



Maria >

Out of Scope

Tue, 26 Mar at 1:55 PM

Hey M, ^{9(2)(a)} [Redacted]

You are a bloody legend.

That's what I said to Grant
😂

Wed, 27 Mar at 10:54 AM

I think you have everything you need for your interviews M?

Yep. Thanks.



iMessage

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Document 3

9(2)(a)



21%

Tue, 26 Mar at 1:56 PM

Hi again. 9(2)(a)

Brilliant will pass on, thanks Maria.

Wed, 27 Mar at 7:44 AM

9(2)(a)

I'm not sure if the Minister is a Fred Again follower but this is on his Insta for his 2.5m followers to see. Pretty cool.

Brilliant that is fantastic, I'll try find an opportune time to bring it up to her!

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Tue, 26 Mar at 1:55 PM

I just had an impromptu chat with Min VV. A young DJ was spotted by Fred Again and wanted her to support him in Oz but she doesn't have a passport. Min wanted to know if it was possibly a good news story. We were a step ahead. 9(2)(a) Minister was stoked.



9(2)(a) I have let 9(2)(a) know.

Wed, 27 Mar at 7:47 AM

9(2)(a)

Just Fred Again posting to his 2.5m followers. I've sent to the Minister's office. My phone is blowing up with the boys mates etc telling me how gangster this is.

Classic!

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Wed, 27 Mar at 10:47 AM

Media going nuts. Some grizzled about "special treatment" etc. 9(2)(a)

Sigh.

Wed, 27 Mar at 2:33 PM

Minister has apparently just made comments publicly saying she's going to be asking questions about the passport application etc. I'm giving KHC a timeline of the application etc.

Document 6

From: [Maria Robertson](#)
To: [Media Internal Affairs](#)
Cc: [Adrian Jarvis](#); [Cristian Cornejo](#)
Subject: Re: Media query: Emergency passport
Date: Wednesday, 27 March 2024 9:33:27 AM
Attachments: [image001.png](#)

Yes please.

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: 9(2)(a)

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Media Internal Affairs <xxxxx@xxx.xxxx.xx>
Sent: Wednesday, March 27, 2024 9:28:27 AM
To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx>
Cc: Adrian Jarvis <xxxxxx.xxxxxx@xxx.xxxx.xx>; Cristian Cornejo <Cristian.Cxxxxxx@xxx.xxxx.xx>
Subject: FW: Media query: Emergency passport

Hi Maria,

Please see media query below. There is another query from RNZ I will forward separately.

Can we provide a response to this today? We can use the same response for RNZ.

PS I'm not sure of the details but can assist with drafting something if information is provided.

Many thanks.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a)
Sent: Wednesday, March 27, 2024 9:07 AM
To: Media Internal Affairs <xxxxx@xxx.xxxx.xx>
Subject: Emergency passport

Morning!

There's some posts on social media showing Deputy Chief Executive Service Delivery and Operations Maria Robertson personally helped a Wellington DJ's urgent passport application get through in time for her to go on tour with Fred Again. Can DIA confirm this is accurate please and do you want to provide any comment?

Thanks,

9(2)(a)
REPORTER

D: 9(2)(a)

E: 9(2)(a)

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Document 7

From: 9(2)(a)
To: Karen Hope-Cross
Subject: FW: Media lines for potential passport query
Attachments: image002.png
image003.gif

Hi Karen,
As discussed,



9(2)(a)
Secretary | Office of Hon Brooke van Velden
Minister of Internal Affairs
Minister for Workplace Relations
MP for Tāmaki
M: 9(2)(a)
Email: 9(2)(a)@parliament.govt.nz Website: www.Beehive.govt.nz
Private Bag 10041, Parliament Buildings, Wellington 6160, New Zealand

Authorised by Hon Brooke van Velden, Parliament Buildings, Wellington

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From: Dee Sims <dee.sims@dia.govt.nz>

Sent: Wednesday, March 27, 2024 12:19 PM

To: 9(2)(a)@parliament.govt.nz; Maria Robertson <Maria.Robertson@dia.govt.nz>

Subject: RE: Media lines for potential passport query

Hi 9(2)(a) apologies for the delay!

I understand that the Wellington DJ was advised by multiple parties that she could renew her passport online via the Department's urgent passport processing service which is available to all New Zealand passport holders.

9(2)(a)

The Department's Deputy Chief Executive Service Delivery and Operations Maria Robertson was able to let Fred Again know that the Department was processing the urgent application as per standard procedure, and then when the passport had been issued.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a)@parliament.govt.nz

Sent: Wednesday, March 27, 2024 10:57 AM

To: Maria Robertson <Maria.Robertson@dia.govt.nz>

Cc: Dee Sims <dee.sims@dia.govt.nz>

Subject: Media lines for potential passport query

Morning Maria,

As discussed, could you provide some lines for the Minister should she be asked a question on the passport for Tessa?

Could I please have those by 12pm.



9(2)(a)
Secretary | Office of Hon Brooke van Velden
Minister of Internal Affairs
Minister for Workplace Relations
MP for Tāmaki
M: 9(2)(a)
Email: 9(2)(a)@parliament.govt.nz Website: www.Beehive.govt.nz
Private Bag 10041, Parliament Buildings, Wellington 6160, New Zealand

Authorised by Hon Brooke van Velden, Parliament Buildings, Wellington

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Please note information about meetings related to the Ministers' portfolios will be proactively released (this does not include personal or constituency matters). For each meeting in scope, the summary would list: date, time (start and finish), brief description, location, who the meeting was with, and the portfolio. If you attend a meeting with the Minister on behalf of an organisation, the name of the organisation will be released. If you are a senior staff member at an organisation, or meet with the Minister in your personal capacity, your name may also be released. The location of the meeting will be released, unless it is a private residence. The proactive release will be consistent with the provisions in the Official Information Act, including privacy considerations. Under the Privacy Act 1993 you have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, or are concerned about the release of your information in the meeting disclosure, please contact the sender. You can read more about the proactive release policy at <https://www.dia.govt.nz/Proactive-Releases#MS>

Released under the Official Information Act

Document 8

From: [Dee Sims](#)
To: [Maria Robertson](#)
Cc: [Nicki Le Grice](#); [Cristian Cornejo](#); [Andrew Earnshaw](#)
Subject: RE: Media lines for potential passport query
Date: Wednesday, 27 March 2024 12:15:58 pm
Attachments: [image001.png](#)
[image002.gif](#)

Hi Maria, V2 how's this?

I understand that the Wellington DJ was advised by multiple parties that she could renew her passport online via the Department's urgent passport processing service which is available to all New Zealand passport holders.

9(2)(a)

The Department's Deputy Chief Executive Service Delivery and Operations Maria Robertson was able to let Fred Again know that the Department was processing the urgent application as per standard procedure, and then when the passport had been issued.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>

Sent: Wednesday, March 27, 2024 12:05 PM

To: Dee Sims <xxx.xxx@xxx.xxx.xx>

Cc: Nicki Le Grice <xxxxx.xxxxxxx@xxx.xxx.xx>; Cristian Cornejo <Cristian.xxxxxxx@xxx.xxx.xx>; Andrew Earnshaw <xxxxxx.xxxxxxx@xxx.xxx.xx>

Subject: RE: Media lines for potential passport query

Hi

9(2)(a)

m

Maria Robertson | Deputy Chief Executive

Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: 9(2)(a)

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

From: Dee Sims <xxx.xxx@xxx.xxx.nz>

Sent: Wednesday, March 27, 2024 12:01 PM

To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>

Cc: Nicki Le Grice <xxxxx.xxxxxxx@xxx.xxx.xx>; Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxx.xx>; Andrew Earnshaw <xxxxxx.xxxxxxx@xxx.xxx.xx>

Subject: RE: Media lines for potential passport query

Importance: High

Hi Maria, how is this as a start? Cristian, Andrew, please advise too. (I'm not sure of the DJ's name).

I understand that DIA's Deputy Chief Executive Service Delivery and Operations Maria Robertson was able to assist the Wellington DJ with renewing her passport by advising her of the Department's urgent passport processing service which is available to all New Zealand passport holders.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) <[9\(2\)\(a\)@parliament.govt.nz](mailto:9(2)(a)@parliament.govt.nz)>

Sent: Wednesday, March 27, 2024 10:57 AM

To: Maria Robertson <Maria.Robertson@dia.govt.nz>

Cc: Dee Sims <dee.sims@dia.govt.nz>

Subject: Media lines for potential passport query

Morning Maria,

As discussed, could you provide some lines for the Minister should she be asked a question on the passport for Tessa?

Could I please have those by 12pm.

9(2)(a)



9(2)(a)

Secretary | Office of Hon Brooke van Velden

Minister of Internal Affairs

Minister for Workplace Relations

MP

M: 9(2)(a)

Email: [9\(2\)\(a\)@parliament.govt.nz](mailto:9(2)(a)@parliament.govt.nz) Website: www.Beehive.govt.nz

Private Bag 16041, Parliament Buildings, Wellington 6160, New Zealand

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Document 9

From: [Media Internal Affairs](#)
To: [Melanie Carpinter](#)
Cc: [Cristian Cornejo](#)
Subject: FW: Stuff Query: Tessa Hills dj
Date: Wednesday, 27 March 2024 3:38:21 pm
Attachments: [image001.png](#)

Hi Mel, keeping you and Cristian in the loop as this develops. I'll forward you a few more emails. I'm in touch with Karen on all of this.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor
Te Tari Taiwhenua | Department of Internal Affairs
Phone: 9(2)(a) [REDACTED]
Media phone: 027 535 8639



From: Karen Hope-Cross <xxxxx.xxxxxxxxx@xxx.xxx.xx>
Sent: Wednesday, March 27, 2024 3:36 PM
To: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Subject: Re: Stuff Query: Tessa Hills dj

Is Mel across all of these please as we might need slightly different responses to some.

From: Media Internal Affairs <xxxxx@xxx.xxx.xx >
Sent: Wednesday, March 27, 2024 3:35:03 PM
To: Karen Hope-Cross <xxxxx.xxxxxxxxx@xxx.xxx.xx >
Subject: FW: Stuff Query: Tessa Hills dj

Hi Karen,

We have two live queries from Stuff (I'll forward the other separately). These both came through earlier before the Minister's comment this afternoon. We were in the process of drafting a response, but we will now wait until Paul's response comes through.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor
Te Tari Taiwhenua | Department of Internal Affairs
Phone: 9(2)(a) [REDACTED]
Media phone: 027 535 8639



From: 9(2)(a) @stuff.co.nz>
Sent: Wednesday, March 27, 2024 2:08 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Re: Tessa Hills dj

You don't often get email from 9(2)(a) @stuff.co.nz. [Learn why this is important](#)

Also would be good to know the cost of, and main reasons for issuing
Thanks

9(2)(a)

Please note I work Monday to Wednesday
10 Brandon Street,
Wellington 6011
PO Box 2595,
Wellington

On Wed, 27 Mar 2024 at 12:40, Media Internal Affairs <media@dia.govt.nz> wrote:

Hi 9(2)(a) I'll follow up and come back to you shortly.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) @stuff.co.nz>
Sent: Wednesday, March 27, 2024 12:38 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Tessa Hills dj

You don't often get email from 9(2)(a) @stuff.co.nz. [Learn why this is important](#)

Hi

Just wondered if I could get some comment please re Maria Robertson's assistance in getting young Wellington DJ Messie/ Tessa Hills an expedited passport so she could get to play the gig with Fred Again.

Is it usual for a deputy CE to get involved in this sort of thing?

How many urgent passport applications are lodged in any given day, and how long does it take to get one sorted?

Deadline, as always is asap

Thanks

9(2)(a)

9(2)(a)

Please note I work Monday to Wednesday

10 Brandon Street,
Wellington 6011
PO Box 2595,
Wellington

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Document 10

From: [Media Internal Affairs](#)
To: [Melanie Carpinter](#)
Cc: [Cristian Comejo](#)
Subject: FW: Stuff media query: Passport for DJ Messie
Date: Wednesday, 27 March 2024 3:38:58 pm
Attachments: [image001.png](#)

From: Media Internal Affairs <media@dia.govt.nz>
Sent: Wednesday, March 27, 2024 3:36 PM
To: Karen Hope-Cross <Karen.Hope-Cross@dia.govt.nz>
Subject: FW: Stuff media query: Passport for DJ Messie

The other live query below.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor
Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) <[redacted]@stuff.co.nz>
Sent: Wednesday, March 27, 2024 1:29 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Stuff media query Passport for DJ Messie

You don't often get email from 9(2)(a) <[redacted]@stuff.co.nz>. [Learn why this is important](#)

Kia ora,

Thanks for answering my call earlier on the urgent passport for DJ Tesse Messie - here are my questions:

- What is the regular protocol for organising an urgent passport? Was this followed in this situation?
- Is it common for the deputy chief executive to become personally involved in organising a passport for someone, and to reach out to them via social media?
- Did the media attention and publicity play a role in Internal Affairs becoming personally involved in the application process?
- What is the rationale for paying particular care to Tesse's passport and having the deputy chief executive be involved?

Best,

--

9(2)(a)

Level 7 Cider Building,
4 Williamson Ave,
Grey Lynn, Auckland 1021



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Document 11

From: [Media Internal Affairs](#)
To: [Melanie Carpinter](#)
Cc: [Cristian Cornejo](#)
Subject: FW: Media release: Fred Again
Date: Wednesday, 27 March 2024 3:39:27 pm
Attachments: [image001.png](#)

From: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Sent: Wednesday, March 27, 2024 3:24 PM
To: Karen Hope-Cross <xxxxx.xxxxxxxxxx@xxx.xxx.xx>
Subject: FW: Media release: Fred Again

Hi Karen, another one. He refers to "the Ministry" but I believe he means the Department.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor
Te Tari Taiwhenua | Department of Internal Affairs
Phone: 9(2)(a) [REDACTED]
Media phone: 027 535 8639



From: Ben McKay <xxxxxx@xxx.xxx.au>
Sent: Wednesday, March 27, 2024 3:20 PM
To: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Subject: Media release: Fred Again

Kia ora

A couple of questions around the passport application championed by British DJ Fred Again.. on his Instagram, which names deputy chief executive Maria Robertson.

