even if this information could be collated easily it may ultimately be withheld under section 9(2)(ba). As offered to you previously, Darren Wright, GCCRS Director, is available to meet with you to assist in refining your request in order to more easily find the information you are seeking. If the request remains as broad as it presently is we will decline the request on the grounds of substantial collation and research (Section 18 (h)).

~~Perhaps your request could exclude any meetings to do with individual claims? Or are there particular claims you are seeking information on?~~

Please contact Darren Wright at Darren.Wright@gccrs.govt.nz or 0508 624 327 to arrange a suitable time.

If the request is unable to be refined

Kind regards

From: Darren Wright
Sent: Friday, 12 April 2019 4:13 p.m.
To: Iain Feist; Gemma Wiig; India Craddock
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

The key component for me is that every claim will be covered by this request so every meeting we have had with regards to each insurance claim will have to be recalled, documented and then private items redacted.

s 9(2)(g)(i)



From: Iain Feist
Sent: Friday, 12 April 2019 3:30 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi India,

s 9(2)(h)



From: Darren Wright
Sent: Tuesday, 9 April 2019 12:24 p.m.
To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Section 18(f) is the reason for rejection due to the large amount of information and the fact that it would cover all 840 clients of GCCRS and all meetings with regards to all those claims. There would need to be significant redactions to protect people's privacy and Section 18A will not help (ie setting a charge or more time).

We need to show that we meet Section 18B which we have done already by consulting and believe we should offer this again.

If not then we reject under Section 18(f).

From: Gemma Wiig

Sent: Tuesday, 9 April 2019 12:02 p.m.

To: Darren Wright <Darren.Wright@gccrs.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

India – can you please arrange for MBIE Legal to advise on next steps?

Thanks

From: Darren Wright

Sent: Tuesday, 9 April 2019 11:47 a.m.

To: India Craddock; Gemma Wiig

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

We need to check with legal but again I do not believe that his request meets due particularity. I would also suggest we consider discussing the request with the Ombudsman.

My view is that again we should offer to work with him to help refine his request. If he refuses to work with us then yes we will need to reject his request. The critical point is that we do everything we can to help him refine his request.

Regards,

Darren Wright
Director, Greater Christchurch Claims Resolution Service

darren.wright@gccrs.govt.nz | Telephone: 0508 624 327
Mobile: s 9(2)(a) | Level 2, 161 Cashel Street, Christchurch 8140



Greater Christchurch
Claims Resolution Service

From: India Craddock

Sent: Tuesday, 9 April 2019 11:29 a.m.

To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>

Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Gemma and Darren

Mr Preston has responded as highlighted below.

How would you like to proceed?

Cheers

India

-----Original Message-----

From: CLM Ministerial Services

Sent: Tuesday, 9 April 2019 11:25 a.m.

To: India Craddock

Cc: Casey Hamilton Harrison

Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

To note, Mr Preston has declined to refine scope.

Jan Morison

TEAM LEADER MINISTERIAL WRITING (CLM)

Engagement, Communications and Ministerial Services
Corporate, Governance and Information
Ministry of Business, Innovation and Employment

Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: s 9(2)(a)

Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

-----Original Message-----

From: Jake Preston [mailto:fyi-request-9997-03b18921@requests.fyi.org.nz]

Sent: Tuesday, 9 April 2019 11:07 a.m.

To: CLM Ministerial Services

Subject: Re: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear CLM Ministerial Services,

I am unable to refine the request. This is the information I am seeking. If you would prefer you can refuse the request, and I can make another complaint to the ombudsman, and then make individual requests for each insurance company for each and every month that I am seeking the information for. That will result in multiple requests and additional work over and above what I have asked for in this single request.

I look forward to your reply.

Yours sincerely,

Jake Preston

-----Original Message-----

Good morning

I am writing in regards to your Official Information Act request made on 3 April 2019 for:

“records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now. (03 April 2019)”

There are a substantial number of documents within the scope of your request. To ensure that the Ministry is able to respond, we ask that you please refine your request.

