

OIA Process (revised October 2019):

1	Once the OIA is received, send an FYI email to Simon Johnson, Katherine Edmond, and Sarah Boyd – include any relevant questions here (i.e. is this an OIA or comms request, who would hold this information, who should be the SLT sponsor)	Day of receipt
2	Add the request to the information request log located in the M drive, create an email folder in “current requests” within OIA inbox and document a folder in your personal OneDrive for the relevant correspondence and documentation	Day of receipt
3	Assess request – who is the requestor, is it likely that we will be able to answer the question/s, is this a serious/controversial/risky matter, etc.	Day of receipt
4	Acknowledge request using the template email	1 st working day
5	Identify the VUW staff who will collate the response – send them the template email requesting the information	1 st working day
6	Assign an SLT member to sponsor the request and provide final approval – send them the template email with their EA copied in	1 st working day
7	If you haven’t received a response from the staff collating the information, follow up to ensure you will receive it in time, and answer any questions they have	5 th working day
8	Follow up via phone if the requested information has not been received in full – advise Simon Johnson and their manager if required	11 th working day
9	Assess the information received – does it answer the questions, do I need any more information or context, does Simon need to be looped in, have the staff members requested any redactions, if so – are they valid, etc.	11 th working day
10	Make any valid redactions to the information and save (do not apply redactions yet so staff can still assess), and draft the response – proofread and ensure all questions have been answered	11 th working day
11	Circulate response to the staff who collated the information, Katherine Edmond, and Sarah Boyd and request their approval	11 th working day
12	Make any relevant changes and circulate again if necessary	12 th working day
13	Send approved response to SLT sponsor (and EA) for approval – inform SLT member who has already approved and when the deadline is (answer any questions they may have – directly or indirectly)	13 th – 16 th working day
14	Once SLT approval is received - finalise redactions, sign letter, and check documents once more, then send the response to the requestor via the OIA inbox	20 th working day (latest)
15	Ensure all relevant correspondence is stored in the request folder in the OIA inbox and OneDrive folder, mark the request as completed in the information request log, and move relevant folders to “archived requests” and M drive “completed” folder	After response is sent

If some information is to be withheld:

- This will most likely be under section 9 grounds (sometimes section 6):
- Grounds for withholding must be set out in the letter. Seek advice from Legal Services and Communications if necessary
- The right of the requester to appeal anything in the letter must be included in the letter.

Extensions:

- Should be given rather than declining for substantial collation or research under s18(f).
- Only extend for the amount of time needed.

Charging:

- Should be given rather than declining for substantial collation or research under section 18(f).
- There are strict requirements set out in the Ombudsman's Charging Guidelines.
- Send the letter to the requester within the timeframe giving them time to pay to within the timeframe.

If other agencies subject to the OIA are involved:

- Consider consulting with them - however we make the final decision on the request.

Other Requirements:

- SLT OIA reporting – ensure this occurs by around 10am every Thursday using the template. Email these reports to Robyn Cavill-Fowler.