

# Directory of Official Information

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Listings A-C



[New Zealand Government](#)

# About

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This is a living document. We endeavour to update it whenever there are changes to be made.

If your department or agency's information is out of date, please email [oa@justice.govt.nz](mailto:oa@justice.govt.nz) with the necessary amendments. We can send you a MS Word version if you need.

## **Ministerial Relations and Services**

Strategy, Governance & Finance

Ministry of Justice | Tāhū o te Ture

[oa@justice.govt.nz](mailto:oa@justice.govt.nz)

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# Accident Compensation Corporation

*Entry last updated on 25 February 2022*

## Te Kaporeihana Āwhina Hunga Whara

### Governing statutes

The Accident Compensation Corporation (ACC) is the Crown entity set up under the Accident Compensation Act 2001 (the AC Act 2001) to deliver New Zealand's accident insurance scheme (the Scheme).

The Scheme was established in 1974 following the 1967 Royal Commission of Inquiry chaired by the Rt Hon Sir Owen Woodhouse.

### Functions and responsibilities

Everyone in New Zealand is covered by ACC's no-fault scheme if they're injured in an accident. This includes children, beneficiaries and students. It doesn't matter if they're working, unemployed or retired. It also includes visitors to New Zealand. In return, people do not have the right to sue for compensation for personal injury, other than for exemplary damages.

A person injured as a result of an accident, who has an accepted ACC claim, may receive a range of entitlements such as medical treatment, rehabilitation, compensation for loss of earnings, lump sum compensation and home assistance.

One of ACC's primary functions is to reduce the incidence and severity of injury. It provides a range of programmes that aim to help prevent injuries, treat injured people and help injured people return to work or independence as soon as possible.

ACC is also responsible for delivering the scheme effectively and efficiently, including managing the Scheme's Accounts, collecting levies and administering resolution.

ACC funds treatment and rehabilitation services from many providers to ensure that injured people receive appropriate care and rehabilitation. This includes acute and elective surgery, assessment services and the provision of assistance based on need.

## Accounts

The Scheme is managed through five Accounts, with each providing cover for a specific group of injuries.

For ACC to deliver services, it must collect revenue. Through the levy-setting process ACC calculates the future revenue needs for each Account, which include generating sufficient revenue to cover the costs of claims incurred in that year. Levy rates are consulted on with levy payers and provided to Cabinet for consideration.

Work Account	Earners Account	Non-Earner's Account	Treatment Injury Account	Motor Vehicle Account
Work-related injuries	Non-work injuries to people in employment	Injuries not covered in other Accounts to people not in employment	Injuries that are caused by, or happen during treatment	Injuries on public roads involving a moving vehicle
Levied from employers and the self-employed	Levied from employees and the self-employed	Government funded (appropriations).	Levied from employees and the self-employed plus appropriations	Levied from registration fees and petrol charges

## Structure

The Minister for ACC appoints a Board of up to eight non-executive members to govern ACC. Board Members serve terms of up to three years, with the option of reappointment. The Minister's formal line of accountability with ACC is through the Board's Chair.

The ACC Board's governance role encompasses the provisions of the Crown Entities Act 2004, the Public Service Act 2020 and the Public Finance Act 1989.

The Board's governance role has the following key elements:

- Setting strategic direction and developing the operation and implementation of the legislation
- Maintaining the financial viability and security of ACC and its investments
- Appointing the Chief Executive
- Monitoring the performance of ACC and its Chief Executive
- Maintaining appropriate relationships with the Minister, the House of Representatives and the public
- Ensuring ACC's compliance with the law

- Ensuring ACC is a good employer and creates a supportive environment that promotes the highest standards of safety and wellbeing, both for its staff and for the communities it services.

The Board delegates day-to-day management of ACC, including ACC's employer responsibilities, to the Chief Executive. But the Board may act on a matter even if it has delegated it to the Chief Executive.

There are four Board sub committees that assist the Board in fulfilling its responsibilities, the:

- **ACC Board Risk Assurance & Audit Committee (RAAC)** – is responsible for assisting the Board in fulfilling its responsibilities for risk assurance and audit reporting relating to ACC and its wholly owned subsidiaries. The Committee meets approximately quarterly.
- **ACC Board Investment Committee (BIC)** – is responsible for assisting the Board in overseeing ACC's investment responsibilities. The Committee meets at least eight times a year.
- **ACC Board Governance and Remuneration Committee (GRC)** – is responsible for reviewing and making recommendations on matters relating to the setting and review of remuneration and performance frameworks, ACC's talent strategy, leadership pipeline, and the Investment Staff Incentive Scheme. The Committee meets approximately quarterly.
- **ACC Board Health Sector Strategy Advisory Committee (HSS Advisory Committee)** – assists the Board by providing advice on the development, design and implementation of the Health Sector Strategy. The Committee does not have any delegated authority but can make recommendations to the Board on HSS matters including meaningful engagement with the sector. The Committee meets approximately quarterly.

## Shamrock Superannuation Limited

Shamrock Superannuation Ltd (Shamrock) is a wholly owned Crown Entity subsidiary of ACC, was established in 1991 to act as the corporate trustee for ACC Superannuation Scheme - a restricted workplace savings scheme registered under the Financial Markets Conduct Act 2013.

Shamrock's role is to act in the interests of members by being an independent supervisor and custodian of the Scheme's assets. Shamrock is bound by the ACC Superannuation Scheme's Trust Deed.

## Records

ACC creates and maintains records and information relating to the following broad categories outlined below:

- **Governance Records** – ACC Boards and Committees, Terms of reference (where applicable) and Minutes of meetings
- **Case and claim records** – Records relating to claims made on the scheme. These records contain detailed information such as claim type (includes treatment injury, gradual process, sensitive, dental, etc), claimant personal details, demographic information, contact details, employment status and details, accident details (location, cause and mechanism of injury), injury details (location of injury, severity of injury and clinical diagnosis), medical treatment and associated costs (bulk funded such as those provided by District Health Boards are not detailed), Social and Vocational rehabilitation, costs and the associated ACC account these costs are paid from.
- **Dispute resolution** – Records related to clients requesting a review of decisions made by ACC.
- **Levy Records** – Records relating to the collection and management of ACC levies. Information about levy payers directly collected by ACC. Employees' ACC levies are collected by the IRD as part of the annual tax return and assessment: detailed records are not available for these. NZTA also collects levies on petrol and annual licensing fees and these individual details are not available. Each ACC account is associated with a levy stream. Not all accounts have levy streams: some are funded by central government such as for non-earners, overseas visitors.
- **Management of Scheme Accounts** – Records relating to the management of the ACC Scheme Accounts. ACC pays the costs associated with various types of accidents from specific accounts associated with particular levy streams.
- **Investments** – Records relating to ACC's portfolio of investments. ACC is one of the largest and most successful NZ investors and investments are managed in accordance with acceptable ethical guidelines and proportionately invested overseas and locally.
- **Injury Prevention** – Records relating to the development, approval and delivery of ACC's Injury Prevention Programmes. ACC optimises and invests in a number of injury prevention initiatives across New Zealand agencies based on measuring the outcome (injury reduction and prevention) and relative returns on investment.
- **Health Provider Contracts** – Records relating to services contracted out to Health Providers. ACC has contracted providers to provide quality services and measure the successful outcomes of services both clinically and improving the injured patient's quality of life.
- **General Administrative and Corporate Records** – Personnel, Finance, Health and Safety, Property, Procurement and Contracts, ICT and Information Management,



Policy and Legal Services, etc. This information typically follows standard practice in business and to comply with various legislative requirements.

As a public sector organisation, ACC must ensure its records are managed appropriately in line with relevant legislation, which includes:

- Accident Compensation Act 2001
- Public Records Act 2005
- Official Information Act 1982
- Privacy Act 2020
- Health Information Privacy Code 2020
- Health (Retention of Health Information) Regulations 1996
- Legislation applicable to standard corporate functions such as personnel, finance, legal, etc.

## Documents relating to decision-making process

ACC has a comprehensive range of policy and procedures, manuals and guidelines that operate at different levels of the organisation e.g. ACC-wide, Business Group level, functional responsibility. ACC policies and guidelines are available electronically on the ACC intranet sites and can be made available upon request.

## Publications

As a Crown Entity, ACC is required to produce a Service Agreement and an Annual Report every year. It is also required to produce a Statement of Intent at least once in every three-year period.

Under the AC Act 2001, ACC is required to provide an annual Financial Conditions Report which is tabled in Parliament as soon as practicable after the publication of the Annual Report.

A full list of ACC's publications is available at [www.acc.co.nz](http://www.acc.co.nz).

## Contact

ACC Corporate Office  
Justice Centre  
PO Box 242  
Wellington 6140

Phone 0800 101 996

[governmentservices@acc.co.nz](mailto:governmentservices@acc.co.nz)

[www.acc.co.nz](http://www.acc.co.nz)

# Accreditation Council

*Entry last updated on 18 January 2022*

## Formerly Testing Laboratory Registration Council

### Governing statutes

The Accreditation Council (the Council) is an Autonomous Crown Entity, originally established under the Testing Laboratory Registration Act 1972 but now operating under and administering the Standards and Accreditation Act 2015.

### Functions and responsibilities

The Council is the national accreditation body and trades under the names International Accreditation New Zealand (IANZ) and Telarc Limited (Telarc). The functions of the Council are:

- To promote the development and maintenance of good practice in conformity assessment
- To establish and maintain accreditation schemes for conformity assessment bodies engaged in testing and inspection activities
- To develop and maintain international recognition and acceptance of the Council's accreditation scheme
- To maintain international relationships consistent with the Council's functions
- To act as New Zealand's Good Laboratory Practice Compliance Monitoring Authority
- If the Council chooses, to provide certification services
- To perform any other functions that the Minister directs the Council to perform in accordance with section 112 of the Crown Entities Act 2004.

### Statutory outputs

The Council produces the following outputs:

- accredits testing and calibration laboratories which have met the requirements of ISO/IEC 17025

- registers test facilities which have met the requirements of the Organisation of Economic Cooperation and Development's Principles of Good Laboratory Practice (OECD GLP)
- accredits medical testing laboratories which have met the requirements of ISO 15189
- accredits radiology services which have met the requirements of the New Zealand Code of Radiological Management Practice
- accredits inspection bodies which have met the requirements of ISO/IEC 17020
- accredits reference material producers which have met the requirements of ISO 17034
- accredits proficiency testing providers which have met the requirements of ISO/IEC 17043
- accredits building consent authorities which have met the requirements of the Building (Accreditation of Building Consent Authorities) Regulations 2006
- registers suppliers which have met the requirements of quality management and environmental management systems certification or other Telarc Limited criteria
- provides training courses in accreditation and certification.

## Structure

The Standards and Accreditation Act provides for the establishment of a governing Council. The responsible Minister is required to appoint five to seven members to this Council in accordance with the Crown Entities Act 2004.

The Council has appointed the Chief Executive to manage the Council operations. The Council directs the Chief Executive by delegating responsibility and authority for the achievement of objectives through setting policy.

The Council oversees:

- International Accreditation New Zealand (IANZ)
- Telarc Limited (Telarc)
- New Zealand Quality College and
- various advisory committees.

## IANZ

IANZ is the national body responsible for accreditation of laboratories, inspection bodies, and radiology services. It accredits these organisations in accordance with international standards. IANZ is also the national Good Laboratory Practice Compliance Monitoring Authority.

## Telarc

Telarc is a Crown Entity subsidiary of the Council, established for its certification operations. It is owned by the Council (100%) and is managed by a Board of Directors, consisting of four appointees.

Telarc provides certification of quality, environmental and occupational health and safety management systems, which ensures good quality practices in the supply of goods and services. It assesses organisations in accordance with international standards and specific national regulatory, industry and company codes.

## New Zealand Quality College

The New Zealand Quality College is a training division of IANZ which provides short courses on topics directly related to the Council's accreditation and certification functions.

## Advisory Committees

The Council has established expert Professional Advisory Committees (PAC) to advise the Council and its staff on the management of IANZ programmes. Such committees provide advice on the technical requirements for accreditation and on whether a particular new client should be accredited.

Committees are established for the following accreditation programmes:

- Chemical and Biological Testing, and related activities
- Inspection Bodies
- Building Consent Authorities
- Physical Sciences
- Medical Testing
- Metrology and Calibration
- Radiology Services.

Chairpersons of each PAC are members of the Accreditation Advisory Committee (AAC). The AAC and/or the Council may adjudicate any appeals arising from IANZ accreditations.

## Records

Records are maintained on client registrations, assessments, reports and correspondences. A directory of IANZ accreditations is maintained and made available for public viewing on [www.ianz.govt.nz](http://www.ianz.govt.nz).

Companies certified by Telarc are registered on the JAS-ANZ Directory, available for public viewing on [www.jas-anz.org.au](http://www.jas-anz.org.au).

## Management documents

IANZ and Telarc have established policies and standard operating procedures that are regularly maintained and reviewed.

The Council's Statements of Intent and Annual Reports as presented to parliament are available from the IANZ website [www.ianz.govt.nz](http://www.ianz.govt.nz)

## Contact

### International Accreditation New Zealand

Level 1, 626 Great South Road  
Ellerslie  
Auckland 1051

Private Bag 28908  
Remuera  
Auckland 1541

Phone 9 525 6655

[info@ianz.govt.nz](mailto:info@ianz.govt.nz)

[www.ianz.govt.nz](http://www.ianz.govt.nz)

### Telarc Limited

Level 3, 626 Great South Road  
Ellerslie  
Auckland 1051

Private Bag 28901  
Remuera  
Auckland 1541

Phone 9 525 0100 or 0800 004 004

[info@telarc.co.nz](mailto:info@telarc.co.nz)

[www.telarc.co.nz](http://www.telarc.co.nz)

## New Zealand Quality College

Level 1, 626 Great South Road  
Eilerslie  
Auckland 1051

Private Bag 28908  
Remuera  
Auckland 1541

Phone 9 525 6633 or 0800 900 099

[info@nzqc.co.nz](mailto:info@nzqc.co.nz)

[www.nzqc.co.nz](http://www.nzqc.co.nz)

# AgResearch Limited

*Entry last updated on 18 January 2022*

## Governing statutes

AgResearch was established under the Crown Research Institutes Act 1992 and is a Crown Entity company for the purposes of the Crown Entities Act 2004.

## Functions and responsibilities

AgResearch is New Zealand's leading agriculture science and research organisation. Its core purpose is to enhance the value, productivity and profitability of New Zealand's pastoral, agri-food and agri-technology sector value chains, to contribute to economic growth and beneficial environmental and social outcomes for New Zealand. The three key research outcomes sought by AgResearch in achieving its purpose are added value foods and bio-based products that meet consumer needs; protected, enhanced and sustained natural resources; and prosperous and sustainable land-based communities.

## Structure

AgResearch is governed by a board of directors appointed by its shareholding Ministers. The company's research and science activities are structured by the following business units:

- Farm Systems and Environment
- Forage Science
- Animal Science
- Food and Bio-based Products.

## Records

AgResearch holds records relating to its research and science activities. It is subject to the Public Records Act and maintains a formal record keeping system.

## Accountability

As a Crown Research Institute, AgResearch is accountable to Parliament and is subject to select committees' annual review of publicly funded entities. As well as presenting its annual report, AgResearch publishes on its website its half-year reports and statements of



corporate intent. AgResearch is monitored on behalf of the shareholding ministers by the Ministry of Business, Innovation and Employment.

## Contact

### Corporate Office

Lincoln Research Centre  
1365 Springs Rd  
Lincoln 7674

Private Bag 4749  
Christchurch 8140

[media@agresearch.co.nz](mailto:media@agresearch.co.nz)

[www.agresearch.co.nz](http://www.agresearch.co.nz)

# Airways Corporation of New Zealand Limited

## Governing statutes

Airways New Zealand was established in 1987 under the State-Owned Enterprises Act 1986 and does not administer any legislation.

## Acts administered

Airways New Zealand does not specifically administer any legislation.

## Functions and responsibilities

Airways New Zealand is a world-leading provider of air traffic management services and is central to New Zealand's aviation system. It is responsible for managing one of the largest areas of airspace in the world, some 30 million square kilometres.

Renowned globally for driving innovation and development in the aviation sector, Airways delivers training and consultancy services in more than 65 countries.

## Core services

Airways' core business is providing air traffic control, air traffic management and navigation services in New Zealand's flight information region.

- **Air traffic control:** This is primarily the separation of aircraft in flight, to standards determined by the appropriate regulatory authority (the Civil Aviation Authority in New Zealand).
- **Air traffic management:** This is the management of aircraft in flight to maximise access to the most efficient flight paths as determined by the customer, limited only by the constraints of safe delivery of an ATM service. ATM also includes optimising the flow of aircraft across the aviation network – enabling increased capacity in the network, improved fuel savings, and improved on-time performance.
- **Navigation services:** These are the navigation infrastructure and supporting services used by aircraft to navigate.

## In the Pacific

The South Pacific consists of six flight information regions operated by four air navigation service providers. Airways works closely with its industry partners to assist in creating a functional airspace block which maintains a consistent standard of infrastructure, service, safety and customer value across the region.

A significant element of Airways' involvement with the Pacific is a joint agreement with Tonga, Samoa, Niue and the Cook Islands to manage the states' upper airspace.

## Subsidiaries

### Airways International Limited (AIL)

AIL provides air traffic control training, air navigation services, consultancy, and engineering and maintenance services for overseas customers.

### Aeropath Limited

Aeropath provides aeronautical information management (AIM), aeronautical procedure design, and performance-based Navigation (PBN) services. Aeropath has contracts with ANSPs, civil aviation authorities and airlines globally.

### Airshare Limited

Airshare delivers unmanned aerial vehicle (UAV) and drone traffic management services for New Zealand.

## Legislation of specific relevance to Airways includes:

State-Owned Enterprises Act 1986, Civil Aviation Act 1990, Companies Act 1993, Civil Aviation Rules, Transport Accident Investigation Commission Act 1990.

## Statutory Reporting requirements

- Annual Report
- Statement of Corporate Intent
- Half Year Reports.

## Documents relating to decision-making process

- Corporate Policy Handbook
- Airways Policies
- Airways Goals and Values
- Code of Conduct.

## Records

Records held are those appropriate and applicable to the functions and responsibilities of Airways New Zealand.

