



**Te Tari Taiwhenua
Internal Affairs**

30 September 2024

OIA2425-0264
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Tēnā koe Ben

Thank you for your request under the Official Information Act 1982 (the Act) which was transferred on 17 September 2024 to Te Tari Taiwhenua | Department of Internal Affairs (the Department). You asked for the following information:

1. *All documents and communication from 2017 to today related to the process of digitizing government in general, and the Government Online Engagement Service (GOES) system in particular.*
2. *A list of all those interviewed as part of the 2017 GOES review and any information/documentation resulting from or summarising those interviews.*

Part one of your request asks for all documents and communication from 2017 to today related to the process of digitising government in general. Your request, as currently framed, is difficult to meet without substantial collation and research. We estimate there are thousands of documents and communications (including emails) within the scope, as the term 'digitising government' captures much of the work carried out by the Department's Digital Public Service Branch. Collating this material and determining what may be able to be released to you would have a significant and unreasonable impact on the Department's ability to carry out its other operations.

Unless part one of your request is amended, it may be refused under section 18(f) of the Act, which applies where the information cannot be made available without substantial collation or research.

To assist your consideration of how to amend part one of your request, we have provided some information about the Government Online Engagement Service (GOES) initiative. In 2017 the Department conducted a review of the GOES Pilot. You can find information about the review on the Department's website at:

- www.digital.govt.nz/blog/how-digital-can-support-participation-in-democracy; and
- a copy of the report *How digital can support participation in government* at: www.digital.govt.nz/assets/Standards-guidance/Engagement/How-digital-can-support-participation-in-government.pdf.

We invite you to rescope part one your request so that it can be responded to without a significant and unreasonable impact on the Department. One way to do so would be for the scope to be limited to key documents from 2017 to 2018 which provide an overview of the GOES initiative.

Please advise by 3 October 2024 if you are prepared to amend or clarify your request and if you are agreeable to the proposal above.

The Department will process part two of your request as is currently written.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'A Balakrishnan', with a stylized flourish at the end.

Anita Balakrishnan
Director, Ministerial and Monitoring