



# National Emergency Management Agency

Te Rākau Whakamarumaru

17 July 2026

N Roberts

by email: [fyi-request-35078-d7513606@requests.fyi.org.nz](mailto:fyi-request-35078-d7513606@requests.fyi.org.nz)

Reference: OIA2627-0072

Tēnā koe N Roberts,

## Official Information Act request relating to website outage

Thank you for your email of 16 July 2026 requesting the following information under the Official Information Act 1982 (OIA):

1. *The reason behind the website outage of [www.civildefence.govt.nz](http://www.civildefence.govt.nz) during the evening of 16 July 2026 while there was an active tsunami warning and subsequent national advisory for areas of the South Island,*
2. *What steps NEMA is intending to take to address this issue given the seriousness of this matter.*

I have considered your request in accordance with the OIA and have provided written responses to your questions below.

The Civil Defence website experienced an outage on the evening of 16 July 2026 during a tsunami event. The cause of this outage was due to a firewall issue and was fixed the same evening. A full investigation into the outage will be carried out.

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the OIA.

Nāku noa, nā,

Stefan Weir  
Chief of Staff