## Key personnel

- Chief Executive Officer, Graeme Sumner
- Chief Financial Officer, James Young
- Chief Information Officer, Ed Overy
- Head of People and Capability, Andrew Boyd
- Head of Safety and Assurance, Kim Nichols
- Head of Public Affairs, Emily Davis
- Chief Executive Airways International, Sharon Cooke
- Chief Executive Officer Airshare, Trent Fulcher
- Company Secretary, Head of Legal, Katie Breatnach.

## Contact

The Company Secretary  
Airways New Zealand  
PO Box 53093  
Auckland 2150

Phone (04) 471 1888

[info@airways.co.nz](mailto:info@airways.co.nz)

[www.airways.co.nz](http://www.airways.co.nz)

# Animal Control Products Limited

*Entry last updated on 24 November 2022*

## Governing statutes

Animal Control Products Act 1991.

## Functions and responsibilities

Animal Control Products Limited (Trading as Orillion) is a State-Owned Enterprise that commenced operations in the 1950's. Since that time the company has produced products and solutions that have protected New Zealand's native species and improved agricultural sustainability through tackling pests and diseases. These pests have threatened the biodiversity of native ecosystems, have critically endangered iconic wildlife species and have placed the sustainability of primary production at risk through pasture damage and disease such as bovine tuberculosis (TB).

Orillion supplies products to the Department of Conservation, Zero Invasive Predators (ZIP), professional pest control operators to control a wide range of introduced vertebrate pests including, rodents, rabbits, wallabies, possums, rooks, and feral ungulates. An extensive retail presence has been established for the 'Pestoff' product range that is serviced by the authorised distribution agent Bell-Booth Ltd.

Orillion is based in Whanganui, and is the largest manufacturer of vertebrate pesticide products in the southern hemisphere. Successful pest control solutions developed by Orillion for managing pest problems within New Zealand have been widely adopted by many other countries world-wide. Orillion has been a global leader in the supply of products and delivery methods for the eradication of rodents to restore biodiversity, protect human health or improve primary production. Orillions rodenticides have been used on more than 200 islands across 20 countries.

The company has a continued focus on diversification through sound science and product development. This focus included developing new toxins, traps and the use of smart data and information systems. Orillion works with Landcare Research and other science agencies to develop future solutions for protecting agriculture and biodiversity with a keen focus on the Asia Pacific region

## Structure

Governance of the company is through a board of directors appointed by the Minister for Primary Industries who is also a shareholder of the company together with the Minister of Finance.

## Contact

Head Office and Factory

Private Bag 3018  
Whanganui 4540

Phone (06) 3445302

[info@orillion.com](mailto:info@orillion.com)

[www.orillion.com](http://www.orillion.com)

# New Zealand Antarctic Institute

*Entry last updated on 30 March 2022*

## Governing statutes

New Zealand Antarctic Institute (Antarctica New Zealand) is a Crown agent which was established on 1 July 1996 under the New Zealand Antarctic Institute Act 1996 to develop, manage and execute New Zealand activities in respect of Antarctica and the Southern Ocean. It has locations at the International Antarctic Centre in Christchurch and at Scott Base in the Antarctic.

## Functions and responsibilities

### Vision

Antarctica and the Southern Ocean: valued, protected, understood.

### Purpose

To further New Zealand's strategic influence in relation to Antarctica.

### Objectives

Antarctica New Zealand's objectives are defined by the functions set out in sections 5 and 6 of the New Zealand Antarctic Institute Act 1996 (NZAI)

## NZAI Act Section 5 – Functions

- Develop, manage, and execute New Zealand activities in respect of Antarctica and the Southern Ocean, in particular the Ross Dependency
- Maintain and enhance the quality of New Zealand Antarctic scientific research
- Co-operate with other institutions and organisations both within and outside New Zealand having objectives similar to those of the institute.

## NZAI Act Section 6 – Performance of Functions

In performing its functions, the Institute shall act in a manner that is consistent with:

- The need to conserve the intrinsic values of Antarctica and the Southern Ocean
- Active and responsible stewardship of the Ross Dependency for the benefit of present and future generations of New Zealanders
- New Zealand's international obligations

- The provisions of the Antarctica Act 1960 and the Antarctica (Environmental Protection) Act 1994
- The risks to personnel being minimised as far as is reasonable.

Antarctica New Zealand seeks to provide initiatives and services consistent with Government's policy and to maintain an agreed level of involvement in the Antarctic and the Southern Ocean in a safe and cost effective way, in accordance with the unique challenges of the region.

## Structure

Antarctica New Zealand has a Board of seven directors, a core staffing in Christchurch of about 60, and temporary staffing in Antarctica of between 12 and 40 depending on time of year and level of activity.

Chief Executive, Sarah Williamson

Chief Scientific Advisor, John Cottle

Scott Base Redevelopment Project Director, Jon Ager

GM Policy, Environment and Safety, Ceisha Poirot

GM Corporate Services, Peter Smith

GM Operations, Simon Trotter

GM Communications and People, Megan Nicholl

## Records

Antarctica New Zealand maintains records in accordance with the Public Records Act 2005.

## Documents relating to decision-making process

Decision-making documents include:

- Letter of Ministerial Expectations
- Statement of Intent
- Annual Report
- Policy Manual
- Board and Management Team Meeting Minutes
- Management Accounts



## Contact

Chief Executive  
Antarctica New Zealand  
38 Orchard Road  
Christchurch 8053

Private Bag 4745  
Christchurch 8140

Phone (03) 358 0200  
Fax (03) 358 0211

[adminteam@antarcticanz.govt.nz](mailto:adminteam@antarcticanz.govt.nz)

[www.antarcticanz.govt.nz](http://www.antarcticanz.govt.nz)

# Ara Institute of Canterbury

*Entry last updated on 17 January 2022*

## Ara rau, taumata rau

### Governing statutes

Ara Institute of Canterbury Limited is a Crown Entity Subsidiary governed by its own board with accountability to Te Pūkenga as the immediate controlling entity and the Crown as the ultimate controlling entity.

The Board is made up of eight Directors. As the governing body of Ara, the Board operates in accordance with the Charter and Letter of Expectations as set of by the Minister of Education and Te Pūkenga.

The Board directs the management of Ara to achieve planned outcomes and to ensure that the organisation is acting prudently legally and ethically.

Ara operates under a number of Acts of Parliament – particularly the Education and Training Act 2020, the Crown Entities Act 2004 and the Companies Act 1993.

### Functions and responsibilities

Ara is a state-funded tertiary education institution. Its provision of applied tertiary education and research contributes to the future social, economic, and cultural wellbeing of the people, communities, and organisations of the Ara catchment, which includes the Canterbury region plus the district of Waitaki.

Ara seeks to be the region's leading provider of applied tertiary education, research and knowledge exchange, widely respected by business, industry and cultural communities as a high performing organisation. It delivers education and training at certificate, diploma, degree, post-graduate and masters levels. Ara has four main campuses: one in Timaru and three in Christchurch (City Campus, Manawa and Woolston Campus). The organisation also maintains a number of smaller campuses in Oamaru and Ashburton, plus delivery in the community.

Its key values are Respect (Aroha) Connect (Hono) Inspire (Hihiri).

### Structure

The Ara Board is advised by three Standing Committees (Audit & Risk, Campus Redevelopment Committee, and the Chief Executive Performance and Review) and by the

Ara Academic Committee. The Executive, Divisions, Departments and other Ara teams are assisted by advisory committees.

Ara is directed and managed by the Chief Executive assisted by the Leadership Group (Te Kāhui Manukura). Te Kāhui Manukura is comprised of the Chief Executive, the Executive Directors: Ākonga Success, People and Culture, Academic, Innovation and Research, Operations Corporate Services, and the Executive Director of Treaty Partners.

Ara is organised into eight teaching Departments within a single teaching Division, complimented by non-teaching service Divisions.

## Teams

### **Academic, Innovation and Research**

Departments of:

- Business and Digital Technologies
- Applied Sciences and Social Practice
- Health Practice
- Creative Industries
- Engineering and Architectural Studies
- Hospitality and Service Industries
- Humanities
- Trades.

Academic Services:

- Centre for the Assessment of Prior Learning (CAPL)
- Learning Design
- Research and Innovation
- Portfolio and Assurance
- Academic Quality.

### **Ākonga Success**

- Marketing
- Registry
- International

- Academic Support
- Student Transition
- Student Wellbeing.

### **Corporate Services**

- Facilities Management
- ICT
- Planning
- Finance
- Organisational Performance.

### **People and Culture**

- Capability
- Wellbeing and Health
- Employment Relations
- Business Partners
- Health & Safety
- Employee Experience.

### **Complaints Office**

## **Records**

- Strategic Plan
- Investment Plan
- Annual Report
- Council and Committee papers and minutes
- Management papers and minutes
- Correspondence
- Programme documents
- Student enrolment records, academic files, and academic results Income and expenditure ledgers and financial records and reports

- EFTS report
- Statistical reports.

## Documents relating to decision-making processes

- Strategic Plan
- Investment Plan
- Committee Terms of Reference
- Corporate and Academic Policy Manuals
- Employment Contracts and Agreements
- Legislative Compliance checklists and reports.

## Publications

- Annual Report
- Study and Career Guide
- Part-time Guide
- Programme and course booklets
- Enrolment Guide
- International Study Guide and Preparation Guide
- Student Handbook
- Accommodation Guide – Otautahi House
- Graduation Guide and Programme.

## Contact

The Director of Organisational Insights and Compliance  
PO Box 540  
Christchurch 8140

Phone 0800 24 24 76

[complaints@ara.ac.nz](mailto:complaints@ara.ac.nz)

[www.ara.ac.nz](http://www.ara.ac.nz)

# Archives New Zealand

*Entry last updated on 25 January 2022*

## Te Rua Mahara o Te Kāwanatanga

### Governing statutes

- Archives Act 1957
- Archives, Culture and Heritage Reform Act 2000

### Acts administered

- Public Records Act 2005

### Functions and responsibilities

We work to ensure effective, trusted government information for the benefit of all New Zealanders. We preserve and protect more than seven million official records, from 19th century treaties to 21st century documents and data. Our goal is for all New Zealanders to easily access and use this taonga, connecting you to your rights and entitlements and stories – now and for the future.

The three key functions of the institution are:

- Regulatory – We're the regulator of information created by the public sector. Our job is to focus our regulatory efforts on removing barriers to full and sustained compliance and to assist and support organisations subject to the PRA to achieve compliance.
- Preserve and manage, and provide access to, records of long-term value - We make sure that the records of historical and cultural heritage of New Zealand are well looked after and preserved for the future. We're committed to making these records accessible to the public.
- Enhance public confidence in the integrity of public and local authority records - We provide New Zealanders with access to the data that government departments and agencies produce, collect and use. This enables government to be held accountable by ensuring that full and accurate records of the affairs of public offices and local authorities are created, maintained and disposed of legally.

## Structure

Archives New Zealand sits within the Information and Knowledge Services branch of the Department of Internal Affairs. The Minister responsible for Archives New Zealand is the Minister of Internal Affairs.

Archives New Zealand has four offices: Auckland, Wellington, Christchurch and Dunedin. The Chief Archivist and the majority of the staff are based in Wellington. The Chief Archivist is also the General Manager. Offices outside of Wellington are managed by the Regional Archivists in Auckland, Christchurch and Dunedin, who report directly to the Chief Archivist.

Archives New Zealand's Wellington office is structured into three business groups: Government Recordkeeping Directorate; Holdings & Discovery Directorate; and Strategy & Operational Services Group. The Chief Archivist, Regional Archivists, Directors and Group Manager form the Archives Leadership Team.

The Archives Council Te Rua Wānanga, established under section 14 of the Public Records Act 2005, is an unincorporated body that provides advice on recordkeeping and archive matters, including those for which tikanga Māori is relevant, to the Minister Responsible for Archives New Zealand. The Council reports directly to the Minister on its functions during the preceding year; the report is tabled in the House of Representatives by the Minister. Archives New Zealand provides administrative services for the Council.

Te Pae Whakawairua, the Chief Archivist's Māori Consultative Group, provides independent advice to ensure that Archives New Zealand's services meet the needs of Māori. Te Pae Whakawairua assist the Chief Archivist by providing advice, direction, perspective and feedback on a range of topics and issues relevant to Māori and other matters of concern.

## Records

Archives New Zealand holds records relating to all activities supporting its functions and responsibilities, as well as administrative records used to manage the business. Archives New Zealand manages and maintains a formal record keeping system on an EDRMS. Records are disposed of in accordance with the Chief Archivists Retention and Disposal Schedule.

Key records include:

- correspondence, briefings and minutes
- policy, strategy and reports
- government recordkeeping practices
- appraisal and disposal of records
- arrangement and description of archives
- intellectual and physical control of archives
- digital records management

- support to community archives
- access management
- preservation documentation.

Recordkeeping advice for public offices is published on the Archives' website at [www.archives.govt.nz](http://www.archives.govt.nz). Archives New Zealand holds the archives of the New Zealand Government. These holdings include government documents, such as the original of the Treaty of Waitangi, textual documents, maps, paintings, photographs and films. Access to the archives is provided for through the Public Records Act 2005 and not the Official Information Act. Information on making a research request can be found on Archives' website.

## Publications

Archives New Zealand has been part of the Department of Internal Affairs since 1 February 2011. Annual Report information published prior to this date is available from the Archives New Zealand website. Annual Report information from 1 February 2011 is included in the Department's reports; these are available from the Department's website.

The Chief Archivist is required to report annually to the Minister Responsible for Archives New Zealand on the state of recordkeeping across government. These reports are then presented to Parliament. Reporting began in 2011, following the first year of audits. The reports present the results of the audits completed during the financial year and provide an overview of the key issues and opportunities for government recordkeeping. These reports are available from the Archives New Zealand website at [www.archives.govt.nz](http://www.archives.govt.nz).

## Contact

10 Mulgrave Street  
PO Box 12 050  
Wellington 6210

To arrange access to archival holdings, please contact Archives New Zealand's Research Services team the ['Get Help' form on the website](#).

Official Information Act requests for Archives New Zealand should be sent to the Department of Internal Affairs OIA team: [ويا@dia.govt.nz](mailto:ويا@dia.govt.nz)

General enquiries for Archives New Zealand should be sent to the Information and General Enquiries mailbox: [general.enquiries@dia.govt.nz](mailto:general.enquiries@dia.govt.nz)



# Peke Waihanga - Artificial Limb Service

*Entry last updated on 11 January 2022*

## Functions and responsibilities

Peke Waihanga is a Crown Entity specialist healthcare provider that manufactures high technology medical devices, mainly prosthetics and orthotics, for individual patients with an integrated rehabilitation, coordination of care, and peer support service. Peke Waihanga has an Artificial Limb Service, Orthotic Service, and Peer Support Service.

- to manufacture, import, export, market, distribute, supply, fit, repair, and maintain artificial limbs and similar devices
- to provide rehabilitative and other services to persons in connection with artificial limbs and similar devices
- to carry out research and development in relation to artificial limbs and similar devices
- to advise the Minister on matters relating to artificial limbs and similar devices.

## Structure

The service has a National Office based in Wellington and operates six Centres located in Auckland, Tauranga, Hamilton, Wellington, Christchurch and Dunedin.

## Records

Patient records for amputees.

## Documents relating to decision-making processes

The governing entity for Peke Waihanga is the Ministry of Social Development with funding primarily from DHBs and ACC.

## Contact

Peke Waihanga Privacy Officer  
National Office  
Level 8, 142 Featherston Street (entry on Johnston Street)

PO Box 19 160  
Wellington 6011

Phone (04) 385 9410

[privacy@nzals.govt.nz](mailto:privacy@nzals.govt.nz)

[www.pw.co.nz](http://www.pw.co.nz)

# AsureQuality New Zealand

*Entry last updated on 10 January 2022*

## Governing statutes

Established under the State-Owned Enterprises Act 1986, the Ministry of Agriculture Restructuring Act 1998, and the State-Owned Enterprises Act (AgriQuality Limited and ASURE New Zealand Limited) Act 2007.

## Functions and responsibilities

In pursuit of the principal objective stated in Part 1 of the State-Owned Enterprises Act, AsureQuality Limited has the following objectives:

To operate as a successful business

Be as profitable and efficient as comparable businesses that are not owned by the Crown

Be a good employer; where a good employer is an employer who operates a personnel policy containing provisions generally accepted as necessary for the fair and proper treatment of employees in all aspects of their employment, including provisions requiring:


- good and safe working conditions; and an equal opportunities employment programme
- the impartial selection of suitably qualified persons for appointment
- opportunities for the enhancement of the abilities of individual employees

AsureQuality is a leading provider of food assurance services to Aotearoa's primary production and food manufacturing sectors.

New Zealand has long been renowned for its food. Where growers, farmers, producers, and others right across the supply chain, work hard to uphold what Aotearoa stands for in food – a higher standard of quality and safety. We are proud to work with them to help build and protect this enduring trust in food.

We are unique in New Zealand with our end-to-end focus on the food supply chain through a combination of auditing, inspection, certification, farm assurance, training, assurance mark traceability, diagnostics, and laboratory testing, with an extensive range of domestic and international accreditations and approvals. Our team of experts deliver over 100 different types of independent audit, inspection, verification and certification services across the primary production, processing, food manufacturing, food service and retail sectors.

As Kaitiaki Kai, guardians of food, we work with care and passion. Working closely with our partners, at every point of their supply chains, sharing the knowledge and insights gained



from over 145 years' experience. We have a deep responsibility to do the right thing for food and the environments it comes from. Collaborating, sharing knowledge, resources, and skills so that everyone benefits – not just in the immediate future, but for generations to come.

Owned by the New Zealand Government, we deliver independence of the highest integrity. Helping Aotearoa uphold a higher standard in food, as our partners proudly take their products to the world.

## Contact

Level 1, 7a Pacific Rise  
Mt Wellington  
Auckland 1060

Private Bag 14 946  
Panmure  
Auckland 1741

Phone 9 573-8000  
Freephone 0508 00 11 22

[info@asurequality.com](mailto:info@asurequality.com)

[www.asurequality.com](http://www.asurequality.com)

# Auckland District Health Board

*Entry last updated on 1 February 2022*

## Governing statutes

The Auckland District Health Board was established under the New Zealand Public Health and Disability Act 2000 (NZPHD Act) and is subject to the Crown entities Act 2004.

## Functions and responsibilities

The Auckland DHB was established on 1 January 2001 under the provisions of the NZPHD. It is responsible for the funding of services paid for from the public purse and for the provision of hospital and related services. The Auckland DHB's functions are set out in section 23(1) of the NZPHD Act.

