

s9(2)(a) [REDACTED]

Our ref: OIA 2425-0492

Tēnā koe s9(2)(a) [REDACTED]

### Response to your Official Information Act request

I refer to your email of 15 November 2024 to Hon Melissa Lee, requesting the following information under the Official Information Act 1982 (the Act):

1. *The number of all Ministerial/Departmental items that have been received by your office and your Ministries/Departments from 15 May 2024 until 15 November 2024. Please break these down by workflow: e.g. Ministerial Correspondence, Departmental Official Information Act Requests, etc.*
2. *The standard timeframes set by your office for response, broken down by workflow (e.g. 14 working days for a Ministry to complete an OIA request and send to the Minister's Office for final sign-off, 28 working days to complete and dispatch to requestor the response to Ministerial Correspondence, etc.).*
3. *The number of Ministerial/Departmental items that were completed late at any stage of the process (e.g. an item was late to be sent to the Minister's Office or was late to be sent to the requestor). Please also specify by how many days these items were overdue.*
4. *The number of Ministerial/Departmental items that required and were granted an extension. Please also specify by how many days an extension was granted.*

On 26 November 2024, the Office of Hon Melissa Lee transferred parts of your request relating to Departmental Official Information Act (DOIA) requests and service performance standards to the Ministry for Ethnic Communities (the Ministry) under section 14 of the Act.

In response to parts 1 and 4 of your request, between 15 May and 15 November 2024, the Ministry received 27 DOIA requests. Two requests were granted an extension in accordance with the Act. The length of the extensions were 5 and 10 working days.

Te Kawa Mataaho publishes OIA statistics covering government agencies that are subject to the Act every six months. Further information on the Ministry's performance in responding to request for information under the Act, please visit see Te Kawak Mataaho's website: [www.publicservice.govt.nz/guidance/official-information/olia-statistics](http://www.publicservice.govt.nz/guidance/official-information/olia-statistics).

In response to parts 2 and 3 of your request, the Ministry responds to DOIA requests in accordance with the statutory timeframes set out in the Act. i.e as soon as practicably possible, and no later than 20 workings days. Additionally, the Ministry aim's to seek clarification of a request by day 7 where relevant, and will transfer a request, where appropriate, within the first 10 working days.

The Ministry also provides advice, including proposed responses, to the Office of the Minister for Ethnic Communities on how to respond to Written Parliamentary Questions, Ministerial Correspondence, and Ministerial Official Information Act requests. The standard timeframes for this advice to be provided are set out in the table below:

Item	Standard timeframe for advice
Written Parliamentary Questions	4 Working days unless otherwise agreed
Ministerial Correspondence	15 Working days unless otherwise agreed
Ministerial Official Information Act Requests	15 Working days unless otherwise agreed.

Between 15 May and 15 November 2024, the Ministry completed all items within the timeframes specified in the table above or set out within the Act.

Please note, due to the public interest in our work, the Ministry may publish responses to requests for official information on our website, shortly after the response has been sent. If you have any queries about this, please feel free to contact our Ministerial Services team:

[ministerial@ethniccommunities.govt.nz](mailto:ministerial@ethniccommunities.govt.nz).

Ngā mihi



Edward Firth

**Director of Ministerial Services**