Darren Wright, Director, Greater Christchurch Claims Resolution Services is able to meet with you to assist in refining your request, in order to find the information you are seeking. Please contact Darren Wright at [1][email address] or 0508 624 327 to arrange a suitable time.

Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services

Email: [2][email address]

Ministry of Business, Innovation & Employment

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

[3]www.mbie.govt.nz

[4][cid:image001.png@01D2A86C.030B1D00](#)

[5]www.govt.nz - your guide to finding and using New Zealand government services

References

Visible links

1. [mailto:\[email address\]](mailto:[email address])
2. [mailto:\[email address\]](mailto:[email address])
3. <http://www.mbie.govt.nz/>
5. <http://www.govt.nz/>

Please use this email address for all replies to this request:

fyi-request-9997-03b18921@requests.fyi.org.nz

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: Jake Preston
To: [CLM Ministerial Services](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Wednesday, 17 April 2019 2:40:31 p.m.

Dear CLM Ministerial Services,

Can you please confirm that staff recollections are subject to Official Information Act requests? Secondly, if as you indicate in your response above that they are, how is GCCRS ensuring these recollections are recorded to ensure they are keeping records in accordance with the Public Records Act 2005?

Thirdly, how does GCCRS classify information within its document management system to ensure the information is readily accessible should a minister of the crown request particular information, and does that differ from the way in which information is classified with respect to a request under the official information act?

Finally in the interests of getting the information I am looking for, I will limit the subject for which I am seeking information to engineering discussions, particularly around foundations and / or the use of the MBIE Guidance.

Yours sincerely,

Jake Preston

-----Original Message-----

Good afternoon

Thank you for your email of 9 April 2019, stating that you are unable to refine your Official Information Act 1982 (the Act) request for "records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now (03 April 2019)".

The GCCRS currently has 20 staff who would be in contact with insurance companies almost daily in relation to one of the 898 cases that have been registered to GCCRS. For every claim, GCCRS is in contact with the insurance company. There will often be multiple contacts between the GCCRS and the insurance company for each case. Each of those contacts is within the scope of your request.

The request requires a significant amount of research to interview staff, record their recollections for each file, and to search for any other documents that record meetings with the insurance companies.

While we cannot make an assessment without interviewing all the relevant GCCRS staff, it is likely that many of these conversations about the homeowners insurance claim will concern information that the homeowner or insurer has supplied with an expectation of confidence. Even if this information could be collated easily, it may ultimately be withheld under section 9(2)(ba)(i) of the Act and section 9(2)(a) of the Act.

As offered to you previously, Darren Wright, GCCRS Director, is available to meet with you to assist in refining your request in order to more easily find the information you are seeking. If the request remains as broad as it presently is, we will decline the request on the grounds of substantial collation and research (section 18(h) of the Act).

Please contact Darren Wright at [email address] or 0508 624 327 to arrange a suitable time.

Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services

Email: [email address]

Ministry of Business, Innovation & Employment

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

www.mbie.govt.nz

Please use this email address for all replies to this request:
fyi-request-9997-03b18921@requests.fyi.org.nz

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

From: [Iain Feist](#)
To: [India Craddock](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Thursday, 2 May 2019 4:28:58 p.m.
Attachments: [image001.png](#)

Hi India – can you send me his last response? I know I have seen it, but cannot seem to find it.

From: India Craddock
Sent: Thursday, 2 May 2019 3:51 p.m.
To: Iain Feist <Iain.Feist@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Iain

Draft response letter attached for you to review and to add some additional information in.

Happy to come over/meet at my desk to discuss if need be.

Cheers

India

From: India Craddock
Sent: Tuesday, 30 April 2019 9:12 a.m.
To: Iain Feist; Darren Wright; Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi

How is this coming along?

Are we doing a refusal letter based on substantial collation? If so, I can draft something up quite quickly.