## Who are we and what we do

The Auckland DHB is one of 20 District Health Boards established under the provisions of New Zealand Health and Disability Act 2000 (NZPHD Act). The Auckland DHB is the Government's funder and provider of health services to the 494,000 residents living in the Auckland isthmus and on Waiheke and Great Barrier islands and is also a national provider of specialist tertiary-level services.

The Auckland DHB operates the largest teaching hospital and research centre in New Zealand being the largest trainer of doctors in New Zealand, with about 1,800 medical staff.

Services are delivered from Auckland City Hospital (New Zealand's largest public hospital), Greenlane Clinical Centre and the Buchanan Rehabilitation Centre. The DHB also provides community child and adolescent health and disability services, community mental health services and district nursing. Close to 12,000 people are employed by Auckland DHB.

Auckland DHB works hard to improve the efficiency and effectiveness of services, with primary care and its neighbouring DHBs in the northern region to ensure patients have the health services that they need.

Auckland DHB receives funding from the government with which to buy and provide health and disability services for the population within our district. The objectives of DHBs are outlined within the Health and Disability Act 2000. These are to:

- Improve, promote, and protect the health of people and communities:
- Promote the integration of health services, especially primary and secondary health services:

- Seek the optimum arrangement for the most effective and efficient delivery of health services in order to meet local, regional, and national needs:
- Promote effective care or support for those in need of personal health services or disability support services:
- Promote the inclusion and participation in society and independence of people with disabilities:
- Reduce health disparities by improving health outcomes for Maori and other population groups:
- Reduce, with a view to eliminating, health outcome disparities between various population groups within New Zealand by developing and implementing, in consultation with the groups concerned, services and programmes designed to raise their health outcomes to those of other New Zealanders:
- Exhibit a sense of social responsibility by having regard to the interests of the people to whom it provides, or for whom it arranges the provision of, services:
- Foster community participation in health improvement and in planning for the provision of services and for significant changes to the provision of services:
- Uphold the ethical and quality standards commonly expected of providers of services and of public sector organisations:
- Exhibit a sense of environmental responsibility by having regard to the environmental implications of its operations:
- Be a good employer in accordance with section 118 of the Crown Entities Act 2004.

## Our strategic priorities

### Our Strategic Priorities

#### Te Tiriti o Waitangi in action

Support a tangata whenua/mana whenua led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. Develop transformation processes with a long-term view, to give effect to the Treaty principles of partnership; active protection; equity and options. Develop a whenua ki te whenua, life course approach, to redesign work. Support the expression of hauora Māori models of care.

#### Eliminate inequity

Embed principles of equity and take action:

- Protect Māori indigenous rights
- Build a common understanding of equity and causes
- Support Māori-led responses
- Support Pacific-led responses
- Strengthen network of primary and community care
- Dismantle policies and drivers that cause inequity

#### People, patients and whānau at the centre

Invest in a greater range of supports that 'stand beside' patients and whānau, and actively support self-directed care. Connections and partnerships exist with communities, to achieve shared health service planning and delivery, focussed on areas and groups with the highest need (our localities approach). Improve experience by partnering with people and service users in the design, in the delivery and evaluation of services (co-design).

#### Digital transformation

Insights and Intelligence - enhance data management and data analytics

Digital Health Services:

- Integrate care solutions - digital solutions that support integrated care
- Core clinical systems - integrated paper-lite core clinical information systems

Workforce and Business systems - enhance tools to foster organisational effectiveness

#### Resilient services

Deliver safe and flexible health care with our population in the Covid-19 pandemic response. Deliver sustainable benefits from the agile and rapid adaption programmes across the provider, focussing on step-change. Implement agreed continuous improvement initiatives. Deliver regional approaches in planned care, including changes to vulnerable services and gains in the equity pathways. Deliver large scale capital investments on time and budget.

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### Our Organisational Pillars

#### People, Culture and Values

Strengthening our culture and building capability.

- Strengthen our organisational culture and values
- Build capability to achieve equity
- Grow and develop ngā kaimahi Māori
- Create a healthy workplace through Kia Ora tō Wāhi Mahi
- Attract and grow a workforce fit for the future
- Make it easier to work here

#### Quality, Safety, and Risk (QSR)

Supporting excellent patient and staff outcomes through:

- System reliability and a proactive approach to risk management
- Integrating QSR, so it becomes a core part of everyone's role
- Moving from data to intelligence to inform insights, learning and action
- Providing leadership and oversight

#### Commissioning services for our populations' needs

Planning, developing, sourcing and monitoring service delivery systems to achieve the best outcomes for our population.

#### Financial Sustainability

Delivering our services within budget. A focus on service improvement which adds value to our patients and stakeholders.

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#### Our Purpose

Support our population to be well and healthy

Manage within our means

Put hauora for patients and their whānau at the heart of our transformation work

#### Our Vision

Kia kotahi te oranga mo te iti me te rahi o te hāpori

Healthy communities, World-class healthcare, Achieved together

Te Toka Tumai  
Auckland District Health Board  
**Strategy to 2023**

## Our values

Our values are lived by our staff every day. They reflect our culture and the way we work, while we stand beside patients and their whānau to provide care.

Welcome Haere Mai | Respect Manaaki | Together Tūhono | Aim High Angamua

## Māori Health

Addressing Māori health needs and inequalities is a major focus of the District Health Board. Detailed information is provided in the Māori Health Plan. The Board has a longstanding Memoranda of Understanding with Te Runānga o Ngāti Whātua and the Waipareira Trust.

## Structure

Under the New Zealand Public Health and Disability Act, a DHB has three statutory advisory committees; Community and Public Health Advisory Committee, Hospital Advisory Committee and Disability Support Advisory Committee, which typically consist of both appointed members and elected board members of the DHB. These committees provide a

key means for community voices to be heard. The advisory committees bring recommendations to the board for consideration and final approval or rejection.

## Community and Public Health Advisory Committee

Advises on the mix and range of services that will best meet the health needs and improvements of the resident population, the priorities for the use of health funding, and the development of funding strategies and policies, providing a focus on population, equity and commissioning for health gain.

This committee meets four times a year.

Members:

- Michelle Atkinson
- Fiona Lai
- Bernie O'Donnell
- Teuila Percival

External appointees may be required to complement the skills and experience of Board Members.

## Hospital Advisory Committee - Provider Equity

Advises on and has a focus on provider equity, quality and performance of the full Provider Arm.

It will meet eight times per year.

- Chair: Tama Davis
- Deputy Chair: Jo Agnew
- Member: Doug Armstrong
- Member: Michelle Atkinson
- Member: Zoe Brownlie
- Member: Peter Davis
- Member: Fiona Lai
- Member: Bernie O'Donnell
- Member: Michael Quirke
- External Member: Heather Came



## The Māori Health Gain Advisory Committee

Advises on all issues relating to Māori health and development. This committee shares common membership and meetings with Waitemata DHB's Maori Health Gain Advisory Committee.

Committee members to be confirmed.

Five external appointees may be appointed.

## The Finance, Risk and Assurance Committee

This committee has a focus on four key areas of risk, capital, financial balance and efficiency and is supported by advisory committees in the areas of capital, and efficiency. It meets eight times per year.

- Chair: Dame Paula Rebstock
- Deputy Chair: Norman Wong
- Member: Jo Agnew
- Member: Doug Armstrong
- Member: Michelle Atkinson
- Member: Tama Davis
- Member: Fiona Lai
- Member: Michael Quirke
- Member: Pat Snedden
- Member: Ian Ward

## Metropolitan Disability Support Advisory Committee

Advises on disability support needs and how these can best be managed within the Auckland DHB district, as well as advocating on disability issues for the district and any factors it believes may adversely affect the overall health status of people with disabilities. That advice must ensure that all service interventions funded and provided maximise the overall health gain such as the independence in society of people with disabilities. This metropolitan advisory committee meets three times per year.

The Disability Support Advisory Committee (DiSAC) is a metropolitan committee sharing membership with Waitemata and Counties Manukau DHBs.

Members:

- Jo Agnew

- Tama Davis
- Michelle Atkinson

Appointed members as may be required to complement the skills and experience of Board Members.

## Metropolitan Community and Public Health Advisory Committee [CPHAC]

This advisory committee, currently a joint committee with Waitemata DHB but potentially including Counties Manukau DHB, has a focus on high-level equity and issues of commissioning and public health of joint interest. This advisory committee meets two times per year.

Members:

- Michelle Atkinson
- Fiona Lai
- Bernie O'Donnell

## Records

There are four broad categories of records and files maintained by the Auckland District Health Board:

### Corporate

Corporate holds records related to general administration, legal, the Board and Committees, finance and financial management. Records relate to Acts and legislation, Board and Committee reports, public relations, equipment and supply management, banking arrangements, estimates, budgets, asset management, financial reports and audit.

### Funding and Service Planning

This Division holds records related to Auckland DHB's funding of non-DHB and DHB provider contracts for provision of services.

### Human Resources

Human Resources hold records related to employees and personnel services. These include employee benefits inclusive of wages and salaries, conditions of recruitment, industrial relations, performance assessments and staff training and development.

## Patient Records

Patient clinical records are held in the various hospitals, community and public health and mental health services, and in limited electronic form on various patient management and information systems.

## Documents relating to decision-making process

The Auckland DHB uses the following manuals for administrative and decision making purposes:

- New Zealand Health Strategy
- NZ Primary Care Strategy
- New Zealand Disability Strategy
- The New Zealand Māori Health Strategy
- The Primary Healthcare Strategy
- Auckland District Health Board Annual Plan
- Auckland District Health Board Strategic Plan
- Crown Funding Agreements
- Policy and Procedure Manuals
- Specific departmental procedures
- Emergency Procedures Manual
- Board and Committee papers
- Delegated Authority Policy Manual.


## Contact

For more information on OIA, publications and documents held by Auckland DHB visit:  
[www.adhb.health.nz/contact-and-feedback/official-information-act-requests/](http://www.adhb.health.nz/contact-and-feedback/official-information-act-requests/)

All requests for official information should be addressed to:

The Chief Executive's Office  
Auckland District Health Board  
PO Box 92189

Victoria Street West  
Auckland 1142



Phone (09) 0630-9943 Ext 22342  
Fax (09) 375 3341

[ailsac@adhb.govt.nz](mailto:ailsac@adhb.govt.nz)

[www.adhb.health.nz](http://www.adhb.health.nz)

# Auckland University of Technology

*Entry last updated on 24 January 2023*

## Te Wānanga Aronui o Tāmaki Makau Rau

### Governing statutes

The Auckland University of Technology (AUT) was founded as a university in 2000, by Order-in-Council under the Education Act 1989.

### Functions and responsibilities

AUT is a degree-granting university with a century-long heritage of service to the Auckland region. AUT is known for its research-led and professionally oriented curricula, and interdisciplinary approach to scholarship.

AUT is one of the country's largest universities providing a world-class education in a range of undergraduate and postgraduate qualifications, as well as maintaining a strong focus on research.

Extensive engagement with business, the professions and the community, through curriculum development, and research collaboration and impact, are cornerstones of the University's purpose of advanced education.

### Structure

The University is governed or managed by the following officers:

- the Chancellor is a member of the University Council and presides over meetings of the Council. In the absence of the Chancellor, the Pro Chancellor deputises
- the Vice-Chancellor is the full-time academic and administrative head of the University
- the Deputy Vice-Chancellor Academic and the Deputy Vice-Chancellor Research (DVCs) assists the Vice-Chancellor in leading the University, deputising in the Vice-Chancellor's absence.

### The Officers/Executive Leadership Team

AUT is led by the Vice-Chancellor who appoints the senior officers employed by the University. The officers are responsible for providing the strategic direction for AUT and for

ensuring that the University is well managed, its academic standards are maintained, and the various needs of the University's stakeholders are met.

The officers include the Deputy Vice Chancellors Academic and Research, the Pro Vice-Chancellors for Māori Advancement, Pacific and International and the University's four faculty Deans.

The Executive Leadership Team also includes two Assistant Vice-Chancellors (Corporate and Finance and Infrastructure) and two Group Directors (People and Culture and Strategy and Planning) and the Head of the Vice Chancellor's Office.

## The Council

The AUT Council is the University's governing body. The Council's responsibilities are primarily policy making and monitoring the achievement of the mission, goals, and priorities of the University.

The Council constitution provides for a membership of 12 persons who are elected or appointed in accordance with a constitution approved by the Minister of Tertiary Education. Council membership includes the Vice Chancellor and representatives of staff and students.

## The Academic Board

The principal academic committee is the Academic Board and makes recommendations and reports to the Council on any academic matter affecting the University. It is responsible to the Council for the academic directions, development and policies of the University. Academic Board currently has a membership made up of the Vice Chancellor, Deputy Vice Chancellor, Pro-Vice Chancellors, Faculty Deans, Librarian, ten Professors, up to ten senior staff from each faculty, one student from each faculty, the president of the Students' Association and other senior administrative staff.

## Faculties

The academic work of the University is organised into four faculties: Business, Economics and Law; Culture and Society (including Te Ara Poutama - Faculty of Māori and Indigenous Development); Design and Creative Technologies and Health and Environmental Sciences.

Each faculty is headed by a Dean who reports to the Vice-Chancellor. The faculties are organised into academic schools, departments and research institutes and centres.

Each faculty oversees learning, teaching and research through its Academic Office, Research, and Postgraduate Studies Offices, along with Financial, People and Organisation Management oversight.

## Support Services

Support services are provided by administrative groups headed by the Deputy Vice-Chancellors and Assistant Vice-Chancellors as follows:

- Academic (Library, Office of Pacific Advancement, Academic Quality Office, University Postgraduate Centre, Scholarships)
- Corporate (Governance, Legal, People and Organisation, Special Projects/Advancement, Policy, Diversity, Risk and Assurance).
- Finance and Infrastructure (Financial Services, Estates and Facilities, Information Technology Services).
- Strategy, Students and Marketing (Strategy and Planning, Student Services and Administration, Brand and Marketing Services).

## Committees

The committee structure operates under the authority of the Council, Academic Board and the Vice-Chancellor as appropriate.

## Records

The University keeps minutes and reports relating to its meetings and those of its committees. Other records held by the University consist of the following:

- staff and employment records
- student records: enrolment forms, academic records, loan and allowance forms
- operating files including inwards and outwards correspondence, memoranda, and reports
- income and expenditure ledgers and financial records and reports, and
- Business records, including contracts and agreements.

## Manuals

University Calendar, Acts and Regulations, Policies and Procedures, and other such manuals.

## Publications

The publications available to the public are as follows:

Academic Calendar, Annual Report, Strategic Plan, Investment Plan, AUT Prospectus, Course pamphlets, brochures and programme guides, Inside AUT magazine.

## Contact

Andrea Vujnovich  
Assistant Vice-Chancellor Corporate and General Council  
Auckland University of Technology

Private Bag 92006  
Auckland 1142

Phone (09) 921 9958  
Fax (09) 921 9983

[andrea.vujnovich@aut.ac.nz](mailto:andrea.vujnovich@aut.ac.nz)

[www.aut.ac.nz](http://www.aut.ac.nz)



# Bay of Plenty District Health Board

*Entry last updated on 1 February 2022*

## Hauora A Toi

### Governing statutes

The Bay of Plenty District Health Board (BOPDHB) was created by the New Zealand Public Health and Disability Act 2000 (NZPHD) to provide and administer funding of health and disability services within the coastal Bay of Plenty region.

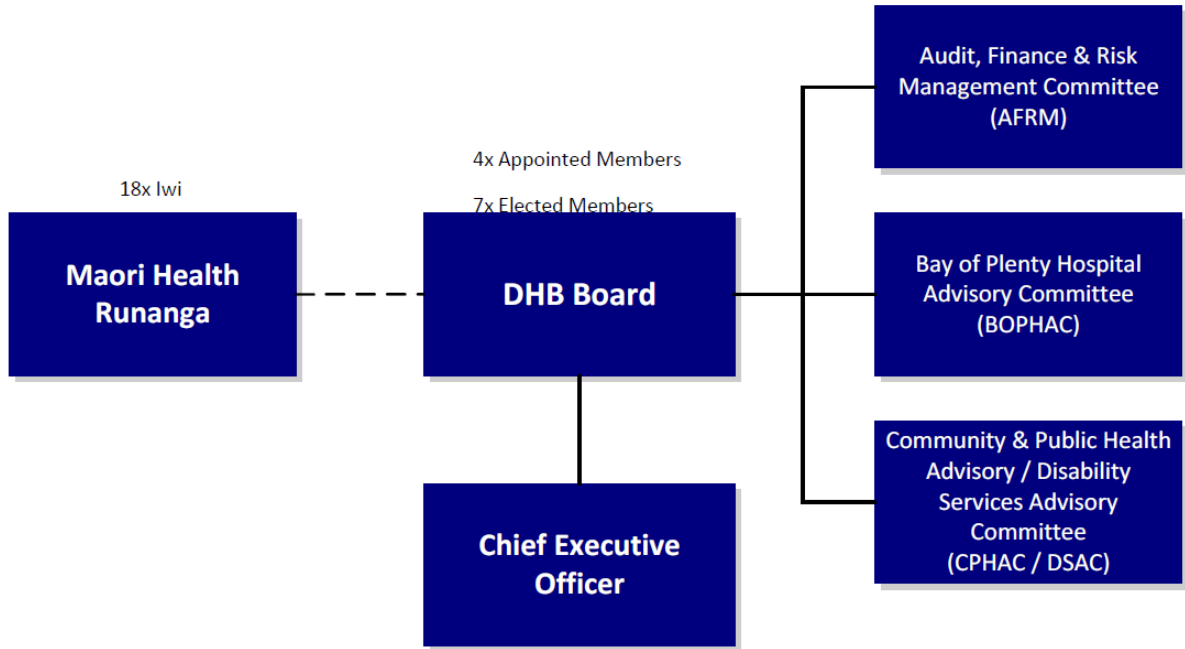
### Functions and responsibilities

The DHB's objectives and functions are set out in sections 22 and 23 of the NZPHD.