Does the Ministry have a response to the Minister launching a probe into the passport application for Tessa Hills, better known as MESSIE, being revealed?

Can the ministry explain whether the deputy chief executive, Maria Robertson, acted improperly in either (a) securing the passport, or (b) making details around Ms Hills' application public?

Has Ms Hills' passport being prioritised bumped someone else down the queue?

Thank you

Ben

Ngā mihi,

Ben McKay | NZ Correspondent | kairi-poata Aotearoa



Australian Associated Press

Press Gallery, New Zealand Parliament Buildings, Pipitea, Wellington 6160

bmckay@aap.com.au | www.aap.com.au

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Document 12

From: [Cristian Cornejo](#)
To: [Melanie Carpinter](#); [Media Internal Affairs](#)
Cc: [Ann-Marie Nansett](#)
Subject: RE: Fred Again- clarifying next steps
Date: Wednesday, 27 March 2024 4:27:44 pm
Attachments: [image001.png](#)

We're on it, Mel. Thanks!

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor

Te Manu Karere | Communications

Te Urungi | Māori, Strategy and Performance

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140

Mobile: 9(2)(a) [REDACTED]

[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Melanie Carpinter <Melanie.Carpinter@dia.govt.nz>
Sent: Wednesday, March 27, 2024 4:26 PM
To: Media Internal Affairs <xxxxx@xxx.xxx.xx>; Cristian Cornejo <xxxxxxxx.xxxxxx@xxx.xxx.xx>
Cc: Ann-Marie Nansett <xxxxxxxx.xxxxxx@xxx.xxx.xx>
Subject: Fred Again- clarifying next steps

Kia ora kōrua

Just clarifying we need to proactively draft responses to all live media queries ASAP please team, and they should come through to me and Karen HC for review.

This will be attributed to Paul James.

This may include a standard line such as "Min has made expectations clear, which we agree with, and we are working to these expectations internally". I'm sure you can choose better words than that!

We will also need to answer the more specific questions re urgent passport costs etc, so the response to each live query may be slightly different.

Thanks

Mel

Document 13

From: [Cristian Cornejo](#)
To: [Karen Hope-Cross](#); [Dee Sims](#)
Cc: [Melanie Carpinter](#)
Subject: RE: Sign off: Media responses: urgent passports
Date: Wednesday, 27 March 2024 5:39:40 pm
Attachments: [image002.png](#)
[image003.png](#)

Thanks for letting me know, Karen.
I'm always happy to help.

Ngā mihi,

Cristián Cornejo ([he/him](#))

Kaitohutohu Whakawhitiwhiti Matua | Senior Communications Advisor
Te Manu Karere | Communications
Te Urungi | Māori, Strategy and Performance
Te Tari Taiwhenua | Department of Internal Affairs
45 Pipitea Street | PO Box 805, Wellington 6140
Mobile: 9(2)(a) [REDACTED]
[dia.govt.nz](#) | [Facebook](#) | [LinkedIn](#)



From: Karen Hope-Cross <Karen.Hope xxxxx@xxx.xxxx.xx>
Sent: Wednesday, March 27, 2024 5:35 PM
To: Dee Sims <xxx.xxxx@xxx.xxxx.xx>
Cc: Melanie Carpinter <xxxxxxxxxxxxxxxx@xxx.xxxx.xx>; Cristian Cornejo <xxxxxxxxxxxxxxxx@xxx.xx t.nz>
Subject: RE: Sign off: Media responses: urgent passports

Thank you for the work on these, Paul and I talked with Mel and agreed final version.

Ngā mihi
Karen

From: Dee Sims <[xxx.xxxx@xxx.xxxx.xx](#)>
Sent: Wednesday, March 27, 2024 5:00 PM
To: Karen Hope-Cross <[xxxxx.xxxxxxxxxxxx@xxx.xxxx.xx](#)>
Cc: Melanie Carpinter <[xxxxxxxxxxxxxxxx@xxx.xxxx.xx](#)>; Cristian Cornejo <[xxxxxxxxxxxxxxxx@xxx.xxxx.xx](#)>
Subject: Sign off: Media responses: urgent passports
Importance: High

Hi Karen, apologies for the delay. Cristian and I have worked on proposed responses to the five live media queries we have.

I have attached them in a word document for you.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



Released under the Official Information Act

Document 14

From: Ben McKay <bmckay@aap.com.au>
Sent: Wednesday, March 27, 2024 3:20 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Media release: Fred Again

Kia ora

A couple of questions around the passport application championed by British DJ Fred Again.. on his Instagram, which names deputy chief executive Maria Robertson.

Does the Ministry have a response to the Minister launching a probe into the passport application for Tessa Hills, better known as MESSIE, being revealed?

Can the ministry explain whether the deputy chief executive, Maria Robertson, acted improperly in either (a) securing the passport, or (b) making details around Ms Hills' application public?

Has Ms Hills' passport being prioritised bumped someone else down the queue?

Thank you

Ben

PROPOSED RESPONSE

The Minister has made her expectations clear. The Department agrees with the Minister's statements, and we are working to meet her expectations.

We cannot comment on individual passport applications for privacy reasons.

From: 9(2)(a) [REDACTED] <[REDACTED]@tvnz.co.nz>
Sent: Wednesday, March 27, 2024 2:37 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: RE: 1 News - Interview request

Hi there,

Minister Van Velden has made some comments at Parliament this afternoon that she will be following up with DIA and the passport office about this case.

The Minister said she "does not believe it is appropriate for any official within the passport office to be letting other members of the public know about passport applications no matter how famous a person may be."

Could we please get a response to this before 4pm?

Cheers,
9(2)(a) [REDACTED]

PROPOSED RESPONSE

The Minister has made her expectations clear. The Department agrees with the Minister's statements, and we are working to meet her expectations.

From: 9(2)(a)@rnz.co.nz>
Sent: Wednesday, March 27, 2024 2:53 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Interview Request - RNZ

You don't often get email from 9(2)(a)@rnz.co.nz. [Learn why this is important](#)

Kia ora

This is 9(2)(a) from RNZ.

We are covering the story about a passport application being granted to New Zealand DJ Tessa Hills after UK DJ Fred again asked for help getting her one.

I understand Maria Robertson from DIA sent a direct message to Fred again saying that the department was working on getting Tessa a passport.

The Internal Affairs Minister Brooke van Velden says it's inappropriate for any official within the passport office to let other members of the public know about the status of a person's passport.

She also says all citizens should have the same rights to accessing passports. The Minister says she will be questioning the department about the situation involving Tessa Hills and Fred again.

Would a DIA representative be available for an interview about this? If not, a written comment would suffice.

PROPOSED RESPONSE

The Minister has made her expectations clear. The Department agrees with the Minister's statements, and we are working to meet her expectations.

From: 9(2)(a)@stuff.co.nz>
Sent: Wednesday, March 27, 2024 12:38 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Tessa Hills dj

You don't often get email from 9(2)(a)@stuff.co.nz. [Learn why this is important](#)

Hi

Just wondered if I could get some comment please re Maria Robertson's assistance in getting young Wellington DJ Messie/ Tessa Hills an expedited passport so she could get to play the gig with Fred Again.

Is it usual for a deputy CE to get involved in this sort of thing?

How many urgent passport applications are lodged in any given day, and how long does it take to get one sorted?

Deadline, as always is asap

Thanks

9(2)(a)

PROPOSED RESPONSE

The Minister has made her expectations clear. The Department agrees with the Minister's statements, and we are working to meet her expectations. We won't be commenting on this matter any further.

During February, the Department processed a daily average of 214 urgent passport applications. On 26 March 2024, we processed 369 urgent passport applications.

Urgent passports are processed in up to 3 working days, and extra time should be allowed for delivery.

Kia ora,

Thanks for answering my call earlier on the urgent passport for DJ Tessa Messie - here are my questions:

PROPOSES RESPONSES TO QUESTIONS IN RED

- What is the regular protocol for organising an urgent passport?

*Instructions for applying for an urgent passport, are available on our website:
www.passports.govt.nz/urgent-travel/*

Urgent passports are processed in up to 3 working days, and extra time should be allowed for delivery.

- Was this followed in this situation?

We cannot comment on individual passport applications due to privacy reasons.

- Is it common for the deputy chief executive to become personally involved in organising a passport for someone, and to reach out to them via social media?

- Did the media attention and publicity play a role in Internal Affairs becoming personally involved in the application process?

- What is the rationale for paying particular care to Tesse's passport and having the deputy chief executive be involved?

The Minister has made her expectations clear. The Department agrees with the Minister's statements, and we are working to meet her expectations. We won't be commenting on this matter any further.

Best,

--

9(2)(a)
National reporter

Released under the Official Information Act

Document 15

From: [Media Internal Affairs](#)
To: 9(2)(a)@stuff.co.nz
Subject: RE: Tessa Hills dj
Date: Wednesday, 27 March 2024 6:23:46 pm
Attachments: [image001.png](#)

Hi 9(2)(a)

Please attribute the following to Paul James, Chief Executive, Department of Internal Affairs:

The Minister has made her expectations clear. The Department agrees with the Minister's statements, and we are working to meet her expectations. We won't be commenting on this matter any further.

During February, the Department processed a daily average of 214 urgent passport applications. On 26 March 2024, we processed 369 urgent passport applications.

Urgent passports are processed in up to 3 working days, and extra time should be allowed for delivery.

ENDS

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a)@stuff.co.nz
Sent: Wednesday, March 27, 2024 12:38 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Tessa Hills dj

You don't often get email from 9(2)(a)@stuff.co.nz. [Learn why this is important](#)

Hi

Just wondered if I could get some comment please re Maria Robertson's assistance in getting young Wellington DJ Messie/ Tessa Hills an expedited passport so she could get to play the gig with Fred Again.

Is it usual for a deputy CE to get involved in this sort of thing?

How many urgent passport applications are lodged in any given day, and how long does it take to get one sorted?

Deadline, as always is asap

Thanks

9(2)(a)

9(2)(a)

Please note I work Monday to Wednesday

10 Brandon Street,
Wellington 6011
PO Box 2595,
Wellington

	?
?	

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Document 16

From: 9(2)(a)
To: Karen Hope-Cross
Subject: FW: 1 News - Interview request
Date: Wednesday, 27 March 2024 2:48:29 pm
Attachments: [image001.png](#)
[image002.gif](#)



9(2)(a)
Secretary | Office of Hon Brooke van Velden
Minister of Internal Affairs
Minister for Workplace Relations
MP for Tāmaki

M: 9(2)(a)
Email: 9(2)(a)@parliament.govt.nz Website: www.Beehive.govt.nz
Private Bag 10041, Parliament Buildings, Wellington 6160, New Zealand

Authorised by Hon Brooke van Velden, Parliament Buildings, Wellington

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From: Media Internal Affairs <media@dia.govt.nz>
Sent: Wednesday, March 27, 2024 2:44 PM
To: 9(2)(a)@parliament.govt.nz; 9(2)(a)@parliament.govt.nz; 9(2)(a)@parliament.govt.nz
Subject: FW: 1 News - Interview request

Hi 9(2)(a) 9(2)(a) 9(2)(a)

FYI below, we will work on a response this afternoon.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor
Te Tari Taiwhenua | Department of Internal Affairs
Phone: 9(2)(a)
Media phone: 027 535 8639



From: 9(2)(a)@tvnz.co.nz
Sent: Wednesday, March 27, 2024 2:37 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: RE: 1 News - Interview request

Hi there,

Minister Van Velden has made some comments at Parliament this afternoon that she will be following up with DIA and the passport office about this case.

The Minister said she "does not believe it is appropriate for any official within the passport office to be letting other members of the public know about passport applications no matter how famous a person may be."

Could we please get a response to this before 4pm?

Cheers,

9(2)(a)

From: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Sent: Wednesday, March 27, 2024 9:41 AM
To: 9(2)(a) <[REDACTED]> @tvnz.co.nz
Subject: RE: 1 News - Interview request

Hey 9(2)(a) what is your number? I'll give you a call now.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a) <[REDACTED]>

Media phone: 027 535 8639



From: 9(2)(a) <[REDACTED]> @tvnz.co.nz
Sent: Wednesday, March 27, 2024 9:06 AM
To: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Subject: 1 News - Interview request

Good morning,

Is the Deputy Chief Executive available for a quick interview about helping the Wellington DJ playing with Fred Again with her passport?

Cheers,

9(2)(a)

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Document 17

From: [Media Internal Affairs](#)
To: [Karen Hope-Cross](#)
Subject: FW: 1 News - Interview request
Date: Wednesday, 27 March 2024 3:08:13 pm
Attachments: [image001.png](#)

Just FYI below.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) @tvnz.co.nz

Sent: Wednesday, March 27, 2024 3:07 PM

To: Media Internal Affairs <xxxxx@xxx.xxx.xx>

Subject: RE: 1 News - Interview request

Could you please respond any earlier, that's just very tight for our 6pm deadline.

9(2)(a)

From: Media Internal Affairs <xxxxx@xxx.xxx.xx >

Sent: Wednesday, March 27, 2024 2:51 PM

To: 9(2)(a) @tvnz.co.nz

Subject: RE: 1 News - Interview request

Hi 9(2)(a)

We should be able to come back to you on this by 5pm today.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) <[redacted]@tvnz.co.nz>
Sent: Wednesday, March 27, 2024 2:37 PM
To: Media Internal Affairs <[redacted]@xxx.xxx.xx >
Subject: RE: 1 News - Interview request

Hi there,

Minister Van Velden has made some comments at Parliament this afternoon that she will be following up with DIA and the passport office about this case.

The Minister said she “does not believe it is appropriate for any official within the passport office to be letting other members of the public know about passport applications no matter how famous a person may be.”

Could we please get a response to this before 4pm?

