

13 January 2025

Lance Lavery  
fyi-request-29282-78e59145@requests.fyi.org.nz

Tēnā koe Lance

### ***Request for information***

Thank you for your Official Information Act 1982 (OIA) request of 22 November 2024. You asked for information regarding police constable identification protocols. We note that you have requested the same of Ministry of Justice who have acknowledged your request. Police will answer these questions as we hold the information.

My response to each part of your request can be found below.

- 1. Pursuant to the Official Information Act 1982, I request the following information regarding police constable identification protocols: 1. Are police constables in New Zealand legally obligated to identify themselves when interacting with members of the public? If so, please specify the applicable laws, regulations, or official policies that mandate such identification.*

Police officers are legally required to identify themselves to members of the public when they are performing a legal duty or task, i.e., the legal duty to identify oneself as a police officer is dependent on the duty/task being performed at the time.

Identifying all laws, regulations, and official policy that mandate identification would require substantial collation or research, therefore the information requested is refused under section 18(f) of the OIA. However, page 48 of the 'Uniform, Dress Standards, and Appearance' Police Manual chapter has some information relating to identification requirements for police officers and is publicly available here: [Uniform, dress standards and appearance - Police Manual chapter | New Zealand Police](#)

- 2. In instances where constables are required to identify themselves, what are the prescribed methods or forms by which identification must be provided? For example: Verbally stating their name. Providing a QID number. Showing an official ID card or badge. Other documented means of identification.*

There are multiple occasions stated in legislation when in the execution of their duties police officers are required to identify themselves. Generally speaking, where a legal requirement exists for a police officer to identify themselves, they must state their name or any unique identifier, such as their QID. A QID is a mixture of letters and numbers associated with each individual. For uniformed officers below the rank of Inspector, this is displayed on their epaulettes.

When police officers are not in uniform then generally speaking, the police officer must also provide evidence of identity such as an official Police Identification card. It should be noted that the identification requirements vary depending upon which legislation the police officer is enforcing or duty they are executing. For an example see: [section 125 of the Search and Surveillance Act 2012](#).

- 3. If a constable refuses to provide identification when requested, what lawful recourse or remedy is available to members of the public? This may include escalation to a superior officer. Filing a complaint through specific mechanisms. relevant legal protections or procedures to address such refusals.*

If an officer refuses to provide their name to a member of the public, the recourse or remedy available is dependent on the duty/task being undertaken by the officer at the time, and the circumstances of the refusal.

Should a member of the public wish to make a complaint about the behaviour of a police officer - including a failure to provide details of identification - they can make a complaint or discuss the matter with police at any time by contacting police either by phone, email or attending a police station. All complaints taken are triaged by a non - commissioned officer and directed accordingly. That direction may involve no further action or lead to a full investigation through internal or external processes ([Independent Police Conduct Authority](#) [IPCA]) depending on the circumstances of the refusal.

If the requirement to provide details of identification are prescribed by law, then a failure to comply with those requirements may have legal recourse also prescribed by law.

For example, a police officer is able to search a person for evidential material pursuant to [section 88\(2\)\(c\) of the Search and Surveillance Act 2012](#). If an officer intends to execute this type of search along with a number of other legislative requirements relating to [section 125\(1\)\(a\) of the Search and Surveillance Act 2012](#), an officer is required to identify themselves by name and unique identifier. A failure to do so could potentially lead to the exclusion of any evidence found as a result of the search under [section 30 of the Evidence Act 2006](#).

- 4. Are there any internal guidelines or training materials for police officers outlining best practices for interacting with the public and responding to requests for identification? If available, I would appreciate copies or summaries of such materials.*

In the police recruit training programme, recruits to New Zealand police receive instruction about "[Our Business](#)" and "[Our Values](#)". Our Business is the New Zealand police operating model. Our Business sets the expectations for how New Zealand police staff will conduct business and how police will interact with our communities.

Refer to Appendix one and Appendix two relating to classroom material utilised in recruit training and Appendix three, is the relevant section taken from the recruit resource training book. It should be noted that the material is accurate as at the time of request however, it is about to undergo review following the accession of the new Commissioner of Police. In addition, section 20 of [The Policing Act 2008](#) requires the Commissioner prescribe a [code of conduct](#).

- 5. How does the New Zealand Police ensure accountability in situations where identification protocols are not followed?*

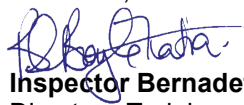
New Zealand police do not have anything that could appropriately be described as identification protocols. New Zealand police staff are guided by law, Our Business and Our values. In line with professional practice, our business, our values, and common courtesy, it is anticipated that if a police officer is interacting with the public, they will provide their name, unique identifier if requested, and official identification if not wearing uniform. There are always occasions when this isn't possible and/or appropriate, or it may be delayed due to other more pressing duties. If a police officer is found to act contrary to

the law or to Police's Code of Conduct they may be subject to investigation and possible disciplinary action depending on the circumstances.

Please note that as part of its commitment to openness and transparency, Police proactively releases some information and documents that may be of interest to the public. An anonymised version of this response may be publicly released on the New Zealand Police website.

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

Nāku noa, nā



**Inspector Bernadette Boyle-Tiatia**  
Director - Training  
New Zealand Police

Appendix	Title
One	Our business PowerPoint
Two	Our business lesson plan
Three	Our business recruit book