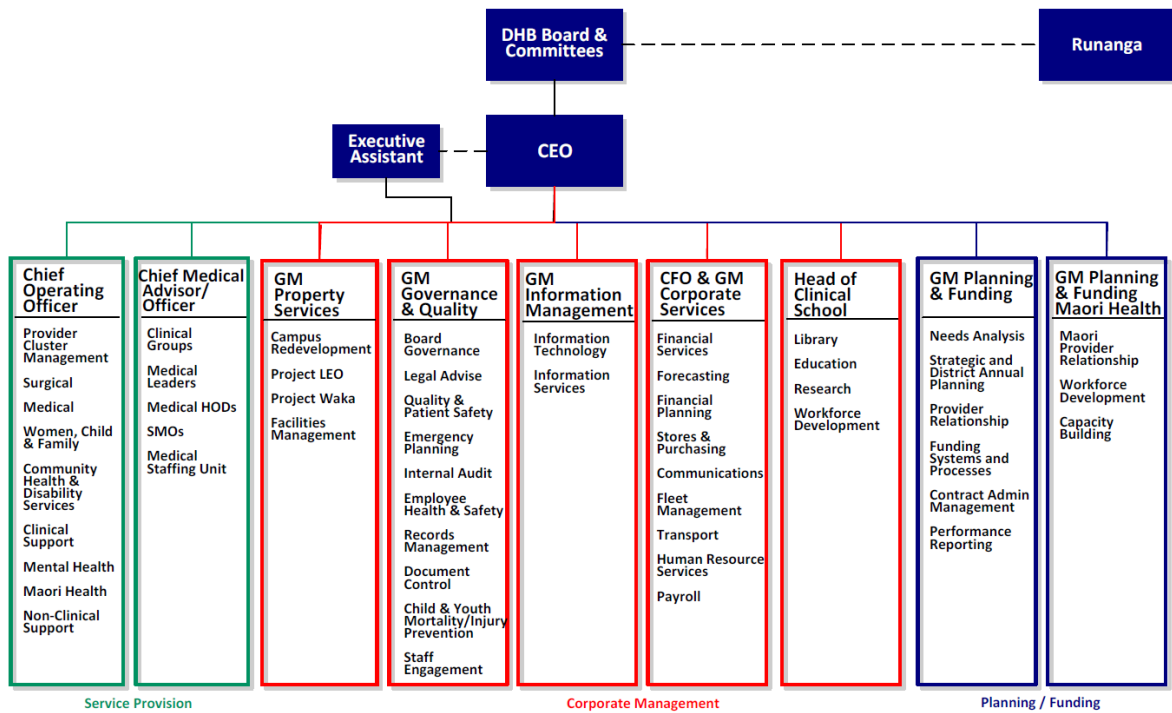
The BOPDHB services a region from Waihi Beach to East Cape and south to Ruatahuna, including five district council areas (Kawerau, Opotiki, Tauranga, Western Bay of Plenty and Whakatane). It operates two base hospitals at Tauranga and Whakatane and a range of community-based services. In addition, it is contracted to provide a range of community-based services in the Lakes district (Rotorua/Taupo).

# Structure

## Board and Committees



## Executive Management and Functions



## Records

- Administration records
- Patient records.

## Documents relating to decision-making process

The Bay of Plenty DHB uses the following documents for decision-making purposes:

- New Zealand Health Strategy
- New Zealand Disability Strategy
- Other health strategies as issued by government agencies, including The New Zealand Primary Health Care Strategy and He Korowai Oranga (the New Zealand Māori Health Strategy)
- Crown Funding Agreements and Operational Policy Framework
- Policy and Procedures Manuals (both organisational and departmental).

## Contact

Private Bag 12024  
Tauranga 3143

Phone (07) 579 8000

[oiarequest@bopdhb.govt.nz](mailto:oiarequest@bopdhb.govt.nz)

[www.bopdhb.govt.nz](http://www.bopdhb.govt.nz)

# New Zealand Blood & Organ Service

*Entry last updated on 2 February 2022*

## Te Ratonga Toto O Aotearoa

### Governing statutes

The New Zealand Blood and Organ Service (NZBS) is a Crown Entity established under the New Zealand Public Health and Disability Act 2000.

### Functions and responsibilities

NZBS' primary purpose is the provision of blood and blood services to clinicians for the people of New Zealand. Its core activity is the safe, timely, high quality and efficient provision of blood services.

### Structure

The Board comprises up to seven non-executive members. Short and medium term management of the Service is delegated to the Chief Executive and, using Board policies, to the Executive Management Team comprising:

- Chief Executive Officer
- Director Finance and Corporate Services
- Chief Medical Officer
- Director Human Resources and Organisational Development
- Director Planning and Supply Chain
- Director Quality and Regulatory Affairs
- Director Technical Services
- Director Donor Services
- Director Digital Technology & Information.

## Records

NZBS keeps records in relation to its corporate activities, its manufacturing activities and its diagnostic activities. Manufacturing records are kept in accordance with the requirements of Good Manufacturing Practice (GMP) and are audited by Medsafe.

Diagnostic records are kept in accordance with the requirements of ISO 15189 and are audited by International Accreditation New Zealand (IANZ). NZBS also produces an Annual Report in accordance with the requirements of the Crown Entities Act 2004.

## Documents relating to the decision-making process

- Statement of Intent
- Statement of Performance Expectations
- Internal Policies and Procedures.

## Contact

National Office  
New Zealand Blood Service  
Level 1, 71 Great South Road  
Epsom 1051

Private Bag 92 071  
Victoria Street West  
Auckland 1142

Phone (09) 523 5744  
Fax (09) 523 5754

[OIA@nzblood.co.nz](mailto:OIA@nzblood.co.nz)

[www.nzblood.co.nz](http://www.nzblood.co.nz)

# Border Executive Board

*First entry provided on 27 January 2022*

## Governing statutes

The Border Executive Board is an interdepartmental executive board established under the Public Service Act 2020.

## Functions and responsibilities

The Border Executive Board's purpose is to provide effective governance of the New Zealand border by ensuring there are no gaps in the end-to-end border processes for people, goods, and craft.

The members of the Board are jointly accountable for:

- strategic border system improvements, including developing a Border Sector Strategy, monitoring performance and user experiences across the system, advising on investment decisions for the border system, and delivering joint initiatives to build a safer and smarter border
- ensuring there are no gaps in the end-to-end border processes to integrate health risk management including COVID-19
- ensuring any gaps or future risks from people, goods and craft arriving at the border will be addressed, where the risks are not already being managed by an existing agency or another government process
- managing the significant and pressing fiscal challenges that the sector is facing as a result of decreased revenues from cost-recovery activities through the COVID-19 pandemic.

Individual border agencies retain sole accountability for how they deliver services and specific functions of their respective agencies. For example, the New Zealand Customs Service continues to take the lead on preventing drugs from entering the country.

Individual agencies also continue to be responsible for the fiscal management and financial sustainability of their agency. However, the Board has regard to how the system as a whole can be efficiently and sustainably funded.

## Structure

The Board comprises Chief Executives from the following six agencies who are jointly responsible for the delivery of the outcomes sought by Cabinet.

- Ministry of Business, Innovation, and Employment – (Immigration New Zealand and Managed Isolation and Quarantine)
- Ministry of Foreign Affairs and Trade
- Ministry of Health
- Ministry for Primary Industries
- Ministry of Transport
- New Zealand Customs Service.

The Board is chaired by the Comptroller of Customs and is hosted by the New Zealand Customs Service.

The Board is supported by a small team, led by an Executive Director, in co-ordination and advisory activities necessary for its role.

## Records

The main documents held include governance documents, Board meeting minutes and agendas, reports to the Minister for COVID-19 Response.

## Contact

Executive Director  
Border Executive Board  
NZ Customs Service  
PO Box 2218  
Wellington 6011

Freephone within New Zealand 0800 4 CUSTOMS (0800 428 786)

[beb.info@customs.govt.nz](mailto:beb.info@customs.govt.nz)

[www.customs.govt.nz/about-us/border-executive-board](http://www.customs.govt.nz/about-us/border-executive-board)

# Broadcasting Standards Authority

*Entry last updated on 28 January 2022*

## Te Mana Whanonga Kaipāho

### Governing statutes

The Broadcasting Standards Authority was established by the Broadcasting Act 1989.

### Functions and responsibilities

The functions of the Authority are set out in section 21 of the Act. They include (in summary):

Section 21(1) The function of the Authority shall be –

- (a) To receive and determine complaints
- (b) To publicise its procedures in relation to complaints; and
- (c) To issue to any or all broadcasters, advisory opinions relating to broadcasting standards and ethical conduct in broadcasting; and
- (d) To encourage the development and observance by broadcasters of codes of broadcasting practice appropriate to the type of broadcasting undertaken by such broadcasters in relation to –
  - (i) The protection of children
  - (ii) The portrayal of violence
  - (iii) Fair and accurate programmes and procedures for correcting factual errors and redressing unfairness
  - (iv) Safeguards against the portrayal of persons in programmes in a manner that encourages the denigration of, or the discrimination against, sections of the community on account of sex, race, age, disability or occupational status or as a consequence of legitimate expression of religious, cultural or political beliefs
  - (v) Restrictions on the promotion of alcohol
  - (vi) Presentation of appropriate warnings in respect of programmes that have been classified as suitable only for particular audiences
  - (vii) the privacy of the individual



(e) To conduct research and publish findings on matters relating to standards in broadcasting

(f) To develop and issue codes of broadcasting practice where the Authority considers it appropriate.

## Structure

The Broadcasting Standards Authority consists of four members appointed by the Governor-General on the recommendation of the Minister of Broadcasting. A small secretariat based in Wellington services the Authority.

## Records

The main documents held by the Broadcasting Standards Authority concern complaints about breaches of broadcasting standards made to the Authority and research. The Office of the Ombudsman has advised that information relating to the Authority's determination of complaints – in its capacity as a tribunal, exercising its functions – is not 'official information' for the purposes of the Official Information Act. The Authority's decisions and research reports are all published on its website.

## Documents relating to decision-making process

Broadcasting Standards Authority's Policy and Operations Manual.

## Contact

Chief Executive  
Broadcasting Standards Authority  
119 Ghuznee Street  
PO Box 9213  
Wellington 6141

Phone (04) 382 9508  
Freephone 0800 366 996

[info@bsa.govt.nz](mailto:info@bsa.govt.nz)

[www.bsa.govt.nz](http://www.bsa.govt.nz)

# Ministry of Business, Innovation and Employment

*Entry last updated on 28 June 2022*

## Hīkina Whakatutuki

### Acts administered

Hīkina Whakatutuki, Ministry of Business, Innovation and Employment (the Ministry), is charged with administering the following acts:

- Accident Compensation Act 2001
- America's Cup Road Stopping Act 2018
- Atomic Energy Act 1945
- Auctioneers Act 2013
- Auditor Regulation Act 2011
- Bills of Exchange Act 1908
- Building Act 2004
- Building Research Levy Act 1969
- Building Societies Act 1965
- Callaghan Innovation Act 2012
- Chartered Professional Engineers of New Zealand Act 2002
- Cheques Act 1960
- Climate Change Response Act 2002 (Part 6 only)
- Commerce (Criminalisation of Cartels) Amendment Act 2019
- Commerce Act 1986
- Companies Act 1993
- Construction Contracts Act 2002
- Consumer Guarantees Act 1993
- Contract and Commercial Law Act 2017

- Co-operative Companies Act 1996
- Copyright Act 1994
- Corporations (Investigation and Management) Act 1989
- COVID-19 Response (Requirements For Entities—Modifications and Exemptions) Act 2020
- Credit (Repossession) Act 1997
- Credit Contracts and Consumer Finance Act 2003
- Crown Minerals Act 1991
- Crown Research Institutes Act 1992
- Designs Act 1953
- Dumping and Countervailing Duties Act 1988
- Electricity Act 1992
- Electricity Act 1992 (*only provisions relating to registration of electrical workers*)
- Electricity Industry Act 2010 (*subpart 1 of Part 4 only*)
- Electricity Industry Act 2010
- Employment Relations (Triangular Employment) Amendment Act 2019
- Employment Relations Act 2000 (*section 198 administered by MOJ*)
- Energy (Fuels, Levies, and References) Act 1989
- Energy Companies Act 1992
- Energy Efficiency and Conservation Act 2000
- Energy Resources Levy Act 1976
- Engineering Associates Act 1961
- Equal Pay Act 1972
- Fair Trading Act 1986
- Financial Advisers Act 2008
- Financial Markets Authority Act 2011
- Financial Markets Conduct Act 2013
- Financial Reporting Act 2013
- Financial Service Providers (Registration and Dispute Resolution) Act 2008 (*Parts 1 and 2*)

- Financial Service Providers (Registration and Dispute Resolution) Act 2008 (*Part 3 only*)
- Friendly Societies and Credit Unions Act 1982
- Fuel Industry Act 2020
- Gas Act 1992
- Geographical Indications (Wine and Spirits) Registration Act 2006
- Haka Ka Mate Attribution Act 2014
- Health and Safety at Work Act 2015
- Heavy Engineering Research Levy Act 1978
- Holidays Act 2003
- Imports and Exports (Restrictions) Act 1988
- Income Insurance Scheme (Enabling Development) Act 2022
- Incorporated Societies Act 1908
- Incorporated Societies Act 2022
- Industrial and Provident Societies Act 1908
- Insolvency (Cross-border) Act 2006
- Insolvency Act 2006
- Insolvency Practitioners Regulation Act 2019
- International Energy Agreement Act 1976
- KiwiSaver Act 2006 (*Part 4, aspects of Part 5, Schedules 1 and 2*)
- Lake Taupo Compensation Claims Act 1947
- Layout Designs Act 1994
- Limited Partnerships Act 2008
- Major Events Management Act 2007
- Manapouri –Te Anau Development Act 1963
- Marine Insurance Act 1908
- Measurement Standards Act 1992
- Mines Rescue Act 2013
- Minimum Wage Act 1983

- Motor Vehicle Sales Act 2003
- New Zealand Business Number Act 2016
- New Zealand Institute of Chartered Accountants Act 1996
- New Zealand International Convention Centre Act 2013
- New Zealand Maori Arts and Crafts Institute Act 1963
- New Zealand Superannuation and Retirement Income Act 2001 (*Part 4 and Schedule 6*)
- New Zealand Tourism Board Act 1991
- New Zealand Trade and Enterprise Act 2003
- Ngai Tahu (Pounamu Vesting) Act 1997
- Parental Leave and Employment Protection Act 1987
- Partnership Act 2019
- Patents Act 1953
- Patents Act 2013
- Personal Property Securities Act 1999
- Petroleum Demand Restraint Act 1981
- Plant Variety Rights Act 1987
- Plumbers, Gasfitters, and Drainlayers Act 2006
- Postal Services Act 1998
- Radiocommunications Act 1989
- Receiverships Act 1993
- Registered Architects Act 2005
- Remuneration Authority Act 1977
- Research, Science, and Technology Act 2010
- Retail Payment System Act 2022
- Securities Trustees and Statutory Supervisors Act 2011
- Sharemilking Agreements Act 1937
- Shop Trading Hours Act 1990
- Standards Act 1988

- Sunscreen (Product Safety Standard) Act 2022
- Takeovers Act 1993
- Tariff Act 1988
- Telecommunications (Interception Capability and Security) Act 2013
- Telecommunications Act 2001
- Testing Laboratory Registration Act 1972
- Trade (Safeguard Measures) Act 2014
- Trade and Industry Act Repeal Act 1988
- Trade Marks Act 2002
- Trade Unions Act 1908
- Trans-Tasman Mutual Recognition Act 1997
- Trustee Companies Management Act 1975
- Union Representatives Education Leave Act Repeal Act 1992
- Unsolicited Electronic Messages Act 2007
- Volunteers Employment Protection Act 1973
- Wages Protection Act 1983
- Weathertight Homes Resolution Services Act 2006
- Weights and Measures Act 1987
- Wheat Industry Research Levies Act 1989
- WorkSafe New Zealand Act 2013

## Functions and responsibilities

### Our role

Hīkina Whakatutuki Ministry of Business, Innovation and Employment (the Ministry) has a key role in contributing to improving the overall well-being of all New Zealanders, and this is summarised in our purpose, to grow New Zealand for all.

The Ministry recognises that a strong economy is based on investing in skills, knowledge and time in our people alongside our natural resources, and that this will enable New Zealanders to improve the wellbeing of current and future generations.

To succeed at reaching the standard of living and quality of life desired for today and future generations, the Ministry focuses on productive and sustainable use of resources across New Zealand for a well-performing economy - so that every New Zealander has an opportunity to participate in and benefit from our economy.

For the Ministry, success looks like:

- A prosperous and adaptable society, sectors, and regions
- Workers are skilled and engaging in safe and fulfilling labour
- Consumers and businesses are informed and interact with confidence
- Value and resource is sustainably derived from the natural environment
- Innovation and international connections are fostered by our dynamic business environment.

These aspirations are echoed in the Ministry's Māori identity – Hīkina Whakatutuki – which broadly means "lifting to make successful".

## Portfolios

The Ministry supports ministers across 20 portfolios which are funded under three Votes. The Ministry also provides advice and support to the Minister of Finance on regulatory reform.

- Vote Building and Construction
  - Building and Construction
  - COVID-19 Response
  - Housing
- Vote Business, Science and Innovation
  - Broadcasting and Media
  - Commerce and Consumer Affairs
  - Digital Economy and Communications
  - Economic and Regional Development
  - Energy and Resources
  - Infrastructure
  - Māori Development
  - Public Service
  - Pike River Re-entry

- Research, Science and Innovation
- Small Business
- Tourism
- Vote Labour Market
  - ACC
  - Immigration
  - Social Development and Employment
  - Workplace Relations and Safety.

## Structure

### Organisational structure

The Ministry is organised into the following business groups:

- **Building, Resources and Markets** – responsible for many of the regulatory systems that govern New Zealand’s financial, telecommunications, building and construction and resource markets by delivering future-focused, strategic policy advice.
- **Digital, Data and Insights** – responsible for strengthening the Ministry’s core data and insights, digital, and technological capabilities.
- **Finance and Performance** – responsible for supporting the effective management of the Ministry’s resources including finance, procurement, business planning and property.
- **Immigration New Zealand** – responsible for delivering immigration services according to New Zealand’s immigration rules and laws, which support our economic growth and strengthen our relationship with the rest of the world.
- **Kānoa - Regional Economic Development and Investment Unit** - working to enhance economic development, meaningful employment opportunities and positive social outcomes in regional New Zealand.
- **Labour, Science and Enterprise** – responsible for developing New Zealand’s skill system, science and innovation systems, and labour market policy to boost our economy.
- **Managed Isolation and Quarantine** – Responsible for managed isolation and quarantine management as part of border measures to keep COVID-19 out of New Zealand.
- **Ngā Pou o te Taumarū** - Working in partnership with MBIE business groups to enable them to deliver their objectives and portfolio obligations. It supports the



stewardship obligations of the organisation including its medium and long-term sustainability, health, capability, and capacity.