Cheers,
9(2)(a)

From: Media Internal Affairs <[redacted]@xxx.xxx.xx >
Sent: Wednesday, March 27, 2024 9:41 AM
To: 9(2)(a) <[redacted]@tvnz.co.nz>
Subject: RE: 1 News - Interview request

Hey 9(2)(a) what is you number? I'll give you a call now.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor
Te Tari Taiwhenua | Department of Internal Affairs
Phone: 9(2)(a)
Media phone: 027 535 8639



From: 9(2)(a) [redacted]@tvnz.co.nz>

Sent: Wednesday, March 27, 2024 9:06 AM

To: Media Internal Affairs <xxxxx@xxx.xxxx.xx >

Subject: 1 News - Interview request

Good morning,

Is the Deputy Chief Executive available for a quick interview about helping the Wellington DJ playing with Fred Again with her passport?

Cheers,

9(2)(a) [redacted]

Released under the Official Information Act

Document 18

From: [Media Internal Affairs](#)
To: [@xxx](#)
Subject: RE: Media release: Fred Again
Date: Wednesday, 27 March 2024 6:17:08 pm
Attachments: [image001.png](#)

Hi Ben,

Please attribute the following to Paul James, Chief Executive, Department of Internal Affairs:

The Minister has made her expectations clear. The Department agrees with the Minister's statements, and we are working to meet her expectations.

We cannot comment on individual passport applications for privacy reasons.

ENDS

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a) [REDACTED]

Media phone: 027 535 8639



From: Ben McKay <xxxxxx@xxx.xxx.xx>
Sent: Wednesday, March 27, 2024 3:20 PM
To: Media Internal Affairs <xxxxx@xxx.xxxx.xx>
Subject: Media release: Fred Again

Kia ora

A couple of questions around the passport application championed by British DJ Fred Again.. on his Instagram, which names deputy chief executive Maria Robertson.

Does the Ministry have a response to the Minister launching a probe into the passport application for Tessa Hills, better known as MESSIE, being revealed?

Can the ministry explain whether the deputy chief executive, Maria Robertson, acted improperly in either (a) securing the passport, or (b) making details around Ms Hills' application public?

Has Ms Hills' passport being prioritised bumped someone else down the queue?

Thank you

Ben

Ngā mihi,

Ben McKay | NZ Correspondent | kairiipoata Aotearoa



Australian Associated Press

Press Gallery, New Zealand Parliament Buildings, Pipitea, Wellington 6160

bmckay@aap.com.au | www.aap.com.au

M +64 2 777 01980

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Document 19

From: [Media Internal Affairs](#)
To: [Karen Hope-Cross](#)
Subject: RE: Stuff Query: Tessa Hills dj
Date: Wednesday, 27 March 2024 3:43:18 pm
Attachments: [image001.png](#)

Hi Karen, yes I've forwarded all live queries to Mel and SDO comms advisor Cristian Cornejo – keeping everyone in the loop.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor
Te Tari Taiwhenua | Department of Internal Affairs
Phone: 9(2)(a)
Media phone: 027 535 8639



From: Karen Hope-Cross <Karen.Hope-Cross@dia.govt.nz>
Sent: Wednesday, March 27, 2024 3:36 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Re: Stuff Query: Tessa Hills dj

Is Mel across all of these please as we might need slightly different responses to some.

From: Media Internal Affairs <media@dia.govt.nz>
Sent: Wednesday, March 27, 2024 3:35:03 PM
To: Karen Hope-Cross <Karen.Hope-Cross@dia.govt.nz>
Subject: FW: Stuff Query: Tessa Hills dj

Hi Karen,

We have two live queries from Stuff (I'll forward the other separately). These both came through earlier before the Minister's comment this afternoon. We were in the process of drafting a response, but we will now wait until Paul's response comes through.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor
Te Tari Taiwhenua | Department of Internal Affairs
Phone: 9(2)(a)
Media phone: 027 535 8639



From: 9(2)(a) @stuff.co.nz
Sent: Wednesday, March 27, 2024 2:08 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Re: Tessa Hills dj

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Also would be good to know the cost of, and main reasons for issuing
Thanks

9(2)(a)

Please note I work Monday to Wednesday
10 Brandon Street,
Wellington 6011
PO Box 2595,
Wellington

On Wed, 27 Mar 2024 at 12:40, Media Internal Affairs <media@dia.govt.nz> wrote:

Hi 9(2)(a) I'll follow up and come back to you shortly.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) @stuff.co.nz
Sent: Wednesday, March 27, 2024 12:38 PM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Tessa Hills dj

You don't often get email from 9(2)(a) @stuff.co.nz. [Learn why this is important](#)

Hi

Just wondered if I could get some comment please re Maria Robertson's assistance in getting young Wellington DJ Messie/ Tessa Hills an expedited passport so she could get to play the gig with Fred Again.

Is it usual for a deputy CE to get involved in this sort of thing?

How many urgent passport applications are lodged in any given day, and how long does it take to get one sorted?

Deadline, as always is asap

Thanks

9(2)(a)

9(2)(a)

Please note I work Monday to Wednesday

10 Brandon Street,
Wellington 6011
PO Box 2595,
Wellington

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Document 20

From: [Dee Sims](#)
To: [Karen Hope-Cross](#)
Cc: [Melanie Carpinter](#); [Cristian Cornejo](#)
Subject: Sign off: Media responses: urgent passports
Date: Wednesday, 27 March 2024 5:00:20 pm
Attachments: [Passport responses.docx](#)
[image001.png](#)
Importance: High

Hi Karen, apologies for the delay. Cristian and I have worked on proposed responses to the five live media queries we have.

I have attached them in a word document for you.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



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Document 21

From: [Dee Sims](#)
To: 9(2)(a)
Cc: [Karen Hope-Cross](#); [Melanie Carpinter](#)
Subject: RE: For review: urgent passport media responses
Date: Wednesday, 27 March 2024 6:13:58 pm
Attachments: [image001.png](#)
[image002.gif](#)

Thank you 9(2)(a) I'll get those out now.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) <9(2)(a)@parliament.govt.nz>
Sent: Wednesday, March 27, 2024 6:12 PM
To: Dee Sims <Dee.Sims@dia.govt.nz>
Cc: Karen Hope-Cross <Karen.Hope-Cross@dia.govt.nz>; Melanie Carpinter <Melanie.Carpinter@dia.govt.nz>
Subject: RE: For review: urgent passport media responses

No changes from the office on the Media responses.

9(2)(a)



9(2)(a) Secretary | Office of Hon Brooke van Velden
Minister of Internal Affairs
Minister for Workplace Relations
MP for Tāmaki

M: 9(2)(a)
Email: 9(2)(a)@parliament.govt.nz Website: www.Beehive.govt.nz
Private Bag 16041, Parliament Buildings, Wellington 6160, New Zealand

Authorised by Hon Brooke van Velden, Parliament Buildings, Wellington

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From: Dee Sims <Dee.Sims@dia.govt.nz>
Sent: Wednesday, March 27, 2024 5:37 PM
To: 9(2)(a) <9(2)(a)@parliament.govt.nz>
Cc: Karen Hope-Cross <Karen.Hope-Cross@dia.govt.nz>; Melanie Carpinter <Melanie.Carpinter@dia.govt.nz>
Subject: For review: urgent passport media responses
Importance: High

Hi 9(2)(a) please see attached our current live media queries with our proposed responses in Red. These will be attributed to Paul James. Please check these and let me know when they are good to go. I will get these out to all the reporters tonight.
Thanks 9(2)(a)

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



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Document 22

From: [Melanie Carpinter](#)
To: [Karen Hope-Cross](#)
Subject: Fred Again - lines for Min IA FYI
Date: Wednesday, 27 March 2024 12:30:59 pm
Attachments: [image001.png](#)

I understand that the Wellington DJ was advised by multiple parties that she could renew her passport online via the Department's urgent passport processing service which is available to all New Zealand passport holders.

9(2)(a)

The Department's Deputy Chief Executive Service Delivery and Operations Maria Robertson was able to let Fred Again know that the Department was processing the urgent application as per standard procedure, and then when the passport had been issued.

Mel Carpinter (she/her) – Ngāi Tahu

Kaiwhakahaere Matua – Te Manu Karere | General Manager – Communications

Te Tari Taiwhenua | Department of Internal Affairs

Mobile: 9(2)(a)

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Logo-test



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Document 23

From: [Maria Robertson](#)
To: [Karen Hope-Cross](#)
Subject: Re: Passport timeline
Date: Wednesday, 27 March 2024 3:14:42 pm

All good.

10-13% of all passport applications are applied for as urgent. There's an additional fee.

MPs were all over social media saying they were "sorting it" yesterday.

Our process was absolutely standard. We always close the follow up with people who contact us. My message to Fred Again was not public. He posted it to presumably close the loop on his earlier call for help that had prompted MPs to suggest - publicly - that they were involved. They weren't and it wouldn't be appropriate, nor allowed.

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations
Mobile: 9(2)(a) [REDACTED]
[45 Pipitea Street](#) | [PO Box 805, Wellington 6140, New Zealand](#) | www.dia.govt.nz

Logo-test



From: Karen Hope-Cross <Karen.Hope-Cross@dia.govt.nz>
Sent: Wednesday, March 27, 2024 3:09:53 PM
To: Maria Robertson <Maria.Robertson@dia.govt.nz>
Subject: RE: Passport timeline

Thanks for sending this through Maria.

Ngā mihi
Karen

From: Maria Robertson <Maria.Robertson@dia.govt.nz>
Sent: Wednesday, March 27, 2024 3:00 PM
To: Karen Hope-Cross <Karen.Hope-Cross@dia.govt.nz>
Subject: Passport timeline

9(2)(p)

[REDACTED]

[REDACTED]

9(2)(a) [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Maria Robertson | Deputy Chief Executive

Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: 9(2)(a) [Redacted]

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

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Document 24

From: [Media Internal Affairs](#)
To: [Karen Hope-Cross](#)
Subject: FW: Interview Request - RNZ
Date: Wednesday, 27 March 2024 2:54:57 pm
Attachments: [image001.png](#)
[image002.png](#)

Hi Karen, FYI another request from RNZ just through. I'll let them know we will aim to provide a written response by 5pm.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) @rnz.co.nz>

Sent: Wednesday, March 27, 2024 2:53 PM

To: Media Internal Affairs <media@dia.govt.nz>

Subject: Interview Request - RNZ

You don't often get email from 9(2)(a) @rnz.co.nz. [Learn why this is important](#)

Kia ora

This is 9(2)(a) from RNZ.

We are covering the story about a passport application being granted to New Zealand DJ Tessa Hills after UK DJ Fred again asked for help getting her one.

I understand Maria Robertson from DIA sent a direct message to Fred again saying that the department was working on getting Tessa a passport.

The Internal Affairs Minister Brooke van Velden says it's inappropriate for any official within the passport office to let other members of the public know about the status of a person's passport.

She also says all citizens should have the same rights to accessing passports. The Minister says she will be questioning the department about the situation involving Tessa Hills and Fred again.

Would a DIA representative be available for an interview about this? If not, a written comment would suffice.

Thanks

9(2)(a)

9(2)(a) | **Journalist**

RNZ | Level 2, 155 The Terrace | PO Box 123 | Wellington | New Zealand

Mob 9(2)(a) | DDI 9(2)(a)

9(2)(a)
3E914733



www.rnz.co.nz

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Document 25

From: [Media Internal Affairs](#)
To: [Karen Hope-Cross](#)
Subject: FW: 1 News - Interview request
Date: Wednesday, 27 March 2024 2:45:42 pm
Attachments: [image001.png](#)

Hi Karen,

FYI we will work on a response to this with Maria this afternoon. I've let [REDACTED] [REDACTED] [REDACTED] know.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor
Te Tari Taiwhenua | Department of Internal Affairs
Phone: [REDACTED]
Media phone: 027 535 8639



From: [REDACTED] <[REDACTED]@vnz.co.nz>
Sent: Wednesday, March 27, 2024 2:37 PM
To: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Subject: RE: 1 News - Interview request

Hi there,

Minister Van Velden has made some comments at Parliament this afternoon that she will be following up with DIA and the passport office about this case.

The Minister said he “does not believe it is appropriate for any official within the passport office to be letting other members of the public know about passport applications no matter how famous a person may be.”

Could we please get a response to this before 4pm?

Cheers,
[REDACTED]

From: Media Internal Affairs <xxxxx@xxx.xxx.xx >
Sent: Wednesday, March 27, 2024 9:41 AM
To: [REDACTED] <[REDACTED]@tvnz.co.nz>
Subject: RE: 1 News - Interview request

Hey 9(2)(a) what is your number? I'll give you a call now.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) <[redacted]@tvnz.co.nz>

Sent: Wednesday, March 27, 2024 9:06 AM

To: Media Internal Affairs <media@dia.govt.nz>

Subject: 1 News - Interview request

Good morning,

Is the Deputy Chief Executive available for a quick interview about helping the Wellington DJ playing with Fred Again with her passport?

