

05/02/2021

Caleb Smith  
Rice Speir Solicitors  
Level 9, 51 Shortland Street  
Auckland 1010  
By email: [Caleb@ricespeir.co.nz](mailto:Caleb@ricespeir.co.nz)

Dear Caleb,

**Official information request for information about the Callaghan Innovation IP programme review.**

I refer to your official information request dated 22 December 2020 for the following information:

1. Further to Callaghan Innovation's response dated 21 August 2017 to OIA request 6262, hyperlink as follows, in which it stated that: "... Callaghan Innovation periodically reviews the need for its programmes and will cease offering a programme if innovative businesses know about and are able to access specific services in the local market, as and when required, without the support we offer"
2. Please share the dates of these periodic reviews.
3. Please advise what the scope of each review was.
4. Please share the information gathered, findings and any recommendations of each review.
5. Please advise who participated in the decisions mentioned by the Callaghan CEO.
6. Please advise whether an external party was used by Callaghan Innovation to conduct the reviews and please share the brief for each review.
7. Please advise whether any periodic review or other review conducted by Callaghan Innovation has identified that the number of authorised Innovation IP service providers able to deliver the Innovation IP program has causing difficulties or problems. If so, please share the details.
8. Please share details to understand whether the Innovation IP programme was required in view of services available in the intellectual property service market.
9. Please identify any survey or other work towards understanding what services relevant to the purpose of the Innovation IP programme were offered by various intellectual property service providers in New Zealand.
10. Please share information that might validate that Callaghan Innovation had knowledge of what services relating to the purpose of the Innovation IP programme were being accessed by New Zealand businesses.

The information you have requested is below.

*1. Further to Callaghan Innovation's response dated 21 August 2017 to OIA request 6262, hyperlink as follows,  
<https://fyi.org.nz/request/6262/response/21250/attach/2/Response%20to%20IP%20Expert%20NZ%20re%20programmes.pdf>  
in which it stated that: "... Callaghan Innovation periodically reviews the need for its programmes and will cease offering a programme if innovative businesses know about and are able to access specific services in the local market, as and when required, without the support we offer"*

<p><b>Response:</b> N/A (no information being sought)</p>
<p><i>2. Please share the dates of these periodic reviews.</i></p>
<p><b>Response:</b> December 2019 September 2018 November 2016</p>
<p><i>3. Please advise what the scope of each review was.</i></p>
<p><b>Response:</b> November 2016 - Independent review by Deloitte. The scope is identified in Annex 1, page 18. September 2018 - Midterm Internal Review, scope outlined within review (Annex 2). December 2019 - The scope for this review was a survey, containing a Net Promoter Score (NPS) question and the reason behind the score given.</p>
<p><i>4. Please share the information gathered, findings and any recommendations of each review.</i></p>
<p><b>Response:</b> November 2016 - Attached, Annex 1. September 2018 - Attached, Annex 2. December 2019 - Attached, Annex 3.</p>
<p><i>5. Please advise who participated in the decisions mentioned by the Callaghan CEO.</i></p>
<p><b>Response:</b> No decisions have been made to discontinue the programme. If a decision was made to change the service offering, this would be agreed by the Board/Executive Leadership Team as appropriate.</p>
<p><i>6. Please advise whether an external party was used by Callaghan Innovation to conduct the reviews and please share the brief for each review.</i></p>
<p><b>Response:</b> Yes, Deloitte was engaged to conduct the independent review in 2016. The other reviews were conducted internally. The brief used to commission this external review is contained within the report (see page 18 of Annex 1).</p>
<p><i>7. Please advise whether any periodic review or other review conducted by Callaghan Innovation has identified that the number of authorised Innovation IP service providers able to deliver the Innovation IP program has causing difficulties or problems. If so, please share the details.</i></p>
<p><b>Response:</b> The reviews did not find that the number of authorised Innovation IP service providers presented a problem, though that view was expressed by one of the providers in the Midterm review. The details are available in Annex 2.</p>
<p><i>8. Please share details to understand whether the Innovation IP programme was required in view of services available in the intellectual property service market.</i></p>
<p><b>Response:</b> We have not taken any action specifically in relation to this. The continuance of the programme is purely driven from customer feedback through the survey, along with verbal feedback.</p>
<p><i>9. Please identify any survey or other work towards understanding what services relevant to the</i></p>

*purpose of the Innovation IP programme were offered by various intellectual property service providers in New Zealand.*

**Response:**

We have not conducted any work or survey to identify other services relevant to the Innovation IP programme.

*10. Please share information that might validate that Callaghan Innovation had knowledge of what services relating to the purpose of the Innovation IP programme were being accessed by New Zealand businesses.*

**Response:**

This information does not exist (refused under Section 18(e) of the Official Information Act 1982 - the information does not exist).

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Kind regards,



Stefan Korn  
General Manager - Market, Engagement and Experience and Sectors  
**Callaghan Innovation**

**Enclosed: Annex 1**  
**Annex 2**  
**Annex 3**