- **Strategic Policy and Programmes** – Responsible for leading the Ministry’s micro-economic strategy and business strategy including looking ‘up and out’.
- **Te Whakatairanga Service Delivery**– responsible for working with businesses, employees, and consumers to ensure New Zealand has thriving fair markets.

## Records and publications

The Ministry regularly publishes an Annual Report and a Strategic Intentions/Statement of Intent document. It also publishes a wide range of consultation documents, papers, leaflets, and brochures of general and specific nature. These publications are updated regularly, and many are made publicly available on [www.mbie.govt.nz](http://www.mbie.govt.nz), and from Ministry offices in Wellington and nationwide.

## Documents relating to decision-making processes

The Ministry’s operational policies, principles, rules, and guidelines are documented throughout manuals and other documents such as Market Services Operations Manuals, and the Immigration New Zealand Operational Manual. They are available on relevant Ministry websites or intranet and are stored electronically in the electronic document and records management system that is readily accessible by staff.

The Ministry also has a wide range of internal corporate policies and procedures on administration, finance, communications, personnel, and information that govern the way it operates. These are also available to staff and readily accessible.

In addition, the Ministry is subject to Public Service policies, principles, rules, and guidelines such as the Cabinet Office Manual, Cabinet Office Circulars, State Services Standards of Integrity and Conduct, and Te Kawa Mataaho Public Service Commission guidance and protocols.

## Contact

### Ministry of Business, Innovation and Employment Head Office

15 Stout Street  
Wellington 6011

PO Box 1473  
Wellington 6140

Phone: +64 4 472 0030 or +64 4 917 0199  
Freephone: 0800 674 4688

General enquiries: [Feedback and enquiry form](#)

Official Information Act requests and enquiries: [oi@mbie.govt.nz](mailto:oi@mbie.govt.nz)

[www.mbie.govt.nz](http://www.mbie.govt.nz)

### Immigration New Zealand

Auckland: 09 914 4100  
Wellington: 04 910 9915  
Within NZ: 0508 558 855  
International calls: +64 9 914 4100

[www.immigration.govt.nz](http://www.immigration.govt.nz)

### Companies Office

Freephone: 0508 266 726 (0800 COMPANIES)  
Freephone from Australia: 1800 424 969 (1800 4 BIZ NZ)  
International calls: +64 3 962 2602

[www.business.govt.nz/companies](http://www.business.govt.nz/companies)

### Intellectual Property Office

Freephone: 0508 447 669  
Freephone from Australia: 1800 796 338  
International calls: +64 3 962 2607

[www.iponz.govt.nz](http://www.iponz.govt.nz)

## **Insolvency and Trustee Service**

Freephone: 0508 INSOLVENCY | 0508 467 658  
Freephone from Australia: 1-800 4 INSOLVENCY | 1800 446 765  
International calls: +64 3 962 2581

[www.insolvency.govt.nz](http://www.insolvency.govt.nz)

## **New Zealand Petroleum and Minerals**

Email [nzpam@mbie.govt.nz](mailto:nzpam@mbie.govt.nz)

Freephone (within New Zealand): 0508 263 782  
International Calls: +64 3 962 6179

[www.nzpam.govt.nz](http://www.nzpam.govt.nz)

## **Consumer Protection**

Phone: 04 474 2750  
Freephone: 0508 426 678 (0508 4 CONSUMER)

[www.consumeraffairs.govt.nz](http://www.consumeraffairs.govt.nz)

## **Employment relations, pay and holidays contact centre**

Freephone: 0800 209 020  
International calls: +64 9 969 2950

[www.employment.govt.nz](http://www.employment.govt.nz)

## **Tenancy information**

Freephone: 0800 836 262 (0800 TENANCY)  
International calls: +64 4 238 4695

[www.tenancy.govt.nz/rent-bond-and-bills](http://www.tenancy.govt.nz/rent-bond-and-bills)

## **Bonds**

Freephone: 0800 737 666

International calls: +64 4 238 4693

[www.tenancy.govt.nz/rent-bond-and-bills](http://www.tenancy.govt.nz/rent-bond-and-bills)

## **Compliance**

Freephone: 0800 222 012

[www.tenancy.govt.nz/rent-bond-and-bills](http://www.tenancy.govt.nz/rent-bond-and-bills)

## **Building controls and Building Act information**

Freephone: 0800 242 243

International calls: +64 4 238 6362

[www.building.govt.nz](http://www.building.govt.nz)

# Callaghan Innovation

*Entry last updated on 31 January 2022*

## Governing statutes

- Callaghan Innovation Act 2012
- Crown Entities Act 2004.

## Functions and responsibilities

### Our purpose

Callaghan Innovation's main objective is to support science and technology-based innovation and its commercialisation by businesses, primarily in the manufacturing sector and services sector, in order to improve their growth and competitiveness (Callaghan Innovation Act 2012)

### What we do

We activate innovation and help businesses grow faster for a better New Zealand.

We partner with ambitious businesses of all sizes, providing a range of innovation and research and development (R&D) services to suit each stage of growth.

Our people – including more than 200 of New Zealand's leading scientists and engineers – empower innovators by connecting people, opportunities and networks, and providing tailored technical solutions, skills and capability development programmes, and grants co-funding.

We also enhance the operation of New Zealand's innovation ecosystem, working closely with government partners, Crown Research Institutes, and other organisations that help increase business investment in R&D and innovation.

### Our services

Callaghan Innovation delivers 5 core services for New Zealand innovators - these are outlined below.

1. Connecting to experts - connecting businesses with the right advisor, partner, mentor or technology provider. This includes:

- Connecting customers with the right expertise digitally (e.g. through the Scale-up NZ platform)
- Connecting customers around a market opportunity (e.g. in the HealthTech Activator)
- Connecting innovators to Research Science and Innovation (RSI) ecosystem expertise.

2. Science and research services - providing customers with access to scientific & technical expertise and equipment that aren't available anywhere else in Aotearoa. Many of these services are provided on standard commercial terms to support all potential customers (e.g. international businesses or in other parts of the public sector) rather than 'innovation only' customers. This includes:

- Research
- Expert scientific / technical consultancy - providing unique expertise
- Manufacturing
- Testing and calibration
- Measurement services (through MSL)
- Failure analysis
- Facilities & equipment access.

3. Innovation skills - building skills and capability so businesses are innovation-ready. This includes:

- Foundation skills (the base knowledge companies need to have to be successful on their innovation journey e.g. what is R&D & why do R&D, what is innovation)
- Essential skills (core innovation skills and techniques to focus, plan and drive innovation journeys e.g. R&D roadmapping, R&D planning, business case creation, technology scaling)
- Deep skills (deep skills development and implementation to materially impact both productivity and innovation within business e.g. lean, digital lean, beyond IP).

4. Innovation funding - A range of types of funding to fuel innovation for our customers and add scale, depth and return on innovation investments. This includes:

- The R&D tax incentive (RDTI)
- Project grants
- Student grants
- Tech incubator repayable grants.

5. 1:1 commercialisation coaching & support - focused, hands-on support and guidance for commercialisation of science and technology, and companies on their innovation journey.

This is not just teaching or providing a fee-for-service offering - it is intentional, intensive support to guide the customer's innovation activity. This includes:

- Founder Incubators
- Tech Incubators
- Accelerators
- The Idea to Impact programme (a comprehensive, wraparound service offering Callaghan Innovation's commercial and technical expertise to help high-potential customers take innovative ideas from idea to market)
- Commercial & Technical Workshops (discrete workshops to help customers overcome key hurdles on their innovation journey)
- Concept to Demo (taking ideas to prototype in a structured, commercially informed way).

## Structure

Callaghan Innovation Board (1 Chair, 5 Members)

Callaghan Innovation Executive Leadership Team:

- Chief Executive
- Chief Financial Officer
- Chief Innovation Enablement Officer
- Chief Māori and Government Engagement Officer
- Executive Lead – Health & Safety
- Chief Innovation Expertise Officer
- Chief Product Officer.

## Records

Callaghan Innovation primarily employs an electronic records system and corporate records are increasingly retained electronically.

## Documents relating to decision-making processes

- Ministerial Directions Criteria for Assessing Proposals for Funding Project and Student Grant Funding (NZ Gazette October 2018)
- Direction to Callaghan Innovation—Criteria for Assessing Proposals for Funding Growth Grant Funding (NZ Gazette October 2018)
- Internal operational policies including Board delegations
- Board Minutes.

## Publications

- Callaghan Innovation Annual Reports
- Callaghan Innovation Quarterly Reports
- Callaghan Innovation Statements of Intent
- Statements of Performance Expectations
- Briefing to the Incoming Minister
- Chief Executive's Expenses
- A range of brochures and related material describing Callaghan Innovation's products and services.

All publications can be found at: [www.callaghaninnovation.govt.nz/about/publications-and-documents](http://www.callaghaninnovation.govt.nz/about/publications-and-documents)

## Contact

0800 4 CALLAGHAN (0800 4 22552)

[info@callaghaninnovation.govt.nz](mailto:info@callaghaninnovation.govt.nz)

[www.callaghaninnovation.govt.nz](http://www.callaghaninnovation.govt.nz)



# Canterbury District Health Board

*Entry last updated on 19 January 2022*

## Te Poari Hauora Ō Waitaha

### Governing Statute

The Canterbury District Health Board (Canterbury DHB) was established on 1 January 2001 under the New Zealand Public Health and Disability Act 2000.

### Functions and responsibilities

The Canterbury DHB is one of 20 DHBs established to serve the population of their geographical district by funding, providing, or ensuring the provision of health services and/or disability support services.

The Canterbury DHB serves the areas under the control of seven territorial local authorities - Christchurch City, Ashburton, Banks Peninsula, Hurunui, Kaikoura, Selwyn and Waimakariri District Councils. In addition, it provides a number of services accessed by people primarily from the wider South Island community but also from the rest of New Zealand.

Community and Public Health is a division of the Canterbury DHB which delivers public health services in Canterbury, South Canterbury and the West Coast. Those services include the officers of Medical Officer of Health who have statutory powers and administer elements of the Health Act 1956 and other legislation.

The primary objectives, functions and responsibilities of DHBs are set out in the New Zealand Public Health and Disability Act 2000 (NZPHD).

### Structure

The organisational design reflects the objectives and functions of the Board by making provision for Planning and Funding (the funder/purchasing arm), the provision of Hospital and Specialist Services (the in-house provider arm).

Reporting to the Board, the Chief Executive Officer is responsible for all functions and services provided by the Canterbury DHB, the General Manager, Planning and Funding is responsible for providing advice and purchasing services on the health and disability support funding for the region (which has been devolved from the Ministry of Health).

The Board is supported by Advisory Committees: Community and Public Health Advisory Committee (CPHAC), Disability Support Advisory Committee (DSAC), Hospital Advisory Committee (HAC), and the Finance, Audit and Risk Committee (FARC).

## Records

Records relating to all aspects of the DHB's activities are maintained in either hard-copy or electronic form.

Records are physically located in a number of places, including hospitals and other facilities from which health and/or disability support services are provided.

Typically, patients' medical records, when not in active use on a ward or in some other clinical setting, are stored securely in centralised medical records areas.

Use is made of secure off-site storage, managed by records-management specialists, for some non-current records for which retrieval time is not a critical factor.

## Documents relating to decision-making processes

The Canterbury DHB has a comprehensive range of policy and procedures manuals that operate at different levels - i.e. DHB-wide, divisional-level, hospital-level, and service- or unit-level.

The Canterbury DHB has an informative website [www.cdhb.govt.nz](http://www.cdhb.govt.nz) from which a wide variety of information may be gained. Agendas, minutes and reports/papers for public meetings of the Board and its Statutory Advisory Committees are posted on the website.

Many of the organisation's publications may also be found there, including a number of policy and procedure manuals, as well as information about job vacancies and a range of organisational information.

## Contact

All requests for information should be directed to the Canterbury DHB at the following address:

Canterbury District Health Board Corporate Office  
PO Box 1600  
Christchurch 8140

[www.cdhb.health.nz](http://www.cdhb.health.nz)

# Capital & Coast District Health Board

*Entry last updated on 11 March 2022*

## Governing statutes

Capital & Coast District Health Board (CCDHB) was established on 1 January 2001 by section 19 of the New Zealand Public Health and Disability Act 2000.

## Functions and responsibilities

CCDHB has responsibility for planning, prioritising, funding and providing government-funded health care and disability support services for the people of Wellington, Porirua and the Kāpiti Coast.

CCDHB is the sixth largest DHB in New Zealand with more than 300,000 people living in the district. It also provides specialist tertiary-level services to people in the upper South and lower North Islands – servicing a population base of over 900,000.

CCDHB operates Wellington Regional Hospital, Kenepuru Hospital in Porirua, Kapiti Health Centre in Paraparaumu, a large mental health campus based at Porirua, and a number of community bases, and employs more than 4,300 full-time equivalent staff.

## Structure

CCDHB is a Crown Entity as per the Crown Entities Act 2004.

A Board made up of seven elected and four members, appointed by the Minister of Health govern CCDHB. The Board's role and duties are detailed in the New Zealand Public Health and Disability Act 2000.

CCDHB has three Statutory Advisory Committees:

1. Community and Public Health Advisory Committee – provides advice and recommendations to the Board on the health needs of the resident population. It also advises the Board on priorities for the use of the available health funding.
2. Disability Support Advisory Committee – provides advice and recommendations to the Board on the disability support needs of the resident population. It also provides advice and recommendations to the Board on priorities for the use of the available disability funding.

3. Hospital Advisory Committee – monitors, advises and provides recommendations to the Board on the financial and operational performance of the service provision arm of the DHB.

## Records

There are five broad categories of records and files maintained by CCDHB:

- Medical records (patient information)
- Personnel records (staff information)
- Administrative records (general)
- Governance records (Board minutes and papers)
- Provider contract files (contracts, correspondence and reports).

## Documents relating to decision-making processes

The manuals and documents that contain policies or guidelines CCDHB uses to make decisions or recommendations about people or organisations in their personal capacity are:

- Crown Funding Agreement and Operational Policy Framework
- Capital & Coast District Annual Plan
- Capital & Coast Statement of Intent
- Capital & Coast District Strategic Plan
- New Zealand Health Strategy
- New Zealand Disability Strategy
- other health strategies as issued by government agencies
- policy and procedures manuals (organisational and departmental).

## Contact

All requests for official information should be addressed to the Chief Executive at the address below. The request will be registered and forwarded to the appropriate department for reply.

Chief Executive  
Capital & Coast District Health Board  
Private Bag 7902  
Wellington 6242

Phone (04) 385 5999

[OIArequest@ccdhb.org.nz](mailto:OIArequest@ccdhb.org.nz)

[www.ccdhb.org.nz](http://www.ccdhb.org.nz)

# Chartered Professional Engineers Council

*Entry last updated on 10 January 2022*

## Kahui Kaiwetepanga Ngaio Whaimana

### Governing statutes

Established as a body corporate under the Chartered Professional Engineers of New Zealand Act 2002 (the Act), it is also subject to the Chartered Professional Engineers of New Zealand Rules (No 2) 2002 and the Chartered Professional Engineers of New Zealand (Appeals) Regulations 2002.

### Functions and responsibilities

The purpose of the Council is to oversee aspects of and carry out the functions relating to the registration system, the code of ethics, and the complaints and disciplinary process within the engineering profession in New Zealand.

Specifically:

- to review and approve proposed rules containing Chartered Professional Engineering standards
- to hear appeals from decisions of the Registration Authority
- to review and report to the Minister of Building and Construction on the performance and exercise of the Registration Authority's and the Council's respective functions and powers.

### Structure

The Council's board must have at least six but no more than eight members appointed by the Governor-General on the recommendation of the Minister of Building and Construction as follows:

- three persons nominated by the Institution of Professional Engineers of New Zealand Incorporated (IPENZ)
- one person nominated by the Association of Consulting Engineers of New Zealand

- one person nominated by the Minister whom the Minister considers to be representative of consumers
- one to three other persons nominated by the Minister.

The inaugural Board in 2003 had eight members. The Council does not currently have any staff of its own but hires contractors when required to undertake secretarial, accounting and investigative functions.

## Records

Correspondence and general administration files, minutes of meetings and associated support material, appeal decisions, financial information, Annual Report, Statement of Intent and Statement of Objectives, Operating Protocol.

## Contact

Executive Officer  
c/- Level 4, 32 The Terrace  
PO Box 3058  
Wellington 6140

[info@cpec.org.nz](mailto:info@cpec.org.nz)

[www.cpec.org.nz](http://www.cpec.org.nz)

# Children's Commissioner

*Entry last updated on 20 December 2022*

## Manaakitia A Tatou Tamariki

### Governing statutes

The Oranga Tamariki Act 1989 (formerly the Children, Young Persons, and Their Families Act 1989) established the appointment of a Commissioner for Children. Subsequently, the Children's Commissioner Act 2003 confirmed and extended the independent role and functions of the Commissioner and changed the name to the Children's Commissioner.

### Functions and responsibilities

We provide authoritative, independent advice on the wellbeing of children and young people and provide a voice for their views and best interests.

We review and perform the design and development of the strategies, policies and practices of Oranga Tamariki, the New Zealand Government's statutory child protection agency. We review samples of cases, visit Oranga Tamariki sites, residences and remand homes and talk to children, young people, their families and whānau and other stakeholders. This results in feedback to Oranga Tamariki on areas of good practice and areas for improvement.

We advocate for better child well-being in New Zealand as independent experts on the wellbeing of children and young people.

We inform others using our expertise and advice to raise awareness of issues, identify constructive solutions based on best practice and evidence and influence others to prioritise, invest in and improve their services for and to children and young people.

In addition to our focus on vulnerable children, we respond to calls for submissions, select committee undertakings and stakeholder requests.