Cheers

India

From: Iain Feist
Sent: Wednesday, 17 April 2019 3:37 p.m.
To: Darren Wright; India Craddock; Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi – I will put something together. The OIA does cover recollections and the PRA does not require a transcript of every conversation by a public servant....

From: Darren Wright
Sent: Wednesday, 17 April 2019 3:27 p.m.
To: India Craddock <India.Craddock@mbie.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Iain Feist <Iain.Feist@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Iain, over to you?

We do record notes from meetings etc that require recording in the notes section on iViis. I am not aware of the requirements under the Public Records Act.

With regards to the refinement it does not meet due particularity as we would have multiple discussions. Even if it did meet DP it would all need to be redacted as it would relate to the private Engineering information relating to the property in question. Again happy to meet with him to refine the claim further.

From: India Craddock
Sent: Wednesday, 17 April 2019 2:43 p.m.
To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>; Iain Feist <Iain.Feist@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi all

The requester has responded, email attached.

Cheers

India

From: Gemma Wiig
Sent: Tuesday, 16 April 2019 9:48 a.m.
To: Darren Wright; Iain Feist; India Craddock
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Thanks everyone.

India, are you ok to finalise the email and send the response to the requester?

Thanks

Gemma

Thank you for your email of 9 April 2019, stating that you are unable to refine your Official

Information Act request for "records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now (03 April 2019)".

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The request requires a significant amount of research to interview staff, record their recollections for each file, and to search for any other documents that record meetings with the insurance companies.

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Please contact Darren Wright at Darren.Wright@gccrs.govt.nz or 0508 624 327 to arrange a suitable time.

Kind regards

From: Darren Wright
Sent: Monday, 15 April 2019 4:03 p.m.
To: Iain Feist; Gemma Wiig; India Craddock
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Agree, staff number included below

From: Iain Feist
Sent: Monday, 15 April 2019 3:41 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi – I made some edits – let me know if you think this is useful.

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~~Perhaps your request could exclude any meetings to do with individual claims? Or are there particular claims you are seeking information on?~~

Please contact Darren Wright at Darren.Wright@gccrs.govt.nz or 0508 624 327 to arrange a suitable time.

If the request is unable to be refined

Kind regards

From: Darren Wright
Sent: Friday, 12 April 2019 4:13 p.m.
To: Iain Feist; Gemma Wiig; India Craddock
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

The key component for me is that every claim will be covered by this request so every meeting we have had with regards to each insurance claim will have to be recalled, documented and then private items redacted.

s 9(2)(g)(i)

From: Iain Feist

Sent: Friday, 12 April 2019 3:30 p.m.

To: Darren Wright <Darren.Wright@gccrs.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>;
India Craddock <India.Craddock@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi India,

s 9(2)(h)

From: Darren Wright

Sent: Tuesday, 9 April 2019 12:24 p.m.

To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Section 18(f) is the reason for rejection due to the large amount of information and the fact that it would cover all 840 clients of GCCRS and all meetings with regards to all those claims. There would need to be significant redactions to protect people's privacy and Section 18A will not help (ie setting a charge or more time).

We need to show that we meet Section 18B which we have done already by consulting and believe we should offer this again.

If not then we reject under Section 18(f).

From: Gemma Wiig

Sent: Tuesday, 9 April 2019 12:02 p.m.

To: Darren Wright <Darren.Wright@gccrs.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

India – can you please arrange for MBIE Legal to advise on next steps?

Thanks

From: Darren Wright
Sent: Tuesday, 9 April 2019 11:47 a.m.
To: India Craddock; Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

We need to check with legal but again I do not believe that his request meets due particularity. I would also suggest we consider discussing the request with the Ombudsman.

My view is that again we should offer to work with him to help refine his request. If he refuses to work with us then yes we will need to reject his request. The critical point is that we do everything we can to help him refine his request.