Cheers,

9(2)(a)

Released under the Official Information Act



Brooke >



Text Message

Hi Paul, could I please give you a brief call this afternoon relating to passport application privacy and a specific case from this week?
Thank you Brooke

iMessage

Hi Minister, yes of course. Apologies I've been in a National Security meeting and had to hand my phone in. I'm available anytime apart from 6-645 when I'm at something at Parliament.
Paul

Wed, 27 Mar at 5:28 PM

Hi Minister, I am about to send draft media responses to 9(2)(a) for review by your office and you if you would like. I am underway exploring how to get some independent eyes to provide assurance there has been no preferential treatment. Still shaping up what that might look like. But it will be quickly underway. Paul



iMessage

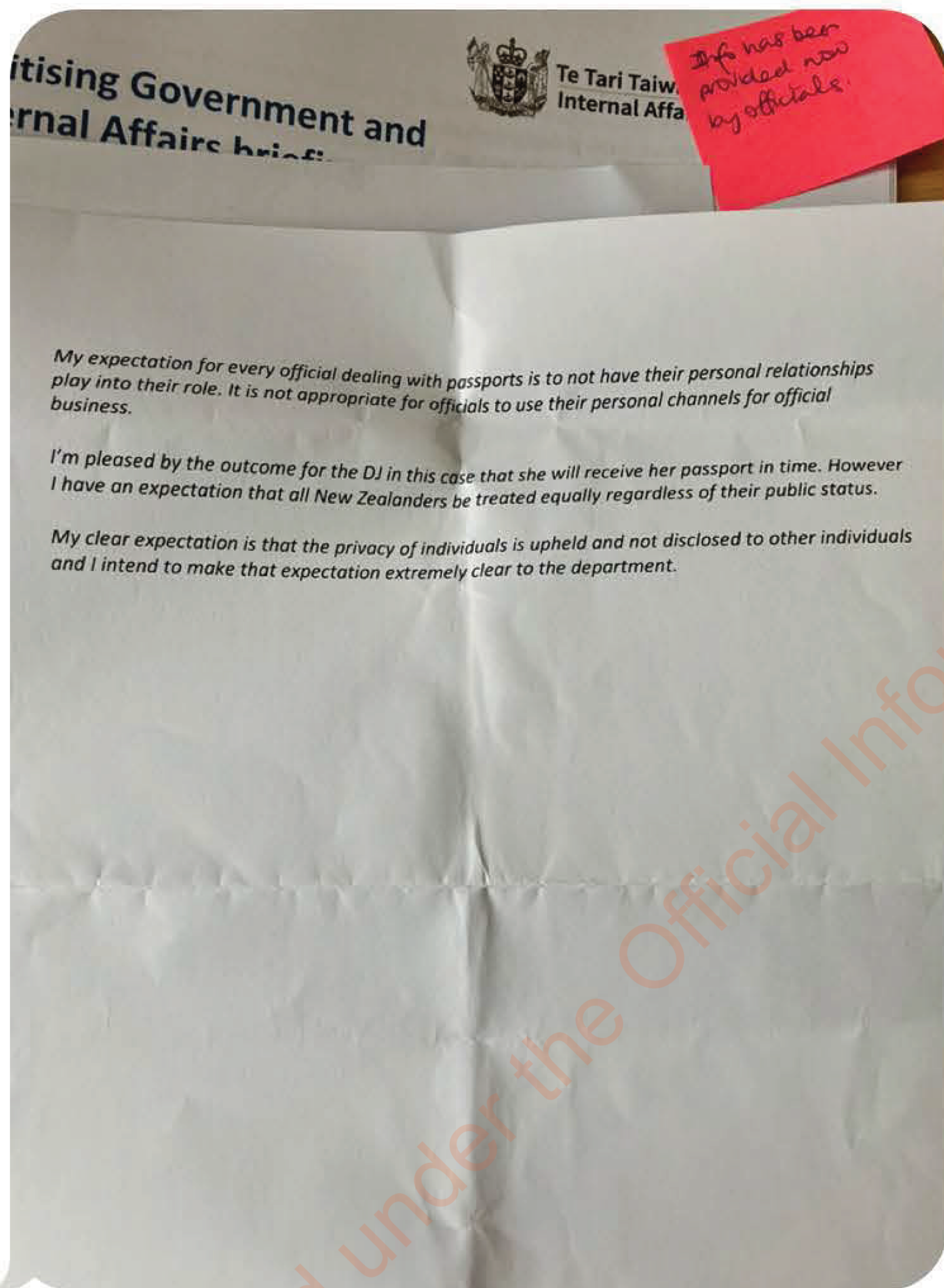


Released under the [Access to Information Act](#)

9(2)(a)



Wed, 27 Mar at 14:47



Wed, 27 Mar at 16:58

9(2)(a) [Redacted] our advisor from the PMO has come down with questions on it

Will call you soon just reviewing media responses

No worries, that was basically the update. if you are busv



iMessage



Document 28

From: [Media Internal Affairs](#)
To: [Maria Robertson](#)
Subject: FW: Complaint about Maria Robertson
Date: Wednesday, 27 March 2024 10:01:17 AM
Attachments: [Screenshot 1.PNG](#)
[Screenshot 2.PNG](#)
[image001.png](#)

FYI

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: Complaints <Complain@dia.govt.nz>
Sent: Wednesday, March 27, 2024 9:57 AM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: FW: Complaint about Maria Robertson
Attn: Cristian, as discussed.
Peaj

From: 9(2)(a) >
Sent: Wednesday, March 27, 2024 7:03 AM
To: Complaints <complaints@dia.govt.nz>
Subject: Complaint about Maria Robertson

You don't often get email from 9(2)(a) . [Learn why this is important](#)

Hi there

I'd like to make a complaint about a failure to observe due process by a senior public servant in your Department. This incident may have already been brought to your attention, in which case all I ask for is an acknowledgement of my email and an assurance this issue is being looked into through a different avenue.

I attach two screenshots of an Instagram story posted by musician Fred Again, who recently performed in New Zealand. The first screenshot of the Instagram story shows Fred Again appealing to the New Zealand Government to expedite the processing of a passport for New Zealand DJ Tessa Hills ('MESSIE') so she can perform with him at the last show of his tour in Australia. The second screenshot shows Fred Again's private messages with Maria Robertson, Deputy Chief Executive of Internal Affairs. Maria's message to Fred Again says "My son got in touch with Tessa after seeing your post, Tessa got in touch with us, she's made her application and we are sorting it with her."

This is democratically appalling. The fact the New Zealand state is bending to the whim of a music producer's Instagram story is embarrassing for our country. The fact the Deputy CE of Internal Affairs is being counselled by her son as to how she should exercise her bureaucratic discretion is nepotistic and deeply concerning.

I appreciate that the intention in expediting Tessa's passport was to support a local artist performing internationally. However, if this is one of the reasons for which DIA will expedite a passport application, then there needs to be a clear and transparent process for doing this. A

senior executive of a Government department cannot be privately messaging a celebrity (who, by the way, has no personal involvement in Tessa's passport expedition request) letting him know that the usual processes are being waived on her son's advice. It is unbecoming of a New Zealand public servant.

I really think this needs to be looked into further. I would like to see as an outcome a public communication from DIA that it did not follow the correct procedures and that it will implement a clear and transparent policy regarding the exercise of discretion in expediting passport applications.

Regards

9(2)(a)

Released under the Official Information Act

4:58

5G



fredagainagainagainagainag... 19h ...



@nzparliament

Please please can anyone help us with this!

Yesterday we met messie (@tessemessie) an incredible human from your great city of Wellington. After seeing messie play at the coroglen tavern last night i went straight up to her after and invited her to play with us at our show on Saturday, the last show of this whole tour and the biggest one we'll have ever done.

Messie said she was down.

But then this morning we've learned that she hasn't got a passport currently and with friday being a bank holiday as it stands there is no way of her getting one in time to get her flight on Friday.

Like if this show was only two days later she would be fine apparently! Is there anyyyyyybody help expedite this to make this absolute dream possible?

Please please and thank you thank you

(And very sorry for being so last minute)

Send message



9(2)(a)



Information Act

Document 29

From: [Media Internal Affairs](#)
To: [Maria Robertson](#)
Subject: FW: Herald: Emergency passport
Date: Wednesday, 27 March 2024 9:55:47 AM
Attachments: [image001.png](#)
Importance: High

Hi Maria, I just spoke to 9(2)(a) at the NZ Herald and said you would be happy to give her a call on this shortly.

9(2)(a) number is 9(2)(a)

Let me know how it goes!

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) <9(2)(a)@nzme.co.nz>

Sent: Wednesday, March 27, 2024 9:22 AM

To: Media Internal Affairs <xxxxx@xxx.xxxx.xx>

Subject: Re: Emergency passport

Thanks Dee!

9(2)(a)

REPORTER

D: 9(2)(a) M: 9(2)(a)

E: 9(2)(a) <9(2)(a)@nzherald.co.nz>

From: Media Internal Affairs <xxxxx@xxx.xxxx.xx>

Sent: Wednesday, 27 March 2024 9:20 am

To: 9(2)(a) <9(2)(a)@nzme.co.nz>

Subject: RE: Emergency passport

Hi 9(2)(a) I'll follow up and come back to you soon.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) <9(2)(a)@nzme.co.nz>

Sent: Wednesday, March 27, 2024 9:07 AM

To: Media Internal Affairs <xxxxx@xxx.xxxx.xx>

Subject: Emergency passport

Morning!

There's some posts on social media showing Deputy Chief Executive Service Delivery and Operations Maria Robertson personally helped a Wellington DJ's urgent passport application get through in time for her to go on tour with Fred Again. Can DIA confirm this is accurate please and do you want to provide any comment?

Thanks,

9(2)(a)

REPORTER

D: 9(2)(a) M: 9(2)(a)

E: 9(2)(a) @nzherald.co.nz

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Released under the Official Information Act

Document 30

From: [Andrew Earnshaw](#)
To: [Media Internal Affairs](#); [Maria Robertson](#)
Cc: [Cristian Cornejo](#); [Adrian Jarvis](#)
Subject: RE: 1News Query: Wellington DJ
Date: Wednesday, 27 March 2024 10:44:34 AM
Attachments: [image001.png](#)

Kia ora Maria,

I am in Pipitea St – would be good to catch you a couple of minutes before 11am. Shall I swing by your floor?

Ngā mihi,

Andrew

From: Media Internal Affairs <xxxxx@xxx.xxxx.xx>
Sent: Wednesday, March 27, 2024 10:40 AM
To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx>
Cc: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>; Adrian Jarvis <Adrian.xxxxxx@xxx.xxxx.xx>; Andrew Earnshaw <xxxxxx.xxxxxxx@xxx.xxxx.xx>
Subject: RE: 1News Query: Wellington DJ

Hi Maria,

9(2)(a) called me back too and said he may leave it as 9(2)(a) is already covering it.

9(2)(a) of TVNZ and 9(2)(a) of Newshub will both come to 45 Pipitea Street, 11am this morning for on-camera interviews.

Their questions are broadly “Why did you help the DJ, and did she get her passport?”

Cristian is working from home today but has organised for Andrew Earnshaw to be with you for any assistance required (I’m in Auckland).

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxxx.xx >
Sent: Wednesday, March 27, 2024 10:31 AM
To: Media Internal Affairs <xxxxx@xxx.xxxx.xx >
Cc: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxxx.xx>; Adrian Jarvis <xxxxxx.xxxxxx@xxx.xxxx.xx>
Subject: Re: 1News Query: Wellington DJ

He called me.

I have assured him and also noted that this is not about immigration.

M

Maria Robertson | Deputy Chief Executive

Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: 9(2)(a)

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Media Internal Affairs <xxxxx@xxx.xxx.xx>

Sent: Wednesday, March 27, 2024 10:19:33 AM

To: Maria Robertson <xxxxx.xxxxxxxx@xxx.xxx.xx>

Cc: Cristian Cornejo <xxxxxxx.xxxxxxx@xxx.xxx.xx>; Adrian Jarvis <xxxxxxx.xxxxxxx@xxx.xxx.xx>

Subject: FW: 1News Query: Wellington DJ

Hi Maria, another query from TVNZ. I've let him know **9(2)(a)** is interviewing you this morning already.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: **9(2)(a)**

Media phone: 027 535 8639



From: **9(2)(a)** <xxxxx@tvnz.co.nz>

Sent: Wednesday, March 27, 2024 10:09 AM

To: Media Internal Affairs <xxxxx@xxx.xxx.xx>

Subject: 1News Query: Wellington DJ

Hi There,

9(2)(a) here from 1News. I can see that the international DJ Fred again has posted on his Instagram story about how Wellington DJ Messie has with the help of your deputy chief executive are sorting out her passport to get to Australia.

I am no expert in immigration matters, but this feels to me like this is not proper process of how these matters are handled.

I am wondering if there is any response from DIA to this?

Cheers

9(2)(a)

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Document 31

From: [Media Internal Affairs](#)
To: 9(2)(a) @tvnz.co.nz
Subject: RE: 1News Query: Wellington DJ
Date: Wednesday, 27 March 2024 6:41:18 pm
Attachments: [image001.png](#)

Hi 9(2)(a)

Apologies, we will not be able to appear on Breakfast tomorrow morning. However, we are able to provide the following statement attributable to Paul James, Chief Executive, Department of Internal Affairs:

The Minister has made her expectations clear. The Department agrees with the Minister's statements, and we are working to meet her expectations. We won't be commenting on this matter any further.

ENDS

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) @tvnz.co.nz
Sent: Wednesday, March 27, 2024 10:45 AM
To: Media Internal Affairs <media@dia.govt.nz>
Subject: Re: 1News Query: Wellington DJ

You don't often get email from 9(2)(a) @tvnz.co.nz. [Learn why this is important](#)

Hey Dee,

Thanks for chatting. I've talked to Maria and we have decided to proceed ahead for tomorrow. Here are the details for our Wellington studio

Please read the information below and let us know as soon as possible if you have any further questions.

Date: 27/03/24

Interview: MARIA ROBERTSON

Designation: DEPUTY CHIEF EXECUTIVE OF THE DIA

On-air time: 07:05am

Arrival time: 06:45am

If you need to contact us on the morning (such as an emergency or illness) your contact for the morning is [REDACTED] on [REDACTED] (& in the unlikely event there's no response, please call our Ak team on 021 714 942)

Wellington Studio - 86-90 Lambton Quay in the Prime Property Tower Building

By foot - is from Lambton Quay. The lifts are beside the entrance to Les Mills.

Driving access is via The Terrace (the driveway directly opposite Bolton St, right by the bus stop). Drive in off The Terrace, right next to the wishbone at No 1 the Terrace.

When you drive in follow the arrows to the balcony and turn left – you can park anywhere. When you arrive go into the grey doors with the giant red Les Mills sign, where the lifts are.

When you are at the lifts, please call [REDACTED] on [REDACTED] or the newsroom (04 914 5072) who will let you up.

If you have any access or hearing/vision requirements, please let us know now.

We do ask that guests come camera ready (with normal hair and make-up done).

Copies

We can't confirm ahead of time if your appearance will end up on our website or social channels. If you would like a copy for private use (such as business/personal records, school/education) contact TVNZ Licensing. For public use (such as website, social media, promotional material) please call Getty Images on 0800 880 550 or email xxxxxxxx@xxxxxxxxxxx.xxx. These are external services from Breakfast and there may be a charge.

We look forward to seeing you.