Our main functions include:

- encouraging the development within Oranga Tamariki, of policies and services that are designed to promote the wellbeing of children and young people;
- monitoring and investigating the actions of Oranga Tamariki and other agencies providing care services under the Oranga Tamariki Act 1989 and Children's and Young People's Well-being Act 1989;



- monitoring Oranga Tamariki residences as a National Preventive Mechanism in respect of the Optional Protocol to the United Nations Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT);
- systemic advocacy and investigation of issues compromising the interests, rights and well-being of children and young people;
- raising awareness and understanding of the United Nations Convention on the Rights of the Child and advancing and monitoring its application by the State;
- developing mechanisms for hearing and sharing children’s voices and perspectives;
- ensuring the voices of children and young people are included in our work and directly inform our monitoring findings and the advice we provide;
- demonstrating best-practice in listening to children and using their views in decision-making;
- providing child-centred advice to Select Committees, Ministers, government and non-government organisations;
- maintaining a ‘Child Rights and Advice’ telephone line;
- member of and providing advice to the Advisory Committee on Assisted Reproductive Technology (ACART);
- raising awareness of children’s interests among New Zealanders generally.

## Structure

Children’s Commissioner – Judge Frances Eivers

Executive Director – Fiona Cassidy

Corporate Services Manager – Patrick Labotsky

Manager Advocacy & Rights – Vacant

Manager Communications – Lee Harris-Royal

Manager Monitoring – Catherine Burrage

Manager Participation & Engagement (Mai World) – Peter Foese

Manager Te Tiriti – Noel Woods

Manager Human Resources – Gen Scott

## Records

The records and files held are those required by the Children’s Commissioner’s Office to conduct its normal business activity, plus those required by law to hold.

## Contact

Office of the Children's Commissioner  
Level 7, 110 Featherston Street  
Wellington 6011

PO Box 5610  
Wellington 6140

Phone (04) 471 1410 or 0800 A CHILD (0800 224453)

[children@occ.org.nz](mailto:children@occ.org.nz)

[www.occ.org.nz](http://www.occ.org.nz)

# Christchurch International Airport

*Entry last updated on 31 January 2022*

## Governing statutes

Christchurch International Airport Ltd (CIAL) has statutory duties under a number of governing statutes including key responsibilities as detailed under the Airport Authorities Act 1966, the Civil Aviation Act 1990, the Companies Act 1993, the Local Government Act 2002 and the Commerce Act 1986.

## Functions and responsibilities

CIAL is a private company incorporated under the Companies Act 1993 with shares held by the Minister of Finance (12.5%), the Minister for State-Owned Enterprises (12.5%) and Christchurch City Holdings Ltd (75%), a wholly owned subsidiary of the Christchurch City Council.

CIAL is one of three named airports in New Zealand within the Airport Authorities Act 1966, meaning it is infrastructure of national significance and has economic impacts into regions beyond Christchurch city.

CIAL is a council-controlled trading organisation under the Local Government Act 2002 which has been established for operating a trading undertaking for the purpose of making a profit.

Since 1 April 1988, the Company has carried on the airport business previously operated by the Christchurch Airport Authority.

## Structure

The Directors of Christchurch International Airport Limited are appointed by the shareholding Ministers and Christchurch City Holdings Limited. The number of Directors at any particular time are to be not more than six.

The Corporate Office is situated on the fourth floor of the Car Park Building. The Chief Executive Officer is responsible to the Directors for the day-to-day running of the Company.

## Records

The records and files held are those required by an Airport Company to conduct its normal business activity plus those it is required by law to hold.

## Documents relating to decision-making process

Statements of Intent, the Annual Review, the Financial Statements, and Interim Reports are submitted to the shareholders. These documents are available on the company's website at [christchurchairport.co.nz](http://christchurchairport.co.nz)

Company documentation including the Constitution is available at the New Zealand Companies Register at [www.business.govt.nz](http://www.business.govt.nz)

## Contact

Christchurch International Airport Limited  
Fourth floor, Car Park Building  
PO Box 14001  
Christchurch 8544

Phone (03) 358 5029

Fax (03) 353 7730

[enquiries@cial.co.nz](mailto:enquiries@cial.co.nz)

[www.christchurchairport.co.nz](http://www.christchurchairport.co.nz)

# Civil Aviation Authority

*Entry last updated on 25 February 2022*

## Te Mana Rererangi Tūmatanui O Aotearoa

### Governing statutes

The Civil Aviation Authority (CAA) was established by the Civil Aviation Act 1990 s 72B (1). The CAA operates under the Civil Aviation Act 1990 (the Act), rules and regulations made under the Act. The Aviation Security Service (Avsec) is a service established by the Civil Aviation Authority pursuant to section 72B(2)(ca) of the Civil Aviation Act.

### Functions and responsibilities

The CAA is a Crown Entity with the objective of undertaking its safety, security and other functions in a way that contributes to the aim of achieving an integrated, safe, responsive, and sustainable transport system.

The functions of the CAA are to:

- promote civil aviation safety and security in New Zealand
- promote civil aviation safety and security beyond New Zealand and in accordance with New Zealand's international obligations
- investigate and review civil aviation accidents and incidents in its capacity as the responsible safety and security authority, subject to the limitations set out in section 14(3) of the Transport Accident Investigation Commission Act 1990
- notify the Transport Accident Investigation Commission in accordance with section 27 of the Act of accidents and incidents notified to the Authority
- maintain and preserve records and documents relating to activities within the civil aviation system, the New Zealand Register of Aircraft and the Civil Aviation Registry
- ensure the collection, publication, and provision of charts and aeronautical information, and to enter into arrangements with any other person or organisation to collect, publish and distribute such charts and information
- provide to the Minister such information and advice as the Minister may from time to time require
- cooperate with, or to provide advice and assistance to, any government agency or local government agency when requested to do so by the Minister, but only if the

Minister and the Authority are satisfied that the performance of the functions and duties of the Authority will not be compromised

- provide information and advice with respect to civil aviation, and to foster appropriate information education programmes with respect to civil aviation, that promote its objective
- enter into technical or operational arrangements, or both, with civil aviation authorities of other countries.

Further, the functions of the Director of Civil Aviation are to:

- exercise control over entry into the New Zealand civil aviation system through the granting of aviation documents under the Act
- take such action as may be appropriate in the public interest to enforce the provisions of the Act and of regulations and rules made under the Act, including the carrying out or requiring of inspections and monitoring
- monitor adherence, within the civil aviation system, to any regulatory requirements relating to
- safety and security, including (but not limited to) personal security
- access and mobility
- public health
- environmental sustainability
- any other matter, and
- ensure regular reviews of the civil aviation system to promote improvement and development of its safety and security.

## Aviation Security Service (Avsec)

### Principal activities

Avsec undertakes five principal activities

#### Screening passengers and their baggage

Avsec is responsible for pre-board screening at security designated airports. All departing international passengers and their carry-on baggage are screened. All departing domestic passengers, and their carry-on baggage, are screened where the passenger is travelling on an aircraft with 90 or more passengers on a regular service.

In the screening process, passengers and their carry-on baggage are inspected to ensure that prohibited items such as knives, firearms, incendiary devices, weapons, dangerous goods, explosives, or any other specified threat items, are not carried onto the aircraft. The screening process in the international environment also ensures passengers do not take

more than the allowed quantity of powders liquids, aerosols and gels (PLAGs) into the cabin of the aircraft.

### **Screening checked baggage**

Using sophisticated explosive detection system equipment, Avsec screens all checked passenger baggage at international airports for threat items.

### **Airport patrols**

Avsec undertakes perimeter patrols and foot patrols at security designated aerodromes to ensure the prompt interception of persons unlawfully in security areas and to increase the safety of the flying public.

### **Non-passenger screening**

Since 2008 Avsec has implemented the screening of non-passengers e.g. airport workers entering security enhanced areas at the airport.

### **Airport identity cards**

Avsec issues and manages airport identity cards, including, by delegation from the Director of Civil Aviation, the government security check process.

## **Structure**

The CAA's governance is provided by the Authority, consisting of 5 members appointed in accordance with section 28(1)(a) of the Crown Entities Act 2004 (CEA).

The members of the Authority are the board for the purposes of the CEA and report directly to the Minister of Transport.

The member must be persons whom the Minister of Transport considers will represent the public interest in civil aviation. Two of those members must be persons representative of those who have a substantial interest in the New Zealand civil aviation industry.

### **Director of Civil Aviation**

From time to time the Authority appoints a chief executive of the Authority who is known as the Director of Civil Aviation.

### **The CAA**

The CAA Structure consists of eight Groups – People, Culture and Capability, Corporate Services, Chief Information Officer, Aviation Safety; Executive Strategy, Governance, Risk & Assurance, System Practice and Design, Aviation Security and Infrastructure and Infrastructure and Property and the Aviation Security Service (Avsec).

## Records

### The Civil Aviation Registry

The CAA maintains a Civil Aviation Registry in accordance with the requirements in section 74 of the Civil Aviation Act. Copies or evidence of the following must be recorded and maintained in the Registry:

- every current aviation document
- every Australian AOC with ANZA privileges
- The New Zealand Register of Aircraft
- every regulation made under the Act and every rule notified in the Gazette and for the time being in force
- advisory circulars
- any material incorporated into a rule by reference under section 36 of the Act
- every airworthiness directive issued by the Director under section 72I(3A)
- every accident and incident notification given under section 26 of the Act
- every delegation, authorisation, and exemption granted in writing under the Act
- the address for service of every current document holder
- all aeronautical information published under section 75 of the Act
- the current Service Charter and the current Performance Agreement with the Minister.

All the above documents will be made available for inspection by the public free of charge, in accordance with the provisions of the Official Information Act 1982. 'Documents' include electronic records.

### The CAA Website

The CAA Website ([www.aviation.govt.nz](http://www.aviation.govt.nz)) contains information about the CAA, its structure, Senior personnel, functions, and processes. Persons seeking official information about the CAA should refer to this site in the first instance.

## Documents relating to decision-making processes

CAA has a Policy and Procedures Manuals for Airlines; General Aviation; Personnel Licensing and Aeronautical Services; Government Relations, Planning and Strategy; Safety Information; and Business Support; and the Avsec Operations Manual.



Other documents held include the National Aviation Security Programme, Guidelines and Protocols for the Handling of Legislative and Administrative Matters, International Air Transport Association Dangerous Goods Regulations 2001, Security Manual for Safeguarding Civil Aviation against Acts of Unlawful Interference.

Copies of legislation held include the Aviation Crimes Act 1972, Civil Aviation Act 1990, Civil Aviation Rules: Part 140, Health and Safety in Employment Act 1992, Human Rights Act 1993, New Zealand Bill of Rights Act 1993, Official Information Act 1982 and the Privacy Act 1992.

The People, Culture and Capability Group has numerous policies and guidelines which are published internally on our intranet.

## Contact

All Official Information Act enquiries should be directed to:

Official Information and Privacy Adviser  
Civil Aviation Authority  
Level 15, Asteron Centre  
55 Featherston Street  
Wellington 6011

PO Box 3555  
Wellington 6011

Phone (04) 560 9400  
Fax (04) 569 2024

[uia@caa.govt.nz](mailto:uia@caa.govt.nz)

[www.aviation.govt.nz](http://www.aviation.govt.nz)

# Commerce Commission

*Entry last updated on 25 January 2022*

## Te Komihana Tauhokohoko

### Governing statutes

The Commerce Commission is an independent Crown Entity established by the Commerce Act 1986. The Commission enforces a number of general and specific regulatory regimes set out in the:

- Commerce Act 1986
- Credit Contracts and Consumer Finance Act 2003
- Dairy Industry Restructuring Act 2001
- Fair Trading Act 1986
- Fuel Industry Act 2020
- Telecommunications Act 2001.

### Functions and responsibilities

The Commerce Commission is New Zealand's competition, consumer and regulatory agency. The Commission is an independent Crown entity responsible for enforcing New Zealand's competition, fair trading, and consumer credit contract laws and for promoting competition in engine fuel markets. The Commission also has regulatory responsibilities in the electricity, gas, telecommunications, dairy and airport industries.

The Commission's overarching goal is to make New Zealanders better off. The Commission aims to do this by playing its part in ensuring markets work well and consumers and businesses are confident participants in those markets.

As an effective competition agency and regulator the Commission also helps to ensure:

- consumers are protected, and clear and accurate information is provided to them
- there is a level playing field for competitors – the rules are known and players are monitored
- market power is not taken advantage of for an anti-competitive purpose
- cartel behaviour is addressed

- the level of competition in a market is not substantially lessened by mergers or agreements between businesses
- poor, misleading or unbalanced information affecting competition in the market is addressed
- regulated businesses face incentives to provide long-term benefits for consumers.

## Commerce Act 1986

The Commerce Act promotes competition by prohibiting anti-competitive arrangements and the misuse of market power. The Act:

- prohibits conduct that restricts competition (restrictive trade practices)
- prohibits agreements that contain cartel provisions
- prohibits the purchase of a business's shares or assets if that purchase leads to a substantial lessening of competition in a market
- allows the Commission to authorise proposed anti-competitive behaviour and mergers and acquisitions that lead to the substantial lessening of competition in a market, on public benefits grounds
- empowers the Commission to undertake market studies (also known as competition studies)
- provides for the regulation of the price and quality of goods or services in markets where there is little or no competition and little or no likelihood of a substantial increase in competition.

## Credit Contracts and Consumer Finance Act 2003

The Credit Contracts and Consumer Finance Act sets the rules for individuals and businesses that lend money or provide finance to consumers (including mobile traders), for example a cash loan, a home loan or a credit card. It puts the responsibility on lenders to make reasonable inquiries that a borrower can afford to pay back the loan, and certain other responsibilities.

The Act details the information lenders must disclose to borrowers or guarantors before they borrow money, and the process that must be followed to collect debt or repossess a borrower's security items. It also requires that all fees be reasonable. The Act sets a limit on interest rates, fees and repeat borrowing for high-cost loans; for all other consumer loans, the Act does not set a limit on interest rates. The Act also provides that interest rates and the contract as a whole must not be oppressive.

Finally, the Act requires all directors and senior managers of lenders and mobile traders, who are not already licenced or authorised by the Financial Market Authority or Reserve Bank of New Zealand, to be certified as fit and proper persons by the Commission in order to

provide lending or mobile trading services. Those directors and senior managers must also exercise due diligence to ensure the lender or mobile trader complies with the Act; they face pecuniary penalties if they fail to do so.

## Dairy Industry Restructuring Act 2001

The Commission has a statutory monitoring, investigation, and enforcement role under the Dairy Industry Restructuring Act and the Dairy Industry Restructuring (Raw Milk) Regulations 2001.

The Commission's primary role under the Act is to publicly report on the extent to which Fonterra's milk price setting processes and calculations provide incentives for Fonterra to operate efficiently and are consistent with contestability in the market for purchasing farmers' milk.

## Fair Trading Act 1986

The Fair Trading Act protects consumers from misleading and deceptive trader behaviour, and unfair or unsafe trading practices. These behaviours can include anything from false claims about what a product is made from or where it comes from, unfair sales practices, and key details being hidden in fine print.

The Act also deals with other specific consumer issues such as unconscionable conduct, unfair contract terms, uninvited direct sales, product safety, pyramid schemes, and misleading representations in relation to a guarantee, right, or remedy available under the Consumer Guarantees Act 1993.

The Act:

- prohibits businesses from engaging in misleading or deceptive conduct generally;
- prohibits certain types of false or misleading representations about employment, goods or services, including false claims that goods or services are of a particular price, standard, quality, origin or history or that they have particular uses or benefits or that they have any particular endorsement or approval;
- prohibits certain unfair trading practices, such as unconscionable conduct or making unsubstantiated representations;
- provides for consumer information and product safety standards.

## Fuel Industry Act 2020

The Commission has a role in regulating the fuel industry under the Fuel Industry Act. The Act sets up a regulatory regime for fuel with the purpose of promoting competition in engine fuel markets for the long-term benefit of consumers.

The Commission has two main roles under the Fuel Industry Act:

- enforcing the requirements of the Act. Companies can face penalties of up to \$5 million if they do not comply
- analysing information disclosed under the Act in order to monitor the competitive performance of fuel markets. The Commission may also publish its analysis.

## Telecommunications Act 2001

The Commission works to ensure broadband and mobile markets are competitive through regulation of wholesale telecommunications services and by monitoring how the retail market is performing.

Under the Telecommunications Act 2001 the Commission has two primary functions. The first is to regulate certain fixed-line and mobile services by setting the price and/or access terms for that service. The second is to monitor and report on competition, performance and developments in telecommunications markets.

Both of these functions are focused on promoting competition and transparency in telecommunications markets for the benefit of consumers. In addition, the Commission is also responsible for allocating the exact amount telecommunications providers must pay in Government levies each year.

## Structure

The Commission currently comprises the Chair, Deputy Chair, the Telecommunications Commissioner, three Members, and two Associate Members.

The Governor-General, on the recommendation of the Minister appoints Commission members, who are selected for their knowledge of and experience in areas relevant to the Commission's interests. At least one Commission member must be a barrister or solicitor.

The Telecommunications Act created the position of Telecommunications Commissioner; the person in this role is a full member of the Commission and is appointed by the Governor-General on the recommendation of the Minister.

The Minister may also appoint Associate Members.

## Records

The Commission annually publishes its Statement of Intent, Annual Report and Statement of Performance Expectations. Corporate records are held under a centralised records management system. Categories and documents held include:

- a case register of enforcement outcomes, such as judgments, enforceable undertakings and warning letters, applications for merger clearances, authorisations and investigations
- full texts of adjudicative decisions
- case files detailing investigations carried out
- administration files, correspondence and records concerning the day-to-day running and financial affairs of the Commission and operational and corporate policies

The Commission's website ([www.comcom.govt.nz](http://www.comcom.govt.nz)) includes public registers, public versions of decisions, submissions from parties, media releases, practice notes, the Commission's Statement of Intent, the Annual Report, the Statement of Performance Expectations and other publications.

## Documents relating to decision-making processes

Commission publications are available on its website at [www.comcom.govt.nz](http://www.comcom.govt.nz).

