

30 January 2020

Nic Lane

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Tēnā koe Nic

**Official information request Creative New Zealand's Risk Assessment and Management Plan (ref. 267)**

I refer to your official information request dated 16 December 2019 for Creative New Zealand's Risk Assessment and Management Plan, with regards to meeting the current Web Accessibility & Usability Standards. Your request has been addressed under the provisions of the Official Information Act 1982, which is based on the concept that information held by government agencies should be made available on request unless there is good reason for withholding it.

Creative New Zealand is guided by the [New Zealand Government Web Standards Web Usability Standard 1.3](#). The [Creative New Zealand website](#) conforms to Web Content Accessibility Guidelines and, as a result, there is no need to have a Risk Assessment and Management Plan. This is only required in the case of non-conformance with this Standard.

While the [Creative New Zealand Portal](#) was fully compliant when it was implemented in 2015, it does not meet all of the current Web Accessibility and Usability Standards. This is a result of changes to the Portal functionality in this period. Creative New Zealand does not have a formal Risk Assessment and Management Plan for the Portal, however we are aware of the issues and have put in place processes to address them. For example, we have a technical support team available to help people using our Portal and can provide alternative ways to apply for our funding (eg, via a hard-copy application form when needed). The Creative New Zealand [Portal User Guide](#) provides detailed information on how to receive assistance when using the Portal.

The Portal is now five years old and due to increasing demand for our digital services, and changing needs over this time, we are currently in the process of scoping a new solution for the Portal. We have explored making further enhancements to the existing Portal to improve its accessibility and usability, but due to technical limitations, the results would not align with the amount of effort required for what would be a short-term solution.

One of the requirements of any new solution is that it meets all current Web Accessibility and Usability Standards. Rachel Driscoll (Manager, Business Systems) would welcome a conversation with you on any improvements we can make. Please feel free to contact Rachel at: [rachel.driscoll@creativenz.govt.nz](mailto:rachel.driscoll@creativenz.govt.nz)

For your information, risk management is an integral part of Creative New Zealand good business practice. We aim to manage risks which arise across all of Creative New Zealand's activities, in order to maximise opportunities and minimise the impact of adverse events. The Arts Council's Audit & Risk Committee (ARC) reviews our Risk Register and Risk Management Framework every six months.

If you wish to discuss this response with us, please feel free to contact Pip O'Flaherty on 04 498 0737 or via email to: [pip.oflaherty@creativenz.govt.nz](mailto:pip.oflaherty@creativenz.govt.nz)

Yours sincerely

A handwritten signature in black ink, appearing to read 'D Pannett', written in a cursive style.

David Pannett  
**Senior Manager, Strategy & Engagement**