From: 9(2)(a) <[REDACTED]@tvnz.co.nz>
Sent: Wednesday, March 27, 2024 10:13 AM
To: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Subject: Re: 1News Query: Wellington DJ

9(2)(a)

Get [Outlook for iOS](#)

From: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Sent: Wednesday, March 27, 2024 10:13:07 AM
To: 9(2)(a) <[REDACTED]@tvnz.co.nz>
Subject: RE: 1News Query: Wellington DJ

Hi 9(2)(a)

What is your number? I'll give you a call on this.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor
Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



From: 9(2)(a) [redacted] <[\[redacted\]@tvnz.co.nz](mailto:[redacted]@tvnz.co.nz)>
Sent: Wednesday, March 27, 2024 10:09 AM
To: Media Internal Affairs <xxxxx@xxx.xxx.xx>
Subject: 1News Query: Wellington DJ

Hi There,

9(2)(a) [redacted] here from 1News. I can see that the international DJ Fred again has posted on his Instagram story about how Wellington DJ Messie has with the help of your deputy chief executive are sorting out her passport to get to Australia.

I am no expert in immigration matters, but this feels to me like this is not proper process of how these matters are handled.

I am wondering if there is any response from DIA to this?

Cheers

9(2)(a) [redacted]

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Document 32

From: [Maria Robertson](#)
To: [Adrian Jarvis](#); [Jane Grabham](#)
Subject: RE: Actions of Maria Robertson
Date: Wednesday, 27 March 2024 1:41:16 PM
Attachments: [image001.png](#)

Hi

I will reply directly.

m

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: 9(2)(a)

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

From: Adrian Jarvis <Adrian.Jarvis@dia.govt.nz>
Sent: Wednesday, March 27, 2024 1:20 PM
To: Jane Grabham <Jane.Grabham@dia.govt.nz>; Maria Robertson <Maria.Robertson@dia.govt.nz>
Subject: RE: Actions of Maria Robertson

Thanks Jane, is Maria's call, in particular given this one also went to the Minister.

A

From: Jane Grabham <Jane.Grabham@dia.govt.nz>
Sent: Wednesday, March 27, 2024 1:08 PM
To: Adrian Jarvis <Adrian.Jarvis@dia.govt.nz>; Maria Robertson <Maria.Robertson@dia.govt.nz>
Subject: FW: Actions of Maria Robertson

Kia ora Adrian and Maria

Please let me know if you would like SAS to be involved in the response to this second complaint, or if I should leave it with you.

Ngā mihi

Jane Grabham (she/her)* | Service Advice and Support Manager

Te Waka Aukaha | Planning, Design and Assurance

Te Tari Taiwhenua | Department of Internal Affairs

Logo-test



*If you're wondering about the use of pronouns she/her on this signature you can find more information about how sharing pronouns can help to create a sense of belonging and respect [here](#).

From: Complaints <Complain@dia.govt.nz>
Sent: Wednesday, March 27, 2024 1:07 PM
To: Jane Grabham <Jane.Grabham@dia.govt.nz>
Subject: FW: Actions of Maria Robertson

From: 9(2)(a) >
Sent: Wednesday, March 27, 2024 12:42 PM
To: Hon Brooke van Velden <Brooke.Vanvelden@parliament.govt.nz>; Complaints <complaints@dia.govt.nz>
Subject: Actions of Maria Robertson

You don't often get email from 9(2)(a) . [Learn why this is important](#)

Good morning

I would like to raise my concerns about an apparent failure to observe due

process, or to be seen to be observing due process, by a senior public servant at the Department of Internal Affairs. I understand that this issue has already been brought to the attention of the department in the form of a complaint by at least one person but I wish to raise my concerns on the matter.

I **attach** two screenshots of an Instagram story posted by musician Fred Again, who recently performed in New Zealand. The first screenshot of the Instagram story shows Fred Again appealing to the New Zealand Government to expedite the processing of a passport for New Zealand DJ Tessa Hills ('MESSIE') so she can perform with him at the last show of his tour. The second screenshot shows Fred Again's private messages with Maria Robertson, Deputy Chief Executive of Internal Affairs. Maria's message to Fred Again says *"My son got in touch with Tessa after seeing your post, Tessa got in touch with us, she's made her application and we are sorting it with her."*

It appears in a third screenshot that Members of Parliament were also involved with Tamatha Paul MP saying in a message to Tessa Hills: *"Yaaay and Chris Bishop just replied to me and said they are also working on it so if you don't get it sorted, let us know!"*

It is concerning that Ms Robertson and others appear to be acquiescing to the pleas of a music producer via his Instagram story in a way in which even if legal comes across as undemocratic. The Deputy Chief Executive of Internal Affairs (on Instagram as "Beautmum") publicly taking advice from her son on the use of her bureaucratic discretion is also cause for concern. Although on this occasion Ms Robertson's actions have been made public New Zealanders must now wonder how often this discretion is used behind closed doors for those with connections to your department.

I appreciate that the intention in expediting Tessa's passport was to support a local artist performing internationally. If this is a reason for which DIA will expedite a passport application then there should be a clear and transparent process for doing this which is accessible to all New Zealanders. The public nature of this particular incident and the way in which information seems to have been willingly shared by those involved does not tend to instill confidence in your department as a fair and representative body. It rather suggests a disregard for equal access and proper process and an impression that that is acceptable.

Regards

9(2)(a)

9(2)(a)

ation Act

4:58

5G



fredagainagainagainag... 19h



@nzparliament

Please please can anyone help us with this!

Yesterday we met messie (@tessemessie) an incredible human from your great city of Wellington. After seeing messie play at the coroglen tavern last night i went straight up to her after and invited her to play with us at our show on Saturday, the last show of this whole tour and the biggest one we'll have ever done.

Messie said she was down.

But then this morning we've learned that she hasn't got a passport currently and with friday being a bank holiday as it stands there is no way of her getting one in time to get her flight on Friday.

Like if this show was only two days later she would be fine apparently! Is there anyyyyyybody help expedite this to make this absolute dream possible?

Please please and thank you thank you

(And very sorry for being so last minute)

Send message



20:46

16m

28



tessemesse19h TAMATHA PAUL
tamathapaul



yup that's right

thank you so much! yup so i'm currently on a phone call with them i

@tamathapaul best MP in the game!! ❤️ 😊 🙏



Cool lemme know

just got a call saying they're working on approving it so i think we're almost in the clear!



thank you for reaching out i'm such a fan of your mahi ❤️ ❤️ ❤️



welly on top ↑ TOP 🐕

14:56

Yaaay and Chris Bishop just replied to me and said they are also working on it so if you don't get it sorted, let us know!

No worries e hoa, the whole city is proud of you!! 🙌 💖 💖



Message... 📷 🎤 🖼️ ➕

Send message



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Document 33

From: [Adrian Jarvis](#)
To: [Maria Robertson](#); [Jane Grabham](#)
Subject: RE: Complaint about Maria Robertson
Date: Wednesday, 27 March 2024 9:50:29 AM
Attachments: [image001.png](#)

Yep, sure was – I spoke with Susan Quinn this morning who processed it to double check, she also mentioned that Tessa had also followed up through our CC, which also helps us – I'll just zip downstairs and get 100% confirmation on that.

A

From: Maria Robertson <Maria.Robertson@dia.govt.nz>
Sent: Wednesday, March 27, 2024 9:48 AM
To: Adrian Jarvis <Adrian.Jarvis@dia.govt.nz>; Jane Grabham <Jane.Grabham@dia.govt.nz>
Subject: RE: Complaint about Maria Robertson

Thanks – I am very happy to respond to the complaint and lay out the facts.
Just so I'm clear – was the application an "urgent" one?

m

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: 9(2)(a)

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

From: Adrian Jarvis <Adrian.Jarvis@dia.govt.nz>
Sent: Wednesday, March 27, 2024 9:46 AM
To: Jane Grabham <Jane.Grabham@dia.govt.nz>
Cc: Maria Robertson <Maria.Robertson@dia.govt.nz>
Subject: FW: Complaint about Maria Robertson
Importance: High

Thanks Jane, we should be comfortable with responding to this if we stick to the honest facts.

I.e. when customers apply for an urgent passport they receive an urgent service, which is what happened in this case

Maria – FYI given your potential interview today about this so you have additional context that not everyone thinks it's a good news story! Could you please also advise if you want this handled any differently or are happy for Janes team to respond based on the facts.

Adrian

From: Jane Grabham <Jane.Grabham@dia.govt.nz>
Sent: Wednesday, March 27, 2024 9:28 AM
To: Adrian Jarvis <Adrian.Jarvis@dia.govt.nz>
Subject: FW: Complaint about Maria Robertson
Importance: High

Kia ora Adrian

This has come through Complaints@dia to our team. I'm not comfortable with SAS responding given the public interest. Can I please leave with you to escalate/delegate?

Ngā mihi

Jane Grabham (she/her)* | Service Advice and Support Manager

Te Waka Aukaha | Planning, Design and Assurance

Te Tari Taiwhenua | Department of Internal Affairs

Logo-test



*If you're wondering about the use of pronouns she/her on this signature you can find more information about how sharing pronouns can help to create a sense of belonging and respect [here](#).

From: Complaints <Complain@dia.govt.nz>
Sent: Wednesday, March 27, 2024 9:22 AM
To: Jane Grabham <Jane.Grabham@dia.govt.nz>
Subject: FW: Complaint about Maria Robertson
For your information.

From: 9(2)(a) >
Sent: Wednesday, March 27, 2024 7:03 AM
To: Complaints <complaints@dia.govt.nz>
Subject: Complaint about Maria Robertson

You don't often get email from 9(2)(a) [Learn why this is important](#)

Hi there

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I attach two screenshots of an Instagram story posted by musician Fred Again, who recently performed in New Zealand. The first screenshot of the Instagram story shows Fred Again appealing to the New Zealand Government to expedite the processing of a passport for New Zealand DJ Tessa Hills ('MESSIE') so she can perform with him at the last show of his tour in Australia. The second screenshot shows Fred Again's private messages with Maria Robertson, Deputy Chief Executive of Internal Affairs. Maria's message to Fred Again says "*My son got in touch with Tessa after seeing your post, Tessa got in touch with us, she's made her application and we are sorting it with her.*"

This is democratically appalling. The fact the New Zealand state is bending to the whim of a music producer's Instagram story is embarrassing for our country. The fact the Deputy CE of Internal Affairs is being counselled by her son as to how she should exercise her bureaucratic discretion is nepotistic and deeply concerning.

I appreciate that the intention in expediting Tessa's passport was to support a local artist performing internationally. However, if this is one of the reasons for which DIA will expedite a passport application, then there needs to be a clear and transparent process for doing this. A senior executive of a Government department cannot be privately messaging a celebrity (who, by the way, has no personal involvement in Tessa's passport expedition request) letting him know that the usual processes are being waived on her son's advice. It is unbecoming of a New Zealand public servant.

I really think this needs to be looked into further. I would like to see as an outcome a public communication from DIA that it did not follow the correct procedures and that it will implement a clear and transparent policy regarding the exercise of discretion in expediting passport applications.

Regards

9(2)(a)

4:58

5G



fredagainagainagainag... 19h



@nzparliament

Please please can anyone help us with this!

Yesterday we met messie (@tessemessie) an incredible human from your great city of Wellington. After seeing messie play at the coroglen tavern last night i went straight up to her after and invited her to play with us at our show on Saturday, the last show of this whole tour and the biggest one we'll have ever done.

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But then this morning we've learned that she hasn't got a passport currently and with friday being a bank holiday as it stands there is no way of her getting one in time to get her flight on Friday.

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Please please and thank you thank you

(And very sorry for being so last minute)

Send message



9(2)(a)



Information Act



Brooke >

Hi Minister, I am about to send draft media responses to ^{9(2)(a)} for review by your office and you if you would like. I am underway exploring how to get some independent eyes to provide assurance there has been no preferential treatment. Still shaping up what that might look like. But it will be quickly underway. Paul

Thu, 28 Mar at 10:44 AM

Morning Minister, quick update. No further media queries. I'm underway on getting a light touch, independent look at whether there was any preferential treatment, the potential privacy breach and general compliance with departmental policies. Happy to talk you through the details, but I suggest I call ^{9(2)(a)} and run her through them. Paul

Thu, 28 Mar at 1:37 PM

Thank you Paul, that sounds like a good plan, let's keep in touch, Brooke



iMessage





Ringer

Volume control slider

9(2)(a)

Thu, 28 Mar at 10:54 AM

Hi 9(2)(a) would you have 5 mins sometime for me to talk through the passports issue from yesterday. I've texted the Minister at a high level and suggested I run through the details with you. Thanks.

Thu, 28 Mar at 1:51 PM

Hi Paul, is now a good time to talk?

Yes, could I call you in 5 minutes please.

Sure

Released under the Official Information Act



Text Message



Document 36

From: [Dee Sims](#)
To: [Adrian Jarvis](#); [Andrea Speir](#); [Andrew Earnshaw](#); [Anita Balakrishnan](#); [Ann-Marie Cavanagh](#); [Ann-Marie Nansett](#); [Briget Ridden](#); [Alan Bell](#); [Cathrine Austin](#); [Elaine Loon](#); [Helen Jamison](#); [Jane Kennedy](#); [Jared Mullen](#); [Jean Houlihan](#); [John Sneyd](#); [Jennifer Andrewes](#); [Joseph Makisi](#); [Julia Taylor](#); [Karen Hope-Cross](#); [Elizabeth Sartorelli](#); [Lisa Close](#); [Maria Robertson](#); [Marilyn Little](#); [Media Internal Affairs](#); [Melanie Carpinter](#); [Morag Ingram](#); [Murray Davey](#); [MaSS info](#); [Vicki Scott](#); [Paul Graham](#); [Paul James](#); [Rachel Esson](#); [Russell Burnard](#); [Hannah Johns](#); [Sean O'Neill](#); [Sharyn Mitchell](#); [Alexandra Palmer](#); [Charlotte Stanley](#); [Suzanne Doig](#); [Megan McSweeney](#); [Rebecca Tane](#); [Joel Hansby](#); [Cristian Cornejo](#); [Cherish Wilkinson](#)
Cc: [Viraj Thomson](#)
Subject: [IN CONFIDENCE] Weekend media summary for week ending Thursday 28 March 2024
Date: Thursday, 28 March 2024 2:53:50 PM
Attachments: [\[IN CONFIDENCE\] Media Summary week ending Thursday 28 March 2024.pdf](#)
[image001.png](#)

Kia ora koutou,

Please find attached the summary of key media enquiries and potential media issues that may be published or broadcast over the **Easter weekend**, as at 3pm Thursday 28 March 2024.