Regards,

Darren Wright
Director, Greater Christchurch Claims Resolution Service

darren.wright@gccrs.govt.nz | Telephone: 0508 624 327
Mobile: s 9(2)(a) | Level 2, 161 Cashel Street, Christchurch 8140



Greater Christchurch
Claims Resolution Service

From: India Craddock
Sent: Tuesday, 9 April 2019 11:29 a.m.
To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>
Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Gemma and Darren

Mr Preston has responded as highlighted below.

How would you like to proceed?

Cheers

India

-----Original Message-----

From: CLM Ministerial Services
Sent: Tuesday, 9 April 2019 11:25 a.m.
To: India Craddock

Cc: Casey Hamilton Harrison
Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

To note, Mr Preston has declined to refine scope.

Jan Morison
TEAM LEADER MINISTERIAL WRITING (CLM)

Engagement, Communications and Ministerial Services
Corporate, Governance and Information
Ministry of Business, Innovation and Employment

Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: s 9(2)(a)
Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

-----Original Message-----

From: Jake Preston [mailto:fyi-request-9997-03b18921@requests.fyi.org.nz]

Sent: Tuesday, 9 April 2019 11:07 a.m.

To: CLM Ministerial Services

Subject: Re: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear CLM Ministerial Services,

I am unable to refine the request. This is the information I am seeking. If you would prefer you can refuse the request, and I can make another complaint to the ombudsman, and then make individual requests for each insurance company for each and every month that I am seeking the information for. That will result in multiple requests and additional work over and above what I have asked for in this single request.

I look forward to your reply.

Yours sincerely,

Jake Preston

-----Original Message-----

Good morning

I am writing in regards to your Official Information Act request made on 3 April 2019 for:

“records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now. (03 April 2019)”

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Darren Wright, Director, Greater Christchurch Claims Resolution Services is able to meet with you to assist in refining your request, in order to find the information you are seeking. Please contact Darren Wright at [1][email address] or 0508 624 327 to arrange a suitable time

Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services

Email: [2][email address]

Ministry of Business, Innovation & Employment

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

[3]www.mbie.govt.nz

[4]<cid:image001.png@01D2A86C.030B1D00>

[5]www.govt.nz - your guide to finding and using New Zealand government services

References

Visible links

1. [mailto:\[email address\]](mailto:[email address])
2. [mailto:\[email address\]](mailto:[email address])
3. <http://www.mbie.govt.nz/>
5. <http://www.govt.nz/>

Please use this email address for all replies to this request:

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If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Jain Feist](#)
To: [India Craddock](#)
Subject: DOIA 1819-1455 JAKE_PRESTON_Response_Letter
Date: Thursday, 2 May 2019 4:43:15 p.m.
Attachments: [DOIA 1819-1455 JAKE PRESTON Response Letter.docx](#)

Hi India – what do you think of this?

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Iain Feist](#)
To: [India Craddock](#)
Subject: DOIA 1819-1455 JAKE_PRESTON_Response_Letter_v.2
Date: Thursday, 2 May 2019 4:58:48 p.m.
Attachments: [DOIA 1819-1455 JAKE PRESTON Response Letter v.2.docx](#)

Hi – one small change (it was a typo).

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Sarena Saunders](#)
To: [India Craddock](#)
Cc: [Casey Hamilton Harrison](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Friday, 3 May 2019 8:48:39 a.m.
Attachments: [image001.png](#)

Hi India – we have had a quick look at it here.

As we are refusing on the basis on substantial information collation, that seems reasonable, given that we have already gone back and asked for refinement, and still its too large a request for us to pull together.

Thanks for running this by us.