## Contact

Level 9, 44 The Terrace  
PO Box 2351  
Wellington 6140

Phone (04) 924 3600

[oa@comcom.govt.nz](mailto:oa@comcom.govt.nz)

[www.comcom.govt.nz](http://www.comcom.govt.nz)

# Department of Conservation

*Entry last updated on 19 January 2022*

## Te Papa Atawhai

### Acts administered

The main Act that the Department administers is the Conservation Act 1987. Principally, this Act establishes the Department of Conservation (DOC) and provides for the administration of land and natural and historic resources under the care of DOC. Apart from the Conservation Act 1987, the following Acts are also administered in DOC:

- Canterbury Provincial Buildings Vesting Act 1928
- Freedom Camping Act 2011 (jointly administered by DOC and the Department of Internal Affairs)
- Game Animal Council Act 2013
- Harbour Boards Dry Land Endowment Revesting Act 1991
- Hauraki Gulf Marine Park Act 2000
- Kapiti Island Public Reserve Act 1897
- Lake Wanaka Preservation Act 1973
- Marine Mammals Protection Act 1978
- Marine Reserves Act 1971
- Mount Egmont Vesting Act 1978
- National Parks Act 1980
- Native Plants Protection Act 1934
- Ngai Tahu (Tutaepatu Lagoon Vesting) Act 1998
- Queen Elizabeth The Second National Trust Act 1977
- Queenstown Reserves Vesting and Empowering Act 1971
- Reserves Act 1977
- Stewart Island Reserves Empowering Act 1976
- Sugar Loaf Islands Marine Protected Area Act 1991

- Trade in Endangered Species Act 1989
- Tutae-Ka-Wetoweto Forest Act 2001
- Waitangi Endowment Act 1932-33
- Waitangi National Trust Board Act 1932
- Waitutu Block Settlement Act 1997
- Wild Animal Control Act 1977
- Wildlife Act 1953.

DOC also administers various legislative instruments under its legislation, including bylaws made under the National Parks Act 1980 and the Reserves Act 1977; Marine Reserve Orders made under the Marine Reserves Act 1971; Marine Mammals Protection Regulations; and Wildlife Orders.

In addition, DOC has powers and responsibilities under many other Acts and legislative instruments, including:

- Animal Welfare Act 1999
- Biosecurity Act 1993
- Crown Minerals Act 1991
- Exclusive Economic Zone and Continental Shelf (Environmental Effects) Act 2012
- Fiordland (Te Moana o Atawhenua) Marine Management Act 2005
- Fire and Emergency New Zealand Act 2017
- Hazardous Substances and New Organisms Act 1996
- Health and Safety at Work Act 2015
- Kaikoura (Te Tai o Marokura) Marine Management Act 2014
- Marine and Coastal Area (Takutai Moana) Act 2011
- Official Information Act 1982 Privacy Act 1993
- Resource Management Act 1991.

and many other Treaty of Waitangi-related Settlement Acts, Protocols and Deeds of Recognition.



## Functions and responsibilities

The Department of Conservation (DOC) came into existence on 1 April 1987 as a result of the then Government's restructuring of agencies involved in environmental administration.

Responsibilities of the Department include:

- national parks and conservation areas
- reserves and protected natural areas
- protected indigenous forests
- protected inland waters, and wild and scenic rivers
- wildlife
- freshwater fisheries
- game birds
- historic resources on land administered by the Department
- managing marine reserves and protecting marine mammals.

Functions include:

- advising the Minister of Conservation in relation to the coastal provisions of the Resource Management Act
- managing, for conservation purposes, all land and other natural and historical resources held under the Conservation Act 1987 and all other land and natural resources, where the owner agrees that they should be managed by the Department
- preserving, so far as is practicable, all indigenous freshwater fisheries and protecting recreational freshwater fisheries and freshwater fish habitats
- advocating conservation of natural and historic resources, and generally promoting the benefits of conservation of natural and historic resources generally and within New Zealand, natural and historic resources in the sub-Antarctic Islands, Ross Dependency and Antarctica generally, consistent with relevant international agreements
- preparing and disseminating educational and promotional material relating to conservation
- fostering the use of natural and historic resources for recreation and for tourism subject to their conservation
- controlling mining and other commercial uses of lands and resources to protect conservation values
- advising the Minister on conservation

- participating in international co-operation on conservation matters
- conservation of these resources means their preservation and protection for the purpose of maintaining their intrinsic values, providing for their appreciation and recreational enjoyment by the public, and safeguarding the options of future generations.

## Structure

The Minister of Conservation is the Minister responsible for the Department of Conservation.

DOC's senior leadership team is led by a Director-General, supported by seven Deputy Directors-General, all based in Wellington.

## Records

In line with the Government Chief Information Officer's directive, DOC has adopted a digital-by-default service for record-keeping. DOC's records are arranged according to the following functional classifications:

- Conservation Awareness
- Conservation Management Planning
- Financial Management
- Historic Heritage
- Human Resource and Organisational Capability
- International Conventions
- Information Management
- Legal Compliance
- Liaison
- Management
- Natural Heritage
- Protected Area Management
- Recreation and Visitor Manager
- Statutory Advocacy and Planning
- Statutory Bodies Management
- Treaty of Waitangi.

Publications are available on DOC's website: [www.doc.govt.nz/about-us/science-publications/](http://www.doc.govt.nz/about-us/science-publications/).

## Documents relating to decision-making processes

- Four-Year Plans and Output Plans are published on DOC's website, [www.doc.govt.nz/about-us/our-role/corporate-publications/](http://www.doc.govt.nz/about-us/our-role/corporate-publications/).
- Numerous policies, systems, and standard operating procedures are published internally. Some of DOC's standard operating procedures and policies are also published on DOC's website, [www.doc.govt.nz](http://www.doc.govt.nz).

## Contact

National Office  
Whare Kaupapa Atawhai / Conservation House  
PO Box 10420  
Wellington 6143

Phone 04 471 0726

[OIA@doc.govt.nz](mailto:OIA@doc.govt.nz)

[enquiries@doc.govt.nz](mailto:enquiries@doc.govt.nz)

[www.doc.govt.nz](http://www.doc.govt.nz)

# New Zealand Conservation Authority

*Entry last updated on 19 January 2022*

## Te Pou Atawhai Taiao O Aotearoa

### Functions and responsibilities

The Conservation Authority deals primarily with national issues and policy matters related to conservation management and national conservation issues. There are 15 regional Conservation Boards with specific responsibilities for their area. The focus of their work depends on the geographic features of the region. The main functions of the Conservation Authority are:

- approval of Conservation Management Strategies and National Park Management Plans
- approval of National Park General Policy
- advising the Minister on statements of general policy
- investigating new National Parks or areas for addition to existing National Parks
- investigating and advising the Minister or Director-General on conservation matters of national importance
- to review and report on DOC's management and budget priorities
- providing advice on Walkways
- participating in educational and publicity activities.

### Structure

The Conservation Authority consists of 13 members who are appointed by the Minister of Conservation. The appointments are made having regard to the interests of conservation, natural earth and marine sciences, and recreation. The Ministers of Māori Affairs, Tourism and Local Government are consulted regarding five of the appointments.

A further three members are appointed on the recommendation of the Royal Society of New Zealand, Royal Forest and Bird Protection Society and Federated Mountain Clubs. Te Runanga o Ngai Tahu nominates one member. Four members are appointed from public nominations. The Authority has a three-year term.

Administrative support services are provided by the Department of Conservation.

## Records

The Conservation Authority maintains:

- Conservation Authority Annual Report
- Authority minutes and agendas
- occasional publications and educational materials.

## Contact

The Executive Officer  
New Zealand Conservation Authority  
PO Box 10420  
Wellington 6143

Phone (04) 471 3289  
Fax (04) 381 3057

[nzca@doc.govt.nz](mailto:nzca@doc.govt.nz)

[www.doc.govt.nz/about-us/statutory-and-advisory-bodies/nz-conservation-authority/](http://www.doc.govt.nz/about-us/statutory-and-advisory-bodies/nz-conservation-authority/)

# Department of Corrections

*Entry last updated on 28 January 2022*

## Ara Poutama Aotearoa

### Acts Administered

- Corrections Act 2004 and the Corrections Regulations 2005
- Sentencing Act 2002 (jointly with the Ministry of Justice)
- Sentencing Regulations 2002 (jointly with the Ministry of Justice)
- Parole Act 2002 (jointly with the Ministry of Justice)
- Parole Regulations 2002 (jointly with the Ministry of Justice)
- Sentencing Council Act 2007 (jointly with the Ministry of Justice)
- Public Safety (Public Protection Orders) Act 2014
- Parole (Extended Supervision Orders) Amendment Act 2014
- Returning Offenders (Management and Information) Act 2015.

### Responsibilities

The Department of Corrections, Ara Poutama Aotearoa (Corrections), works to make New Zealand a better, safer place by:

- protecting the public from those who can cause harm
- reducing re-offending.

At any one time, Corrections is responsible for managing around 8,000 people in prisons and 30,000 people in our communities. Our 10,000 staff are committed to supporting people to help them address their offending and gain skills that will help them lead a crime-free life.

The purpose of Corrections, as defined by the Corrections Act 2004, is to improve public safety and contribute to the maintenance of a just society by:

- ensuring that custodial and community-based sentences and orders imposed by the Courts and the New Zealand Parole Board are administered in a safe, secure, humane, and effective manner

- providing for Corrections' facilities to be operated in accordance with the Corrections Act 2004 that are based, amongst other matters, on the United Nations Standard Minimum Rules for the Treatment of Prisoners
- assisting people's rehabilitation offenders and reintegration into the community through the provision of programmes and other interventions
- providing information to the Courts and the New Zealand Parole Board to assist their decision-making.

We notify victims of crime, registered by the New Zealand Police on the Victims Notification Register, of information requirements as set out in the Victims' Rights Act 2002. We also refer registered victims to specialist support organisations for appropriate assistance.

We manage people:

- serving sentences and orders in the community, including those on Electronically Monitored (EM) Bail
- remanded in custody
- sentenced to imprisonment

Corrections' five-year departmental strategy, Hōkai Rangī 2019-2024, outlines a commitment to delivering outcomes with and for Māori who Corrections manages and their whānau, so that we can begin to address the significant over-representation of Māori in the corrections system.

## Structure

The Minister of Corrections is responsible for determining policy and exercising statutory powers and functions related to the Corrections portfolio.

The Minister is also responsible to Parliament for ensuring Corrections carries out its functions properly and efficiently.

The Corrections Act 2004 creates several powers and functions such as:

- giving general directions to the Chief Executive relating to the exercise of their powers and functions (Section 7)
- any other powers and functions conferred under the Corrections Act 2004 or regulations made under it (Section 7)
- setting pay rates for part-time Probation Officers
- declaring land or buildings to be a prison or community work centre (Section 30 and Section 32)
- requisitioning land and buildings in an emergency (Section 191)
- approving pay rates for working prisoners (Section 66)

- setting the cost of imprisonment so it can be deducted from the earnings of prisoners on Release to Work (Section 68)
- consenting to the Chief Executive contracting out escort and courtroom custodial services (Section 166 and Section 170).

## Chief Executive and Executive Leadership Team

Corrections operates six groups led by the Chief Executive and the Executive Leadership Team. Our one team approach ensures teams work together effectively.

- Chief Executive Corrections – Jeremy Lightfoot
- National Commissioner – Rachel Leota
- Deputy Chief Executive Māori – Topia Rameka
- Deputy Chief Executive Finance Planning and Assurance – Jo Perez
- Deputy Chief Executive, Infrastructure and Digital Assets – Alistair Turrell (Acting)
- Deputy Chief Executive, People and Capability – Richard Waggott
- Deputy Chief Executive Health – Juanita Ryan

The independent Office of the Inspectorate, which investigates complaints and carries out inspections and investigations, also reports to the Chief Executive. The Inspectorate is part of Corrections but is operationally independent to ensure objectivity and integrity. It is a critical part of the oversight of the Corrections system and operates under the Corrections Act 2004 and the Corrections Regulations 2005.

## Regional Commissioners

- Northern Region – Lynette Cave
- Central Region – Terry Buffery
- Lower North Region – Paula Collins
- Southern Region – Ben Clark

Within each region, a number of districts and a local management team work to find solutions for local issues. Frontline staff work with people in prison or on community-based sentences every day to help them to break the cycle of offending.



The six groups that report to the Chief Executive are:

## Corrections Services

Corrections Services is the operational arm of Corrections led by the National Commissioner, made up of all frontline service delivery positions operating across four regions, which encompasses 18 prisons and dozens of Community Corrections sites. It also includes specialist support groups based at National Office including the offices of the Chief Custodial Officer and Chief Probation Officer, Persons of Extreme Risk Directorate, Intelligence and Tactical Operations, Prison Industries, service delivery and frontline operational support activities and Integrated Practice and Innovation.

## Māori Services

The Deputy Chief Executive Māori role was created in 2019 as one of the first actions in Hōkai Rangi 2019-2024, working towards Corrections' commitment to maximising positive outcomes for Māori in the corrections system. This group includes a Rautaki Māori Strategy and Partnerships team as well as key organisational functions including Corrections' Policy, Research & Analysis, Psychology & Programmes, Reintegration & Housing, critical change portfolios and the Māori Pathways Programme.

## People and Capability

The People and Capability group includes all People services, and Health & Safety services to 10,000 staff. It includes the ministerial, media, and organisational change teams for Corrections, and a Justice Sector wide High Impact Innovation Programme that delivers innovative approaches such as Bail Support and Pre-Trial Services.

## Finance, Planning and Assurance

The Finance Planning and Assurance group provides specialist advice and support in a range of areas including finance, legal, audit, risk & assurance, business planning and portfolio support via the Enterprise Project Management Office (EPMO) This group also provides administrative support to the New Zealand Parole Board, which is an independent statutory authority.

## Infrastructure and Digital Assets

The Infrastructure and Digital Assets group is responsible for planning and delivery for Digital and Technology Services, Property and Facilities Management, infrastructure, procurement, and major contract management (including Public Private Partnerships).

## Health

The Health group includes the operational delivery of health, mental health, addictions and disability services, all working towards the model of future health care in prisons. This group's priorities include developing a kaupapa Māori Health Service, developing a Health Services Governance Framework and an Outcomes Measurement Tool, and strengthening and expanding mental health and addiction services.

## Records

In addition to records of its governance, corporate functions and contracts management, Corrections maintains records pertaining to all aspects of the management of people in prison and those serving community-based sentences and orders. Corrections also keeps operational and property records regarding the management of prisons and other Corrections sites. You can find about the types of official information that we hold at: [www.corrections.govt.nz/resources/official\\_information\\_act/official\\_information\\_we\\_hold](http://www.corrections.govt.nz/resources/official_information_act/official_information_we_hold)

## Contact

Department of Corrections  
Private Box 1206  
Wellington 6140

Phone (04) 460 3000

[info@corrections.govt.nz](mailto:info@corrections.govt.nz)

[www.corrections.govt.nz](http://www.corrections.govt.nz)

# New Zealand Council for Educational Research

*Entry last updated on 17 January 2022*

## Te Rūnanga o Aotearoa mō te Rangahau i te Mātauranga

### Governing statutes

The New Zealand Council for Educational Research was established under the NZCER Act 1945, and now operates under the NZCER Act 1972.

### Functions and responsibilities

The New Zealand Council for Educational Research is a statutory body, whose functions are defined in the 1988 revision of the NZCER's Act as:

- to foster the study of, and research into, educational and other like matters, and to prepare and publish such reports on these matters as may in its opinion be necessary or of value to teachers or other persons
- to furnish information, advice, and assistance to persons and organisations concerned with education and other similar matters
- For many years, these functions have been translated into action in the following ways:
  - by research on a wide variety of educational issues and practices
  - by the maintenance and development of advisory and information services, including services for test users
  - by the preparation of assessment measures for New Zealand schools
  - by the publication of a wide range of books, tests and information products, specifically designed for New Zealand teachers and schools
  - by the marketing of books, tests and other materials prepared by the Council or related organisations in other parts of the world.

## Structure

The Act provides for a Council of nine members, one appointed by the Minister of Education, five appointed on election by an Electoral College, and up to three co-opted members. The Electoral College, which is established by Order in Council on the recommendation of the Minister of Education after consultation with the Council, has to be broadly representative of groups and bodies concerned with the conduct of education or educational research in New Zealand and has included distinguished New Zealand educators.

The Chief Executive of the Council is its Director, and it maintains a staff of about 50 in its Wellington offices.

## Records

The Council maintains records relating to its research projects, publications, advisory services, and distribution services. Both electronic and hard copy records of instruments and progress reports of all projects and outputs are held.

Questionnaires or other research instruments carry a statement that information is being collected on a confidential basis for the purposes of a particular research project and will not be made available to other individuals or used for other purposes.

Statutory functions do not include responsibility for decisions affecting individuals, other than by the publication of test or other assessment measures which could be used for this purpose, by those qualified to do so.



## Documents relating to decision-making processes

The following manuals are held:

- NZCER: He Pukapuka Kaupapa Here Policy Handbook, which contains NZCER core and operational policies
- Ngā Aratohu Kaimahi / Employment Procedures and Guidelines, which contains guidelines and procedures relating to conditions of employment of NZCER staff
- NZCER Returning Officer's Manual, which contains rules for the returning officer defining procedures for the conduct of elections to the governing board of the Council
- NZCER Board Charter, which contains information relating to the responsibilities of members of the governing board of the Council.

## Contact

Te Raehira Wihapi  
Kaitohu Mahi Pāpāho, Mahi Tauhokohoko | Communications and Marketing Advisor  
Phone (04) 802 1434

Te Pakokori, Level 4, Stantec Building, 10 Brandon Street  
PO Box 3237  
Wellington 6140

Phone (04) 384 7939

[communications@nzcer.org.nz](mailto:communications@nzcer.org.nz)

[www.nzcer.org.nz](http://www.nzcer.org.nz)

# Counties Manukau District Health Board

*Entry last updated on 20 January 2022*

## Functions and responsibilities

Counties Manukau District Health Board serves a population of 601,490 living in south Auckland.

Counties Manukau District Health Board has a shared vision to work in partnership with communities to improve the health status of all, with particular emphasis on Māori and Pacific peoples and other communities with health disparities.

The functions of Counties Manukau District Health Board are divided into three areas:

- Governance and administration
- Funder activities
- Provider activities

The District Health Board (DHB) functions and responsibilities are outlined in the New Zealand Public Health and Disability Act 2000 (NZPHD).

## Our strategic goal

We care about achieving health equity for our community.

Together, the Counties Manukau health system will work with others to achieve equity in key health indicators for Māori, Pacific and communities with health disparities by

2020.

We will measure the impact we have on healthy life years every year. This is our commitment to act and be deliberate in our choices and priorities.

This means that people will live longer healthier lives in the community.



### **Disability Support Advisory Committee\***

Provides advice to the Board on issues facing people with disabilities and how these can best be addressed.

### **Māori Health Advisory Committee**

Provides advice to the Board on Māori health improvement.

### **Audit Risk & Finance Committee**

Provides advice to the Board, reviews the annual financial statements, manages the relationship with external auditors, ensures compliance with statutory financial requirements and approves annual budgets.