Please be aware that this summary contains information for the Te Tari Taiwhenua senior leadership and discretion is advised before circulating to people not on the immediate distribution list.

Viraj Thomson will be on call this **Easter weekend** and can be contacted on **027 535 8639** or on email at [@xxx](#).

We'll inform the relevant people in the event of major media issues emerging or significant coverage over the **Easter weekend**.

Ngā manaakitanga | With best wishes

Dee Sims | Senior Media Advisor

Te Tari Taiwhenua | Department of Internal Affairs

Phone: 9(2)(a)

Media phone: 027 535 8639



Released under the Official Information Act

This document provides a summary of media enquiries and potential media issues that may be published or broadcast over the Easter weekend as at 3pm Thursday 28 March.

Please note that this is not a comprehensive list of all media enquiries received over the past week.


Viraj Thomson will be available on the dedicated 24/7 DIA media phone 027 535 8639 over the Easter weekend.



Te Tari Taiwhenua
Internal Affairs

Out of Scope


Out of Scope




Out of Scope

ISSUE/ITEM	PLANNED/NEW/ EXPECTING COVERAGE/ ONGOING	MEDIA OUTLET/ CHANNEL	NOTES	CONTACT AND PHONE
Kāwai ki te Iwi Service Delivery and Operations DCE: Maria Robertson				
Out of Scope				
Public request for help with getting a passport	New	Various	Following the Department processing an urgent passport application for a New Zealander supporting Fred Again, there was considerable media coverage. Follow up coverage or questions may come in over the long-weekend.	Sean O'Neill 027 356 2275

Out of Scope



Out of Scope

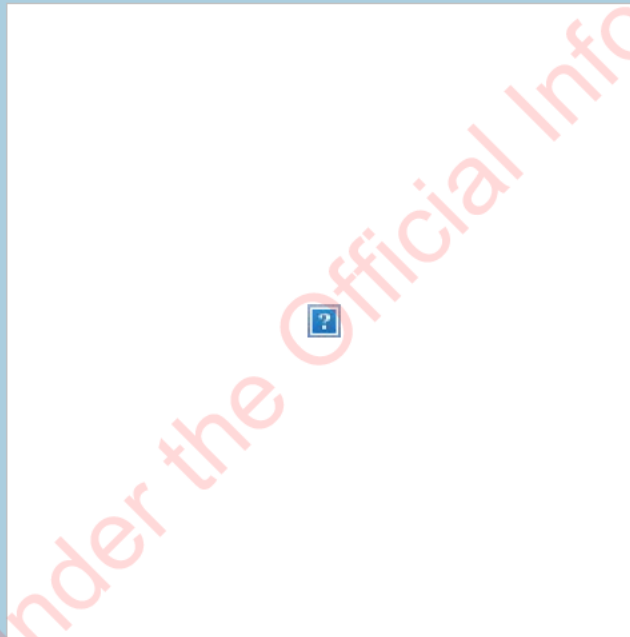


Released unde

Document 37

From: [Communications](#)
To: [Maria Robertson](#)
Subject: Whāia te Hinātore | 2 Paenga-whāwhā 2024
Date: Tuesday, 2 April 2024 2:28:58 PM

No images? [Click here](#)



2 April 2024

Out of Scope

Under the Official Information Act

R

Kia ora koutou,

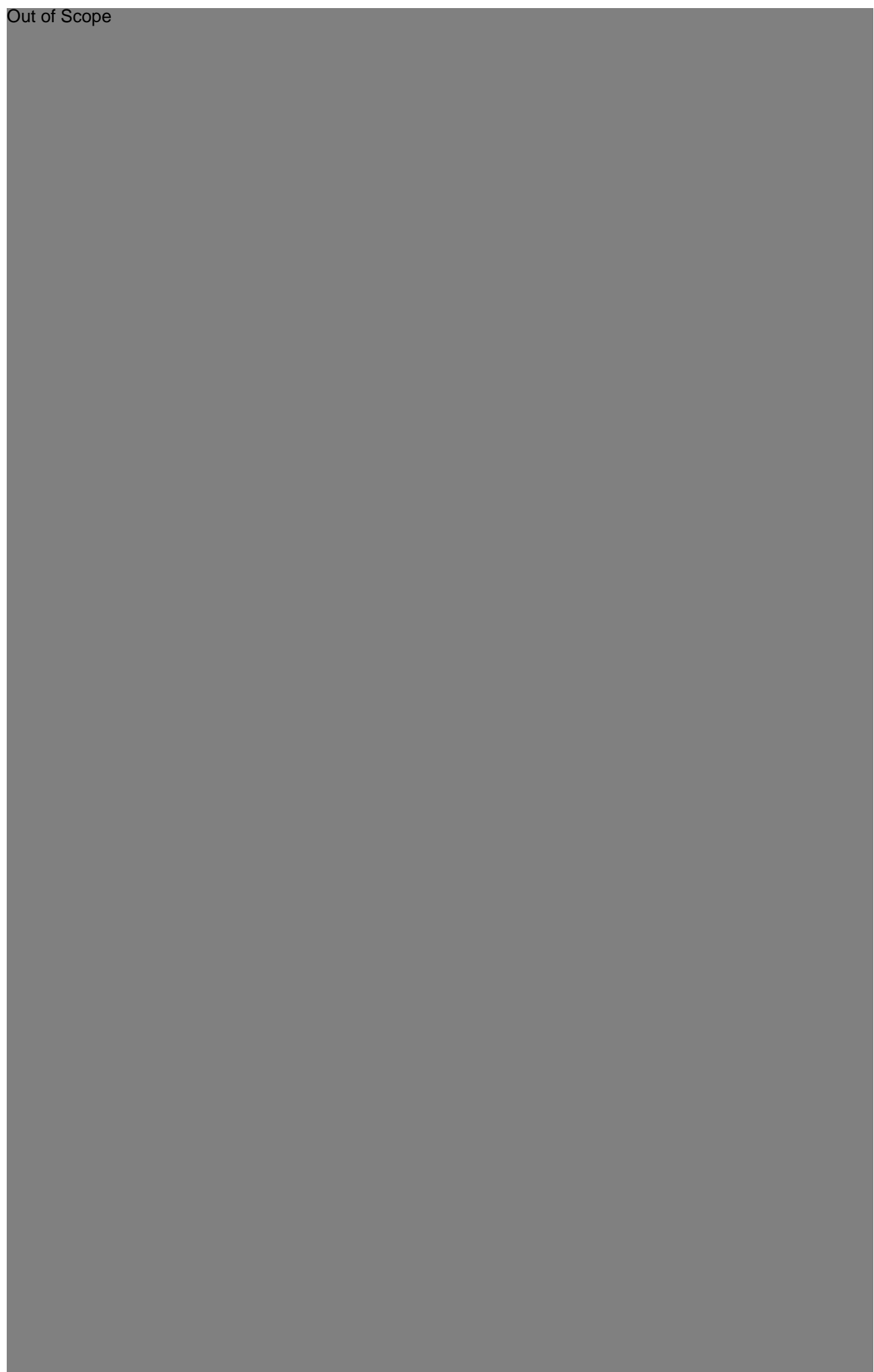
Last week, you likely will have seen media coverage on an urgent passport processing case related to DJ Fred Again. The coverage brought into question the process the Department followed in managing the urgent passport application.

Our Internal Affairs Minister made it clear she expects officials not to have their personal relationships play into their roles, that we treat all New Zealanders equally, and the privacy of individuals is upheld.

These are basic standards, which we should already be holding ourselves to. My expectation is that you meet them across all the work that you do. Maria and I are taking steps to assure ourselves that we continue to meet these expectations.

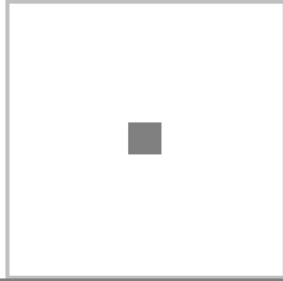
Urgent passports are an important service we offer, and one I know our identity services kaimahi take pride in. Urgent passports make a real difference in people's lives. I want to thank the team for their continued work in processing urgent passports, and all identity services at Te Tari.

Out of Scope



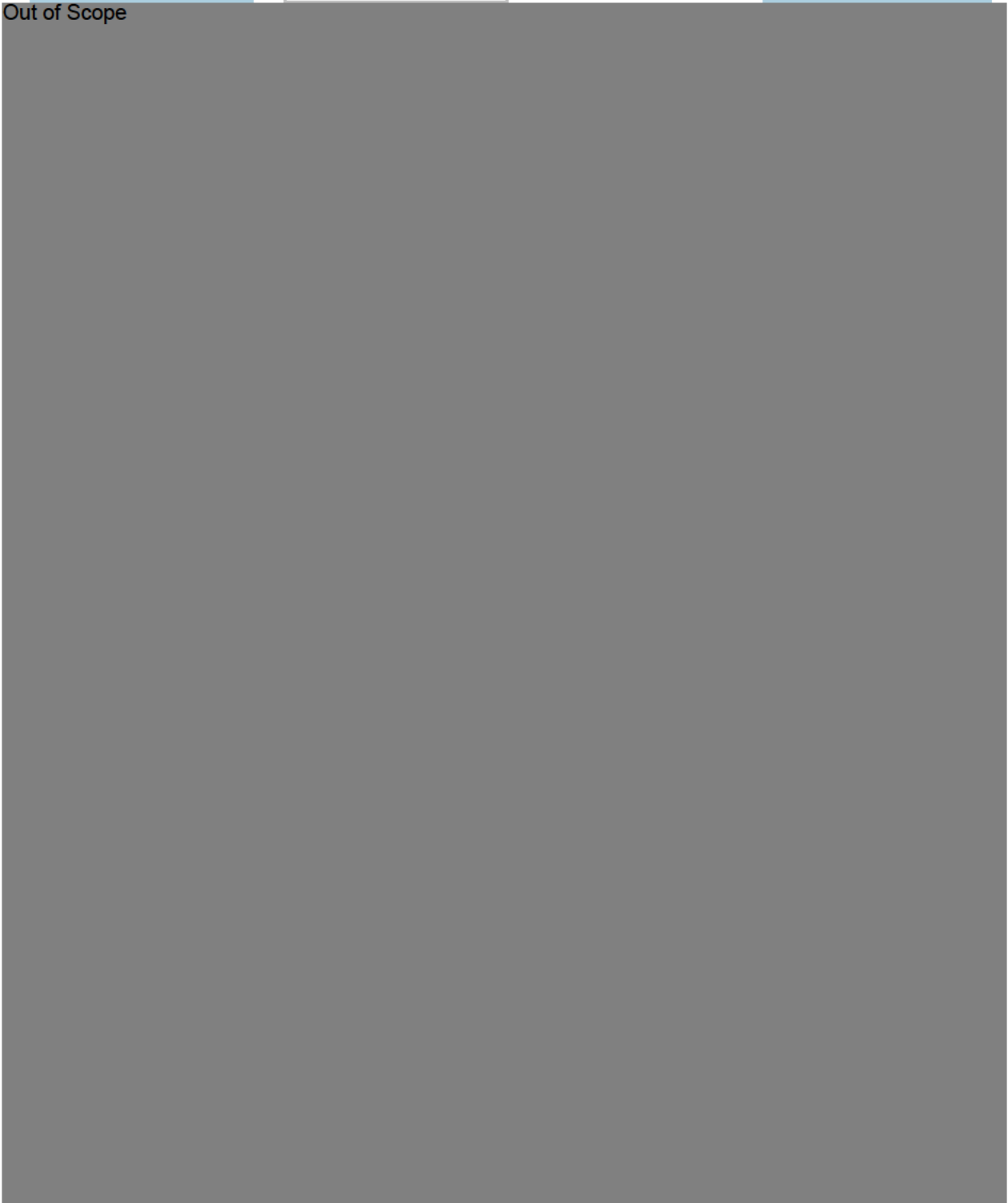
Ngā mihi

Paul



Act

Out of Scope



Out of Scope

 Forward

Department of Internal Affairs, 45 Pipitea Street, Thorndon, Wellington 6011

You have received this email because you were added to our distribution list when you joined the Department. You can unsubscribe using the link below.

Please note: unsubscribing from the Chief Executive's weekly message 'Whāia te Hīnāture' will also unsubscribe you from 'In the Loop' and any crisis communications.

[Unsubscribe](#)

Document 38

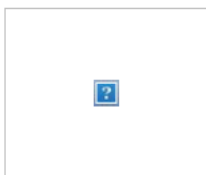
From: Karen Hope-Cross
To: 9(2)(a) SDO Official Correspondence; SDO Service and Access Managers
Subject: Re: COR905 DJ passport
Date: Tuesday, 2 April 2024 6:50:28 pm
Attachments: image001.gif

Thanks 9(2)(a)

DIA team. Please leave this one with me to complete for 9(2)(a)

Karen

From: 9(2)(a) @parliament.govt.nz
Sent: Tuesday, April 2, 2024 18:46
To: Karen Hope-Cross <Karen.Hope-Cross@dia.govt.nz>
Subject: FW: COR905 DJ passport



9(2)(a) Secretary | Office of Hon Brooke van Velden
Minister of Internal Affairs
Minister for Workplace Relations
MP for Tāmaki

M: 9(2)(a) @parliament.govt.nz Website: www.Beehive.govt.nz
Email: 9(2)(a) @parliament.govt.nz
Private Bag 16041, Parliament Buildings, Wellington 6160, New Zealand

Authorised by Hon Brooke van Velden, Parliament Buildings, Wellington

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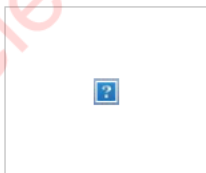
Please note information about meetings related to the Ministers' portfolios will be proactively released (this does not include personal or constituency matters). For each meeting in scope, the summary would list: date, time (start and finish), brief description, location, who the meeting was with, and the portfolio. If you attend a meeting with the Minister on behalf of an organisation, the name of the organisation will be released. If you are a senior staff member at an organisation, or meet with the Minister in your personal capacity your name may also be released. The location of the meeting will be released, unless it is a private residence. The proactive release will be consistent with the provisions in the Official Information Act, including privacy considerations. Under the Privacy Act 1993 you have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, or are concerned about the release of your information in the meeting disclosure, please contact the sender. You can read more about the proactive release policy at <https://www.dia.govt.nz/Proactive-Releases#MS>

From: 9(2)(a)
Sent: Tuesday, April 2, 2024 12:02 PM
To: SDO Official Correspondence <SDOOfficialCorrespondence@dia.govt.nz>
Cc: SDO Service and Access Managers <SDOServiceandAccessManagers@dia.govt.nz>
Subject: FW: COR905 DJ passport

Hi team,

Please see below, could someone please draft a ministerial response?