Sarena

Sarena Saunders

MANAGER, COMMUNICATIONS AND ENGAGEMENT (MARKET SERVICES)

Engagement, Communications and Ministerial Services
Corporate, Governance and Information Group
Ministry of Business, Innovation & Employment

sarena.saunders@mbie.govt.nz | Telephone: +64 (4) 896 5618 | Mobile +s 9(2)(a)
Level 4 15 Stout Street, PO Box 1473, Wellington 6140, New Zealand

Please note I am in the office 8.30am - 3.30pm Monday – Thursday; 8.00am - 2.30pm Friday

From: India Craddock
Sent: Thursday, 2 May 2019 5:14 p.m.
To: Sarena Saunders
Cc: Casey Hamilton Harrison
Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Sarena

Casey was allocated as the comms advisor for this DOIA that we received once it first came in (3 April).

A month ago, she said she was keen to be across it as the requester is a part of EQC fix. I see that Casey is on leave now. Is there someone else who can give this a quick review?

It's due out of the Ministry on 6 May.

Cheers

India

From: India Craddock
Sent: Thursday, 2 May 2019 5:10 p.m.
To: Darren Wright; Gemma Wiig
Cc: Iain Feist
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Darren and Gemma

What do you think of this proposed response? Iain drafted it up.

Cheers

India

From: India Craddock
Sent: Tuesday, 30 April 2019 9:12 a.m.
To: Iain Feist; Darren Wright; Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi

How is this coming along?

Are we doing a refusal letter based on substantial collation? If so, I can draft something up quite quickly.

Cheers

India

From: Iain Feist
Sent: Wednesday, 17 April 2019 3:37 p.m.
To: Darren Wright; India Craddock; Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi - I will put something together. The OIA does cover recollections and the PRA does not require a transcript of every conversation by a public servant....

From: Darren Wright
Sent: Wednesday, 17 April 2019 3:27 p.m.
To: India Craddock <India.Craddock@mbie.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Iain Feist <Iain.Feist@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Iain, over to you?

We do record notes from meetings etc that require recording in the notes section on iViis. I am not aware of the requirements under the Public Records Act.

With regards to the refinement it does not meet due particularity as we would have multiple discussions. Even if it did meet DP it would all need to be redacted as it would relate to the private Engineering information relating to the property in question. Again happy to meet with him to refine the claim further.

From: India Craddock

Sent: Wednesday, 17 April 2019 2:43 p.m.

To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>; Iain Feist <Iain.Feist@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi all

The requester has responded, email attached.

Cheers

India

From: Gemma Wiig

Sent: Tuesday, 16 April 2019 9:48 a.m.

To: Darren Wright; Iain Feist; India Craddock

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Thanks everyone.

India, are you ok to finalise the email and send the response to the requester?

Thanks

Gemma

Thank you for your email of 9 April 2019, stating that you are unable to refine your Official Information Act request for “records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now (03 April 2019)”.

The GCCRS currently has 20 staff who would be in contact with insurance companies almost daily in relation to one of the 898 cases that have been registered to GCCRS. For every claim,

GCCRS is in contact with the insurance company. There will often be multiple contacts between the GCCRS and the insurance company for each case. Each of those contacts is within the scope of your request.

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Please contact Darren Wright at Darren.Wright@gccrs.govt.nz or 0508 624 327 to arrange a suitable time.

Kind regards

From: Darren Wright
Sent: Monday, 15 April 2019 4:03 p.m.
To: Iain Feist; Gemma Wiig; India Craddock
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Agree, staff number included below

From: Iain Feist
Sent: Monday, 15 April 2019 3:41 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

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Perhaps your request could exclude any meetings to do with individual claims? Or are there particular claims you are seeking information on?

Please contact Darren Wright at Darren.Wright@gccrs.govt.nz or 0508 624 327 to arrange a suitable time.

If the request is unable to be refined

Kind regards

From: Darren Wright
Sent: Friday, 12 April 2019 4:13 p.m.
To: Iain Feist; Gemma Wiig; India Craddock
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

The key component for me is that every claim will be covered by this request so every meeting we have had with regards to each insurance claim will have to be recalled, documented and then private items redacted.

s 9(2)(g)(i)

From: Iain Feist
Sent: Friday, 12 April 2019 3:30 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi India,

s 9(2)(h)

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Sent: Tuesday, 9 April 2019 12:24 p.m.
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Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Section 18(f) is the reason for rejection due to the large amount of information and the fact that it would cover all 840 clients of GCCRS and all meetings with regards to all those claims. There would need to be significant redactions to protect people's privacy and Section 18A will not help (ie setting a charge or more time).

We need to show that we meet Section 18B which we have done already by consulting and believe we should offer this again.

If not then we reject under Section 18(f).

From: Gemma Wiig
Sent: Tuesday, 9 April 2019 12:02 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

India - can you please arrange for MBIE Legal to advise on next steps?

Thanks

From: Darren Wright
Sent: Tuesday, 9 April 2019 11:47 a.m.
To: India Craddock; Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

We need to check with legal but again I do not believe that his request meets due particularity. I

would also suggest we consider discussing the request with the Ombudsman.

My view is that again we should offer to work with him to help refine his request. If he refuses to work with us then yes we will need to reject his request. The critical point is that we do everything we can to help him refine his request.

Regards,

Darren Wright
Director, Greater Christchurch Claims Resolution Service

darren.wright@gccrs.govt.nz | Telephone: 0508 624 327
Mobile: s 9(2)(a) | Level 2, 161 Cashel Street, Christchurch 8140



Greater Christchurch
Claims Resolution Service

From: India Craddock
Sent: Tuesday, 9 April 2019 11:29 a.m.
To: Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Darren Wright <Darren.Wright@gccrs.govt.nz>
Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Gemma and Darren

Mr Preston has responded as highlighted below.

How would you like to proceed?

Cheers

India

-----Original Message-----

From: CLM Ministerial Services
Sent: Tuesday, 9 April 2019 11:25 a.m.
To: India Craddock
Cc: Casey Hamilton Harrison
Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

To note, Mr Preston has declined to refine scope.

Jan Morison

TEAM LEADER MINISTERIAL WRITING (CLM)

Engagement, Communications and Ministerial Services
Corporate, Governance and Information
Ministry of Business, Innovation and Employment

Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: s 9(2)(a)
Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

-----Original Message-----

From: Jake Preston [mailto:fyi-request-9997-03b18921@requests.fyi.org.nz]

Sent: Tuesday, 9 April 2019 11:07 a.m.

To: CLM Ministerial Services

Subject: Re: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Dear CLM Ministerial Services,

I am unable to refine the request. This is the information I am seeking. If you would prefer you can refuse the request, and I can make another complaint to the ombudsman, and then make individual requests for each insurance company for each and every month that I am seeking the information for. That will result in multiple requests and additional work over and above what I have asked for in this single request.

I look forward to your reply.

Yours sincerely,

Jake Preston

-----Original Message-----

Good morning

I am writing in regards to your Official Information Act request made on 3 April 2019 for:

“records and recollections of any meetings between executives, employees or contractors of the GCCRS with any employees of or contractors to IAG (NZ), Vero, AA, MAS, SR, EQC, FMG or the Insurance Council since 01 July 2018 til now. (03 April 2019)”

There are a substantial number of documents within the scope of your request. To ensure that the Ministry is able to respond, we ask that you please refine your request.

Darren Wright, Director, Greater Christchurch Claims Resolution Services is able to meet with you to assist in refining your request, in order to find the information you are seeking. Please contact Darren Wright at [1][email address] or 0508 624 327 to arrange a suitable time.

Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services

Email: [2][email address]

Ministry of Business, Innovation & Employment

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

[3]www.mbie.govt.nz

[4]<cid:image001.png@01D2A86C.030B1D00>

[5]www.govt.nz - your guide to finding and using New Zealand government services

References

Visible links

1. [mailto:\[email address\]](mailto:[email address])
2. [mailto:\[email address\]](mailto:[email address])
3. <http://www.mbie.govt.nz/>
5. <http://www.govt.nz/>

Please use this email address for all replies to this request:

fyi-request-9997-03b18921@requests.fyi.org.nz

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [India Craddock](#)
To: [Darren Wright](#); [Gemma Wiig](#)
Cc: [Iain Feist](#)
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]
Date: Friday, 3 May 2019 1:37:00 p.m.
Attachments: [Response to your Official Information Act Request UNCLASSIFIED.msg](#)
[image001.png](#)

Hi all

This has been sent out ☺

Thank you for all of your help on this, really appreciated.