9(2)(a)



9(2)(a) Secretary | Office of Hon Brooke van Velden
Minister of Internal Affairs
Minister for Workplace Relations
MP for Tāmaki

M: 9(2)(a) @parliament.govt.nz Website: www.Beehive.govt.nz
Email: 9(2)(a) @parliament.govt.nz
Private Bag 16041, Parliament Buildings, Wellington 6160, New Zealand

Authorised by Hon Brooke van Velden, Parliament Buildings, Wellington

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From: 9(2)(a)

Sent: Thursday, March 28, 2024 9:30 AM

To: [x@x](#)

Subject: COR905 DJ passport

Dear Ms Vanvelden, I believe you owe the Deputy at the passport office an apology. If you want a passport urgently all you have to do is apply and pay. The passport office do a fantastic job when such circumstances arise. The ability to get an urgent passport is not a secret but a Service the passport office provides. I was pick pocketed in France and lost my passport, I applied online and paid the fee on a Tuesday and had the passport in my hand on Thursday in Nice. What a fantastic job the passport office did getting that passport to me in 2 days.

I am a constituent of yours and voted for you. I am disappointed you criticised a perfectly fine Service of the passport office.

Regards

9(2)(a)

Released under the Official Information Act

Document 39

From: 9(2)(a)
To: Karen Hope-Cross
Subject: FW: COR921 Maria Robertson
Date: Tuesday, 2 April 2024 6:46:05 pm
Attachments: image001.gif

Hi Karen,

One I haven't commissioned yet.

9(2)(a)



9(2)(a) Secretary | Office of Hon Brooke van Velden
Minister of Internal Affairs
Minister for Workplace Relations
MP for Tāmaki
M: 9(2)(a)
Email: 9(2)(a)@parliament.govt.nz Website: www.Beehive.govt.nz
Private Parliament Buildings, Wellington 6160, New Zealand

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From: Brooke van Velden (MIN) <B.vanVelden@ministers.govt.nz>
Sent: Tuesday, April 2, 2024 3:51 PM
To: 9(2)(a)@parliament.govt.nz
Subject: FW: COR921 Maria Robertson

COR921

9(2)(a)

From: 9(2)(a)
Sent: Tuesday, April 2, 2024 3:48 PM
To: Brooke van Velden (MIN) <B.vanVelden@ministers.govt.nz>
Subject: COR921 Maria Robertson

Dear Minister Brooke

I along with other people have some serious concerns about Internal Affairs deputy chief executive Maria Robertson.

She actually got her son free tickets through doing that deal with Fred again and she's also said to the media she will keep doing what she wants and has no regrets.

9(2)(a) and there is no way a normal layman would get that kind of treatment when applying for a passport.

There is so much other stuff you need to know about this person.

9(2)(a)

[Redacted content]

9(2)(a)

I was so relieved when I saw your reaction to her recent act. You did the right thing. As you said It is beyond inappropriate to use instagram to message people about work related issues

I really hope you get to read this. Please let me know if you did.

Thank you so much for your time

Kind regards

9(2)(a)

Released under the Official Information Act



Tue, 2 Apr at 16:40

Hi. I need to see anything on the passport stuff please. Not to SDO. K

Hi, no worries, correspondence from public too?

Anything please so we can have a consistent response.

Out of Scope

Document 41

From: [Maria Robertson](#)
To: [Paul James](#)
Subject: RE: In-Confidence: I'm Listening question and proposed response
Date: Wednesday, 3 April 2024 5:45:49 PM
Attachments: [image001.png](#)

Thanks Paul

I appreciate the opportunity to have a look at this. I'm perfectly comfortable with what you are proposing as a reply.

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: 9(2)(a)

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

From: Paul James <xxxx.xxxx@xxx.xxx.xx>

Sent: Wednesday, April 3, 2024 5:33 PM

To: Maria Robertson <xxxx.xxxxxxxxx@xxx.xxx.xx>

Subject: In-Confidence: I'm Listening question and proposed response

Kia ora Maria,

As signalled I've received a question through the I'm Listening channel. Below is the full question, then the edited down version I plan to publish and then a draft reply.

I'd like to get this posted by the end of the week. Let me know of any comments. And very happy to discuss.

I'm trying to address the questions, without getting into too much detail or the substance (ahead of the review completion). I'm referring to the review for assurance, without engaging on details, based on a preference towards careful openness and honesty in this forum. Purpose of the review is to ensure the integrity of the passports system and avoiding the questions or raising the review doesn't help with that. I don't plan to communicate further or wider about the review until its all done.

Nga mihi

Paul

Paul James ([he/him](#))

Tumu Whakarae mō Te Tari Taiwhenua | Secretary for Internal Affairs

[Government Chief Digital Officer](#) | [Secretary for Local Government](#)

Te Tari Taiwhenua | Department of Internal Affairs

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand

dia.govt.nz | [Facebook](#) | [LinkedIn](#)

Logo-test



I'm listening – urgent passport

Feedback or question

Subject: Fred Again News Story

Ok to publish your comments? Yes

Feedback or question:

Kia ora Paul,

As I'm sure many people have seen, on Wednesday there was a story on One News regarding a NZ DJ getting their passport expedited after a famous artist posted on social media asking for help with the Kiwi artist's urgent application.

The response was "The correct process was followed."

As mentioned in the interview with One News, there are about 40,000 urgent passports every week and not all of them are able to be issued in time for the applicant's travel needs. This can result in people missing overseas funerals or their last moments with a loved one who may have been in an accident.

I do not consider being told about someone's urgent application by a family member a part of the correct process for expediting an urgent passport.

It is not professional or appropriate to message or contact any person about an applicant's passport application apart from the consent giver or the applicant themselves.

Our code of conduct also states, "You must perform your duties honestly and impartially, avoiding any personal, financial or professional situations that might compromise, or be seen to compromise, your integrity or otherwise lead to a conflict of interest."

I personally feel this application can be perceived as unfair to our customers, who may not have access to a massive social media following to request help from a DIA employee.

If the urgent passport was going to be issued following the correct process, the email received from the applicant would not have needed to be forwarded by The Deputy Chief Executive.

Will there be disciplinary action regarding the unofficial steps that were taken in aiding this person's application?

Is it okay to action requests from family members of employees when they inform us of urgent applications that need processing?

Is it okay for any DIA employee to directly discuss passport applications via our personal social media accounts?

Thank you for your thoughts and response.

Proposed question and response to publish

Note from Paul James: I have chosen to partially publish the original message I received. The message included concerns around the recent processing of an urgent passport, and asked specific questions of me. The specific questions, and my response, are below.

Feedback or question

Kia ora Paul,

As I'm sure many people have seen, on Wednesday there was a story on One News regarding a NZ DJ getting their passport expedited after a famous artist posted on social media asking for help with the Kiwi artist's urgent application.

Will there be disciplinary action regarding the unofficial steps that were taken in aiding this person's application?

Is it okay to action requests from family members of employees when they inform us of urgent applications that need processing?

Is it okay for any DIA employee to directly discuss passport applications via our personal social media accounts?

Thank you for your thoughts and response.

Response

Kia ora Thank you for your questions. You will have seen I addressed this in my pānui this week [Whāia te Hīnātore | 2 Paenga-whāwhā 2024](#).

Urgent passports are an important service we offer, and one I know our identity services kaimahi take pride in. Urgent passports make a real difference in people's lives.

I expect all DIA kaimahi to act with integrity and uphold our spirit of service. There will be times when family and friends reach out to us for information about our work. It is appropriate to explain the services Te Tari offers New Zealanders and point people in the right direction for official information and how to apply. All applications and requests to Te Tari should be treated equally.

I have engaged an independent advisor to look into the process that was taken, to provide me with assurance that in this case the standard steps were followed in the normal way. This review will likely take a few weeks.

All DIA kaimahi should follow our [Social Media Guidelines](#) and [PSC Guidance for public servants' personal use of social media](#). The use of personal accounts for work activity is nuanced. The expectation is official accounts should be used as default, and personal channels should be avoided for official business. In any case, it is critical to ensure you are wearing the right hat. This means making it clear when you're acting as 'yourself' and when you're acting as a DIA employee. If in doubt, check in with your manager or our Communications team before acting on social media.

Ngā mihi

Paul

Released under the Official Information Act

Document 42

From: 9(2)(a) [9\(2\)\(a\)@parliament.govt.nz](mailto:9(2)(a)@parliament.govt.nz)
To: Brooke.vanVelden@act.org.nz
Subject: IA24- My Work has just Begun | Tāmaki Update
Date: Wednesday, 3 April 2024 2:12:23 pm
Attachments: Outlook-Salmon.jpg
image001.gif

Afternoon Karen,

Another correspondence we've received. Give me a shout if you have any questions

9(2)(a)



9(2)(a) [9\(2\)\(a\)@parliament.govt.nz](mailto:9(2)(a)@parliament.govt.nz) Secretary | Office of Hon Brooke van Velden
Minister of Internal Affairs
Minister for Workplace Relations
MP for Tāmaki
M: 9(2)(a) [9\(2\)\(a\)@parliament.govt.nz](mailto:9(2)(a)@parliament.govt.nz) Website: www.Beehive.govt.nz
E: [9\(2\)\(a\)@parliament.govt.nz](mailto:9(2)(a)@parliament.govt.nz) Private bag 3047, Parliament Buildings, Wellington 6160, New Zealand

Authorised by Hon Brooke van Velden, Parliament Buildings, Wellington

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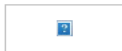
From: Brooke van Velden (MIN) <B.vanVelden@ministers.govt.nz>
Sent: Wednesday, April 3, 2024 1:28 PM
To: 9(2)(a) <9(2)(a)@parliament.govt.nz>
Subject: FW: COR925 Fw: My Work has just Begun | Tāmaki Update

COR925

9(2)(a)

From: Admin <admin@act.org.nz>
Sent: Tuesday, April 2, 2024 6:30 PM
To: Brooke van Velden <Brooke.vanVelden@parliament.govt.nz>
Subject: COR925 Fw: My Work has just Begun | Tāmaki Update

Kind Regards



ACT New Zealand

P 9(2)(a)

From: 9(2)(a) <9(2)(a)@parliament.govt.nz>
Sent: Thursday, 28 March 2024 11:34 am
To: Admin <admin@act.org.nz>
Subject: Re: My Work has just Begun | Tāmaki Update

You don't often get email from 9(2)(a) [Learn why this is important](#)

Hi Brooke I don't know all the details of the password issue but from my perspective as a mother of a young person who enjoyed the concert and admires the young kiwi dj I would be very disappointed if this went any further as we all know there is a mechanism to get an urgent passport even same day which I've had to do so really the boss just took the call and actioned it. We've also just had some really negative media re the red tape and nonsense with sail gp so I reckon would be a very bad look if anything further takes place

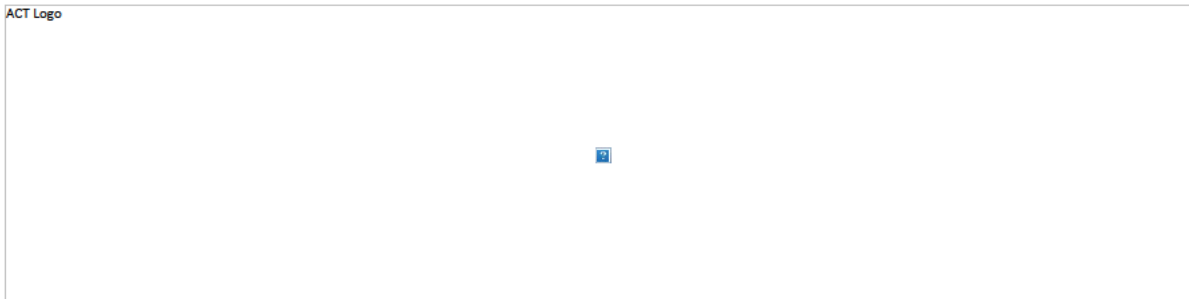
Kind Regards

9(2)(a)

On 12/12/2023, at 4:21 PM, Brooke van Velden <mail@act.org.nz> wrote:

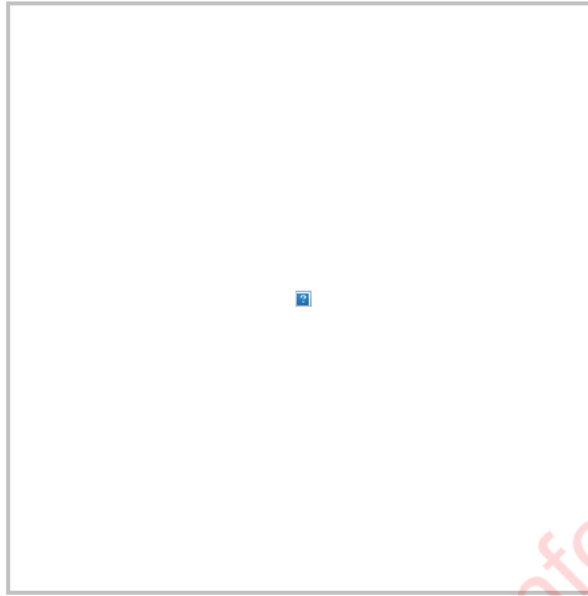
Since my last update to you, National, ACT, and NZ First have formed a coalition Government

ACT Logo



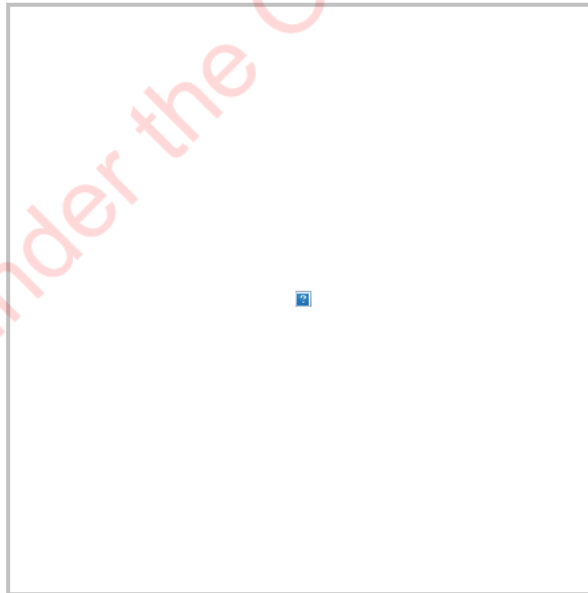
Dear (2)(a),

Since my last update to you, National, ACT, and NZ First have formed a coalition Government. It is my absolute honour and privilege to have been sworn into the Executive Council as Minister of Internal Affairs and Minister for Workplace Relations and Safety. I will work diligently and do my best as a Cabinet Minister to deliver for the Government and all people of New Zealand.



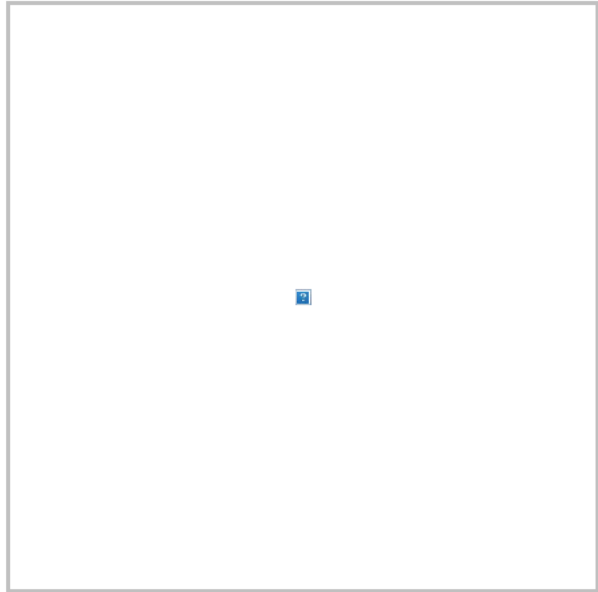
I will be spending these next few weeks responsible for actioning some of the first priorities of this Government's 100-day plan: repealing the so-called Fair Pay Agreement legislation by Christmas and introducing legislation to extend 90 day trials to all businesses. Both changes will help both employers and employees. We have a plan, and we will be a Government of action.

However, I promise to continue being your local MP for Tāmaki active in the community. Since the election, I have held constituent clinics to help locals, attended the Glendowie College and Selwyn College senior prize-givings, and met with the Residents Associations of St Heliers and Glendowie, Mission Bay and Kohimarama and Ōrākei, and attended the Stonefield's Christmas Market. Thank you for the warm welcome in the community.



This Friday, I am hosting my first community event as the MP for Tāmaki. All are welcome to join to hear about the work of the Auckland City Mission. I will hold more events like this, for the community, in the new year.

Released under the Official Information Act



My work has just begun. By Christmas, I hope to be able to announce the location of my office in Tāmaki to you. Until then, thank you once again for your on-going support.



Brooke van Velden
ACT Deputy Leader | MP for Tāmaki



[ACT New Zealand](#)

This email was sent to **9(2)(a)**. To stop receiving emails, [click here](#).

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Authorised by D Smith, Suite 2.5, 27 Gillies Avenue, Newmarket, Auckland 1023.

Released under the Official Information Act



Wed, 3 Apr at 11:50

That second piece of corr, the office is happy with the response to be go through the appropriate channels at the dept

Friday 12:56

Released under the Official Information Act

From: [Maria Robertson](#)
To: [Karen Hope-Cross](#)
Subject: Re: OIAs
Date: Wednesday, 3 April 2024 10:58:26 am
Attachments: [image001.png](#)

Thanks - perfectly fine.

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: 9(2)(a)

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Karen Hope-Cross <Karen.Hope-Cross@dia.govt.nz>

Sent: Wednesday, April 3, 2024 10:42:18 AM

To: Maria Robertson <Maria.Robertson@dia.govt.nz>

Subject: OIAs

Morena Maria

I understand that Julia Taylor has let you know there are two OIAs that have come in related to passport processing. To provide some support for the team, we have agreed to transfer the management of these into the Ministerial Advice team and either Paul or I will sign them out. We will ensure you are across the release of material before it goes.

Emma Atkins and Julia will connect on where SDO on where they are at in the processing, and then continue to scope what information is needed from where. I will let you know what that looks like from your perspective once this is completed and we can work from there.

Ngā mihi

Karen

Karen Hope-Cross | Pouārahi Te Tari o te Tumu Whakarae | Director Office of the Chief Executive

Te Tari Taiwhenua | The Department of Internal Affairs

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From: [Maria Robertson](#)
To: [Karen Hope-Cross](#)
Subject: RE: Minister IA Ministerials
Date: Wednesday, 3 April 2024 2:00:28 pm
Attachments: [image001.png](#)

Thank you

I do not know of anyone named 9(2)(a) as an employee 9(2)(a)

Maria

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: 9(2)(a)

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

From: Karen Hope-Cross <Karen.Hope-Cross@dia.govt.nz>

Sent: Wednesday, April 3, 2024 1:15 PM

To: Maria Robertson <Maria.Robertson@dia.govt.nz>

Subject: FW: Minister IA Ministerials

Hi Maria

Paul has asked me to share these with you as an fyi.

Ngā mihi

Karen

From: Karen Hope-Cross

Sent: Wednesday, April 3, 2024 1:14 PM

To: Emma Atkins <Emma.Atkins@dia.govt.nz>; minadviceteam <minadviceteam@dia.govt.nz>

Subject: Minister IA Ministerials

Hi Emma

Please find the two Ministerial responses that came through from 9(2)(a) yesterday. Paul has reviewed and approved.

Can these please be logged through the normal process you follow for Ministerials and then provided to the Ministers office.

I've let 9(2)(a) know they would be with him by the end of the week.

Can you please cc me in the email to 9(2)(a) so I know completed.

Ngā mihi

Karen

Karen Hope-Cross | Pouārahi Te Tari o te Tumu Whakarae | Director Office of the Chief Executive

Te Tari Taiwhenua | The Department of Internal Affairs

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MP for Tāmaki

Minister of Internal Affairs

Minister for Workplace Relations and Safety

9(2)(a)

Dear 9(2)(a)

Thank you for your email.

I am pleased to hear of your personal experience with the Department of Internal Affairs' urgent passport service.

I am very proud of the efficiency of the Passport Office, who do a great job of processing urgent passports every day. This is an important service for New Zealanders.

I want to ensure all New Zealanders applying for an urgent passport are treated equally and have their privacy protected. I have made these expectations clear to the Department of Internal Affairs.

Thank you again for writing.

Hon Brooke van Velden
Minister of Internal Affairs



MP for Tāmaki

Minister of Internal Affairs

Minister for Workplace Relations and Safety

9(2)(a)

Dear 9(2)(a)

Thank you for your email.

I have made my expectations on the management of this issue very clear with the Department of Internal Affairs.

9(2)(a)

I understand that there are processes in place for raising concerns at the Department. I would appreciate if you could please raise your concerns directly with the Chief Executive, Paul James.

Thank you again for writing.

Hon Brooke van Velden
Minister of Internal Affairs

Fred Again news story

Date: 4 April 2024

Note from Paul James: I have chosen to partially publish the original message I received. The message included concerns around the recent processing of an urgent passport, and asked specific questions of me. The specific questions, and my response, are below.

Feedback or question:

Kia ora Paul,

As I'm sure many people have seen, on Wednesday there was a story on One News regarding a NZ DJ getting their passport expedited after a famous artist posted on social media asking for help with the Kiwi artist's urgent application.

Will there be disciplinary action regarding the unofficial steps that were taken in aiding this person's application?

Is it okay to action requests from family members of employees when they inform us of urgent applications that need processing?

Is it okay for any DIA employee to directly discuss passport applications via our personal social media accounts?

Thank you for your thoughts and response.

Response:

Kia ora

Thank you for your questions. You will have seen I addressed this in my pānui this week [Whāia te Hinātore | 2 Paenga-whāwhā 2024](#).

Urgent passports are an important service we offer, and one I know our identity services kaimahi take pride in. Urgent passports make a real difference in people's lives.

I expect all DIA kaimahi to act with integrity and uphold our spirit of service. There will be times when family and friends reach out to us for information about our work. It is appropriate to explain the services Te Tari offers New Zealanders and point people in the right direction for official information and how to apply. All applications and requests to Te Tari should be treated equally.

I have engaged an independent advisor to look into the process that was taken, to provide me with assurance that in this case the standard steps were followed in the normal way. This review will likely take a few weeks.

All DIA kaimahi should follow our [Social Media Guidelines](#) and [PSC Guidance for public servants' personal use of social media](#). The use of personal accounts for work activity is nuanced. The expectation is official accounts should be used as default, and personal channels should be avoided for official business. In any case, it is critical to ensure you are wearing the right hat. This means making it clear when you're acting as 'yourself' and when you're acting as a DIA employee. If in doubt, check in with your manager or our Communications team before acting on social media.

Ngā mihi

Paul

Document 49

From: [Maria Robertson](#)
To: [Paul James](#)
Subject: Re: Another media query - urgent passport
Date: Wednesday, 10 April 2024 12:08:38 pm
Attachments: [image002.png](#)

Kia Ora Paul

Thank you. No questions or comments.

M

Maria Robertson | Deputy Chief Executive
Kawai Ki Te Iwi | Service Delivery and Operations

Mobile: 9(2)(a)

45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand | www.dia.govt.nz

Logo-test



From: Paul James <xxxx.xxxxx@xxx.xxx.xx>
Sent: Wednesday, April 10, 2024 11:27:05 AM
To: Maria Robertson <xxxx.xxxxxxxxx@xxx.xxx.xx>
Subject: Another media query - urgent passport

Kia ora Maria

Please see below a planned response to question we have received about the urgent passport situation, from an AUT student writer, for a student magazine called [Debate](#). Let me know of any questions or comments.

Paul

--

Kia ora,

Thank you for your query. The below response can be attributed to Paul James, Chief Executive of the Department of Internal Affairs.

What is the standard procedure for obtaining an emergency passport? How long does that process typically take?

Instructions for applying for an urgent passport are available on our website:

www.passports.govt.nz/urgent-travel/.

Urgent passports are processed in up to 3 working days, and extra time should be allowed for delivery.

How quick was the process for Tessa Hills successfully obtaining her passport?

We cannot comment on individual passport applications due to privacy reasons.

Over the Easter weekend, did the department experience a rise from the usual 40,000 applications it typically receives in a week?

*The Department receives on average 40,000 passport applications **a month**. This includes standard and urgent passports. Over the Easter weekend, Friday 29 March 2024 – Monday 1 April 2024, the Department received 3,090 applications. During this period, we saw a decrease in received applications to what we usually receive Friday-Monday. We did however see an increase to the applications we received on the Tuesday and Wednesday following Easter Monday.*

The Minister of Internal Affairs, Brooke van Velden, claimed she would launch a probe into the DIA after its deputy chief personally reached out to help organise a passport.

Has this happened yet?

What is the DIA's stance on deputy chief executive of Internal Affairs, Maria Robertson, contacting DJ Fred Again via social media?

Has the DIA raised any concerns about their employees contacting applicants via social media or other non-traditional forms of communication?

The Minister made her expectations clear. The Department agrees with the Minister's statements, and we are working to meet her expectations. This is an operational matter that will be managed by the Chief Executive.

DIA staff are required to follow our Social Media Guidelines and PSC Guidance for public servants' personal use of social media. The use of personal accounts for work activity is nuanced. The expectation is official accounts should be used as default, and personal channels should be avoided for official business.

Urgent passports are an important service we offer for New Zealanders. I am proud of the work our Passport Office does to process urgent passports every day, which make a real difference in people's lives.

--

Paul James ([he/him](#))

Tumu Whakarae mō Te Tari Taiwhenua | Secretary for Internal Affairs
[Government Chief Digital Officer](#) | [Secretary for Local Government](#)

Te Tari Taiwhenua | Department of Internal Affairs
45 Pipitea Street | PO Box 805, Wellington 6140, New Zealand
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Document 50

From: 9(2)(a)
To: [Karen Hope-Cross](#)
Subject: Correspondence finals
Attachments: 9(2)(a)

Morning Karen,
Two correspondence finals that were sent out.

9(2)(a)

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MP for Tāmaki
Minister of Internal Affairs
Minister for Workplace Relations and Safety

9(2)(a)

Dear 9(2)(a)

Thank you for your email.

I have made my expectations on the management of this issue very clear with the Department of Internal Affairs.

9(2)(a)

I understand that there are processes in place for raising concerns at the Department. I would appreciate if you could please raise your concerns directly with the Chief Executive, Paul James.

Thank you again for writing.

A handwritten signature in blue ink, appearing to be 'Bv'.

Hon Brooke van Velden
Minister of Internal Affairs

Released under the Official Information Act



MP for Tāmaki
Minister of Internal Affairs
Minister for Workplace Relations and Safety

9(2)(a)

Dear 9(2)(a)

Thank you for your email.

I am pleased to hear of your personal experience with the Department of Internal Affairs' urgent passport service.

I am very proud of the efficiency of the Passport Office, who do a great job of processing urgent passports every day. This is an important service for New Zealanders.

However, I want to ensure all New Zealanders applying for an urgent passport are treated equally and have their privacy protected, irrespective of their public profile. I have made these expectations clear to the Department of Internal Affairs.

Thank you again for writing.

A handwritten signature in blue ink, appearing to be 'BW'.

Hon Brooke van Velden
Minister of Internal Affairs