India

From: Darren Wright
Sent: Friday, 3 May 2019 10:43 a.m.
To: India Craddock; Gemma Wiig
Cc: Iain Feist
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Signed attached.

From: India Craddock
Sent: Thursday, 2 May 2019 5:10 p.m.
To: Darren Wright <Darren.Wright@gccrs.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>
Cc: Iain Feist <Iain.Feist@mbie.govt.nz>
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi Darren and Gemma

What do you think of this proposed response? Iain drafted it up.

Cheers

India

From: India Craddock
Sent: Tuesday, 30 April 2019 9:12 a.m.
To: Iain Feist; Darren Wright; Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi

How is this coming along?

Are we doing a refusal letter based on substantial collation? If so, I can draft something up quite quickly.

Cheers

India

From: Iain Feist
Sent: Wednesday, 17 April 2019 3:37 p.m.
To: Darren Wright; India Craddock; Gemma Wiig
Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Hi – I will put something together. The OIA does cover recollections and the PRA does not require a transcript of every conversation by a public servant....

From: Darren Wright
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To: India Craddock <India.Craddock@mbie.govt.nz>, Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; Iain Feist <Iain.Feist@mbie.govt.nz>
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Iain, over to you?

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Hi all

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Thanks everyone.

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Thanks

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Kind regards

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To: Iain Feist; Gemma Wiig; India Craddock

Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

Agree, staff number included below

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To: Darren Wright <Darren.Wright@gccrs.govt.nz>; Gemma Wiig <Gemma.Wiig@mbie.govt.nz>; India Craddock <India.Craddock@mbie.govt.nz>

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s 9(2)(g)(i)

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s 9(2)(h)

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Subject: RE: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

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Regards,

Darren Wright
Director, Greater Christchurch Claims Resolution Service

darren.wright@gccrs.govt.nz | Telephone: 0508 624 327
Mobile: s 9(2)(a) | Level 2, 161 Cashel Street, Christchurch 8140



Greater Christchurch
Claims Resolution Service

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To: India Craddock

Cc: Casey Hamilton Harrison

Subject: FW: DOIA 1819-1455 - Your Official Information Act Request [IN-CONFIDENCE:RELEASE EXTERNAL]

To note, Mr Preston has declined to refine scope.

Jan Morison

TEAM LEADER MINISTERIAL WRITING (CLM)

Engagement, Communications and Ministerial Services

Corporate, Governance and Information

Ministry of Business, Innovation and Employment

Jan.Morison@mbie.govt.nz | Telephone: +64 (0)4 897 5126 | Mobile: **s 9(2)(a)**

Level 3, 15 Stout Street, Wellington 6011 | PO Box 1473, Wellington 6140

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Yours sincerely,

Jake Preston

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Kind regards

Ministerial Services

Engagement, Communications and Ministerial Services

Email: [2][email address]

Ministry of Business, Innovation & Employment

15 Stout Street, Wellington, PO Box 1473, Wellington 6140

[3]www.mbie.govt.nz

[4][cid:image001.png@01D2A86C.030B1D00](#)

[5]www.govt.nz - your guide to finding and using New Zealand government services

References

Visible links

1. [mailto:\[email address\]](mailto:[email address])
2. [mailto:\[email address\]](mailto:[email address])
3. <http://www.mbie.govt.nz/>
5. <http://www.govt.nz/>

Please use this email address for all replies to this request:
fyi-request-9997-03b18921@requests.fyi.org.nz

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<https://fyi.org.nz/help/officers>

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OFFICIAL INFORMATION ACT