### **Funder Activities**

This is the funding of health and disability service providers through service agreements, including the funding of provider arm services through a service level agreement. Funding covers personal health (i.e. primary, secondary and tertiary care services, Māori health, Pacific health, primary referred services and oral health), mental health, and services for older people.

Although the Ministry of Health retains funding responsibility for the remaining health and disability services including primary maternity, disability services for those under 65 years of age, public health and national personal health contracts, the DHB has overall responsibility for meeting the health and disability needs for the community it serves.

### **Provider Activities**

This covers provision of health services by the provider arm. Counties Manukau District Health Board provides a wide range of secondary core services. This includes hospital services from its facilities at Middlemore Hospital, including Kidz First Children's Hospital and emergency care services from the busiest emergency care department in Australasia. Elective services are conducted at the SuperClinic and Manukau Surgery Centre, Browns Road, Manurewa. Satellite facilities are at Botany (maternity and outpatient services), Otara (Spinal Clinic) Papakura, Pukekohe and Waiuku, and these also have a range of community services.

Counties Manukau District Health Board also provides the following tertiary specialist services:

- Orthopaedic surgery
- Plastic, reconstructive and maxillo-facial surgery
- Spinal injury rehabilitation
- National Burn Centre
- Hand surgery
- Neo-natal intensive care



## Records

There are five broad categories of records and files maintained by the Counties Manukau District Health Board:

- Medical records (patient information)
- Personnel records (staff information)
- Administrative records (general)
- Governance records (Board minutes and papers)
- Provider contract files (contracts, correspondence and reports)

## Documents relating to decision making processes

Principal manuals and documents held by Counties Manukau District Health Board are:

- clinical policies
- Human Resources policies
- Annual Plans
- Strategic Plans
- Statements of Intent
- Annual Reports
- Crown Funding Agreements
- service agreements with providers
- minutes of meetings (including Board, Board Committees and Clinical Board)
- miscellaneous memoranda issued by staff holding positions of responsibility
- financial instructions
- industrial awards and agreements and health service determinations.

Counties Manukau District Health Board maintains filing systems for all relevant material.

## Contact

All Official Information Act requests should be directed to:

The Chief Executive Officer  
Counties Manukau District Health Board  
Private Bag 94052  
Manukau  
Auckland 2241

Electronic submission of OIA requests:

CMDHB website form: [countiesmanukau.health.nz/about-us/official-information-act-requests/](https://countiesmanukau.health.nz/about-us/official-information-act-requests/)

Email: [OIA.Request@middlemore.co.nz](mailto:OIA.Request@middlemore.co.nz)

[www.countiesmanukau.health.nz](https://www.countiesmanukau.health.nz)

# Creative New Zealand

*Entry last updated on 17 February 2023*

## Arts Council of New Zealand Toi Aotearoa

### Governing statutes

Creative New Zealand is established by the Arts Council of New Zealand Toi Aotearoa Act 2014 (the Act).

### Functions and responsibilities

The Act sets out the purpose of Creative New Zealand: to ‘encourage, promote, and support the arts in New Zealand for the benefit of all New Zealanders’ (section 3).

The Act sets out Creative New Zealand’s principal functions:

- to encourage, promote, and support the arts in New Zealand for the benefit of all New Zealanders
- to promote the development of a New Zealand identity in the arts
- to allocate funding to projects for professional and community arts, including funding for Māori arts, and the arts of the Pacific Island peoples of New Zealand and the arts of the diverse cultures of New Zealand
- to uphold and promote the rights of artists and the right of persons to freedom in the practice of the arts
- to maintain relationships with other agencies and organisations
- to give advice to the Minister on any matter relating to or affecting the functions of the Arts Council.

As its governing body, the Arts Council sets the priorities and strategic direction of Creative New Zealand.

### Community Arts Providers

Under the Act, territorial authorities have formally agreed to act as community arts providers and administrate the distribution of Creative New Zealand funds to communities through local assessment committees. The scheme under which this distribution occurs is known as the Creative Communities Scheme.

Funds are disbursed through local, representative assessment committees, according to specific guidelines that ensure local knowledge and priorities are in place to support diverse local arts activities. All of New Zealand's 67 territorial authorities have a written agreement with Creative New Zealand to administer funding and report on the grants process for the Creative Communities Scheme.

## Our strategic direction for 2019–2029

### Te ara ā-rautaki e whāia ana e mātau i ngā tau 2019–2029

Our strategic direction to 2029, *Te whakaputa hua ki te hunga o Aotearoa —Creating value for New Zealanders*, describes how we create long-term value for New Zealanders through our support for the arts and ngā toi.<sup>1</sup>

Through the public value model lens of *Creating value for New Zealanders*, the Arts Council has defined the value it believes the arts and ngā toi deliver for individuals, whānau, communities and society. We've considered what we need to do to increase that value and make sure all New Zealanders – regardless of who they are and where they live – share in those benefits.

*Te whakaputa hua ki te hunga o Aotearoa* describes, through our four strategic perspectives, the environment we operate in, the relationships between the parts of the system, and how they work together to deliver value.

At the heart of *Creating value for New Zealanders* is **Te Kaupapa o Toi Aotearoa**, the Creative New Zealand way. This comprises our vision, our purpose, our values, and Te Waka Toi Pātaka (our Mātauranga Māori Framework).

Through Te Kaupapa o Toi Aotearoa we want to work in a way that enhances the mana, resilience and wellbeing of people and communities, guided by the intellectual traditions, knowledge and tikanga of tangata whenua – alongside tangata Tiriti and conventional government approaches - acknowledging our obligations under Te Tiriti o Waitangi.

Te Kaupapa o Toi Aotearoa is part of our approach to ensuring our work is accessible, inclusive and equitable as we fulfil our statutory purpose to 'encourage, promote, and support the arts in New Zealand for the benefit of all New Zealanders.

*Te whakaputa hua ki te hunga o Aotearoa* should be read as a 'virtuous circle', where strengthening one segment leads to the strengthening of the next and so on. Over time, this strengthening will increase the value the arts deliver for all New Zealanders.

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<sup>1</sup> Toi is broadly understood as 'art' or 'knowledge' (Source: Te Aka Māori Dictionary: [www.maoridictionary.co.nz](http://www.maoridictionary.co.nz)).

Note: Creative New Zealand is working with the ngā toi Māori sector to provide a definition of ngā toi that explains its wider meaning and significance.

We are aligning the value we create with Ministers' priorities for the Arts, Culture and Heritage portfolio, and the Treasury's Living Standards Framework.

## Our strategic focus areas for 2022–2026

### Ngā aronga ā-rautaki e arohia ana e mātau i ngā tau 2022–2026

In our Statement of Intent 2022–2026 we identified three focus areas we believe will help to lift the sector out of the challenges associated with the COVID-19 pandemic and contribute to the goals established in our long-term strategic direction.

These focus areas reflect a continued emphasis on our *Stronger arts sector* outcome, by which we're seeking to build the resilience of the arts sector and the value New Zealanders place on the arts.

Creative New Zealand's three strategic focus areas for 2022–2026 are as follows.

**Resilience** – developing a resilient and sustainable arts sector, including sustainable arts sector careers.

**Access, inclusion, and equity** – ensuring our services and the arts are accessible to, inclusive of and equitable for all New Zealanders.

**Wellbeing** – embedding a recognition of the role of the arts and ngā toi in contributing to the wellbeing of New Zealanders.

## Resilience

Over the next four years under this focus area, we plan to:

- advance our sustainable careers work programme and monitor the sustainability of arts sector careers
- develop a work programme aimed at improving the resilience of the arts sector, by which we mean the sector's ability to respond and adapt to challenges, and to embrace opportunities
- work with others to consider the need for longer-term systemic change to the way in which the arts sector is supported, including considering how we support independent artists and arts practitioners as the most vulnerable workers in the sector
- develop new partnerships across the public and private sectors aimed at co investment and improving sector sustainability.

## Access, inclusion, and equity

Over the next four years under this focus area, we plan to:

- implement a programme of work aimed at ensuring our services are accessible to and reflective of different communities, as identified through our diversity reporting (against our Diversity in the Arts Policy)
- advance Te Kaupapa o Toi Aotearoa, aimed at ensuring we have the organisational culture, competencies, and practices to meet our aspirations under Te Tiriti o Waitangi and adopt a multi-lensed approach to how we work
- review our Diversity in the Arts Policy to reflect a focus on equity.

## Wellbeing

Over the next four years under this focus area, we plan to:

- develop new frameworks for measuring the impact of the arts and ngā toi on New Zealanders
- embed a widespread recognition of the role of the arts and ngā toi in contributing to the wellbeing of New Zealanders
- explore the potential for the arts and ngā toi to deliver to objectives across government, including in physical and mental health, education, justice, corrections, tourism and in our relationships with other countries.

Looking ahead, by focusing on these strategic focus areas, we want to see change in:

- how we deliver our services
- how the arts sector operates
- how society values and supports the arts and ngā toi.

In addition to the SOI, each year Creative New Zealand publishes a Statement of Performance Expectations (SPE) which sets out the organisation's planned activity, performance targets and forecast financial information for the relevant financial year.

We are aligning the value we create with Ministers' priorities for the Arts, Culture and Heritage portfolio, and the Treasury's Living Standards Framework.

These documents can be found on Creative New Zealand's website: [www.creativenz.govt.nz](http://www.creativenz.govt.nz)

## Our key strategies and policies

Alongside the strategic focus areas set out in the Statement of Intent 2022–2026, we have other strategies and policies that guide our work in specific areas.

The following strategies outline our priorities for how we will invest in the arts. They describe how, through our work, we will recognise in the arts the role of Māori as tangata whenua and advance ngā toi Māori, and how we will recognise and advance the arts of the Pacific peoples of Aotearoa New Zealand.

## Investment Strategy Te Ara Whakamua

Our Investment Strategy Te Ara Whakamua outlines the direction for Creative New Zealand's investment in the arts.

The strategy comprises **seven investment principles** and **three investment features** to guide our investment direction and choices.

The seven investment principles are as follows.

1. Our investment has a clear and relevant value proposition.
2. Our investment delivers long-term cultural, economic and social value.
3. Our investment recognises in the arts the role of Māori as tangata whenua and advances ngā toi Māori.
4. Our investment recognises and advances the arts of the Pacific peoples of New Zealand.
5. Our investment reflects the demography of New Zealand.
6. Our investment maintains and develops key arts infrastructure complementing that supported by local and central government as well as the private sector.
7. Our investment is grown through partnerships and co-investment with other arts and community funders in New Zealand and internationally.

Over time, our investment will increasingly emphasise the strategy's three investment features – ***Diversity and reach, Dynamic arts, Resilient arts sector*** – and be characterised by the seven investment principles.

## Te Hā o ngā Toi — Māori Arts Strategy

Te Hā o ngā Toi—Māori Arts Strategy describes how we'll work to advance the aspirations of ngā toi Māori artists and practitioners, for the benefit of all New Zealanders.

The strategy's moemoeā, or vision, is: *Ngā toi Māori is visible everywhere and highly valued, as part of New Zealand's distinct identity, which is admired globally.*

The strategy has two strands.

- **Joining with others**
  - Partner with other Crown organisations and leading cultural agencies: Working together to co-create an ecosystem that supports ngā toi Māori.
- **Effecting change ourselves**
  - Advance ngā toi Māori practice development: Strengthening ngā toi Māori and ngā toi Māori practitioners' the reputation for excellence.

- Increase public engagement with ngā toi Māori: Promoting engagement, access and visibility.
- Build a stronger sector to advance ngā toi Māori aspirations: Developing the sector's support for ngā toi Māori and mātauranga Māori.

## Pacific Arts Strategy

The Pacific Arts Strategy informs how we direct and prioritise our support for Pacific arts, to better support the Pacific arts community. The strategy embraces the essence of Pacific peoples and cultures, with a vision for: Powerful Pacific arts, led by passionate and skilled Pacific people, for Aotearoa, Te Moana-nui-a-Kiva and the world.

The strategy embraces the essence of Pacific peoples and cultures, gathered around four strategic pou (pillars). These provide a living map to guide us in a continuing journey, from ancient navigation towards the future.

- **Tagata:** the people, the heart of the strategy.
- **Vaka:** the vessels for our journey and the potential for more vaka to join our fleet in the future.
- **Va:** the meaningful spaces between people, places, cultures, time and dimensions, tangible and intangible.
- **Moana:** Te Moana-nui-a-Kiva, the ocean homeland of Pacific peoples that is the fluid bridge between a new home in Aotearoa, other lands and opportunities, and to the global digital moana of new tools and technology.

## Advocacy Strategy

Our Advocacy Strategy sets the high-level direction Creative New Zealand will take – working together with the arts sector – to make the case for the arts.

The strategy has three aims:

- New Zealanders are highly engaged with the arts
- support for the arts is broadened
- the arts sector's voice is further empowered.

Under the strategy, we work with our allies to deliver messages around the value of the arts to our identified audiences. These messages aim to positively influence our audiences' actions and, in turn, help meet the strategy's purpose. The strategy sets out key advocacy messages that cover the range of positive effects the arts have on our lives.



## Diversity in the Arts Policy

Our Diversity in the Arts Policy states Creative New Zealand's commitment to recognise, promote and celebrate diversity in the arts. It has two main components, each with specific actions.

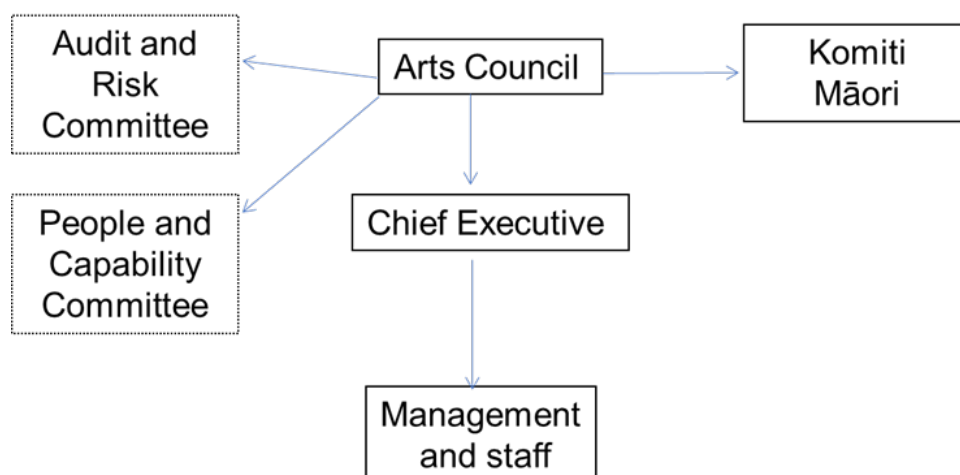
- **Creative New Zealand encourages, promotes and supports a diverse range of arts**, and seeks to:
  - make sure that funding and services are fair, equitable and non-discriminatory and keep pace with rapid demographic changes in New Zealand society
  - acknowledge the increasingly diverse ethnic make-up of communities in New Zealand and the way individual New Zealanders may relate to multiple ethnicities, while maintaining our special recognition for ngā toi Māori and Pacific arts.
- **Creative New Zealand encourages, promotes and supports the arts for the benefit of all New Zealanders**, and seeks to make sure that:
  - the benefits of the arts it supports are available to all New Zealanders, irrespective of age, gender, ethnic affiliations, physical or other disability, sexual orientation or religion
  - diversity in the arts applies both to the artists and practitioners it supports along with the individuals, groups and communities who access and benefit from participating in, and experiencing, the arts activities it supports.

## Remuneration Policy for Artists and Arts Practitioners

Our Remuneration Policy for Artists and Arts Practitioners states Creative New Zealand's commitment to supporting and promoting the rights of artists and arts practitioners to fair remuneration for their work, recognising the value of the arts, creative and cultural practice to the social, cultural, economic and environmental wellbeing of Aotearoa New Zealand.

The policy outlines principles and practice guidelines that can be used by artists and arts practitioners, arts organisations, and those engaging artists to do work.

## Structure



The Act sets the framework for a council consisting of 13 members appointed by the Minister for Arts, Culture and Heritage.

Council members have a wide range of skills and experience. The Council has a minimum of four members with knowledge of knowledge ngā toi Māori, (Māori arts), te ao Māori (a Māori world view), tikanga Māori (Māori protocol and culture). These members are appointed in consultation with the Minister for Māori Development. Under our Act they form a committee (Komiti Māori) to advise the Council on matters relevant to the Council's functions in relation to Māori, and any other functions the Council delegates to the committee.

Two Arts Council members are appointed with knowledge of the arts and traditions, or cultures, of the Pasifika peoples of New Zealand, in consultation with the Minister for Pacific Peoples.

Management and staff provide administration and management services to the Council as well as offering specialist artform and funding advice.

Creative New Zealand staff are principally based in Auckland, Wellington, Christchurch, Dunedin and across other centres (as remote working has become increasingly feasible). We have dedicated office spaces in Auckland, Wellington, and Dunedin.

Our staff work across five groups: Arts Development Services, Business Services, Māori Strategy and Partnerships, Pacific Arts and Strategy and Engagement.

The Creative New Zealand whānau have a range of professional experience across artforms, international market development and cultural exchange, audience development, project management, and corporate and business services.

## Records

Creative New Zealand holds a complete public record of its functions and activities. These records are regularly transferred to Archives New Zealand or are disposed of under the Public Records Act 2005. Many records are consequently now in the custody of Archives New Zealand.

The Creative New Zealand central filing system repository of all its corporate and core function records are now created and maintained digitally on M365.

Where access to funding application files is sought, the provisions of the Official Information Act 1982 and Privacy Act 1993 apply.

The organisation holds the following categories of records:

- Funding – Project applications and multi-year funding investment initiatives
- Management of stakeholder and relationships (e.g. Māori and Pacific partnerships, local and regional council schemes, and international exchanges)
- Operations and administration (e.g., Governance and management, corporate services, award and event promotions)
- A register of public nominations to the Arts Council and external assessment panels.

## Documents relating to decision-making process

Information about available funding can be found on Creative New Zealand's website at [www.creativenz.govt.nz](http://www.creativenz.govt.nz) under the '[Find opportunities](#)' section. Other documents related to the decision-making processes are available under [Guidelines](#).

## Publications

Creative New Zealand publications are available on its website at [www.creativenz.govt.nz](http://www.creativenz.govt.nz).

This information includes:

- Statements of Intent
- Statements of Performance Expectations
- Annual Reports
- Briefings to Incoming Ministers for Arts Culture and Heritage
- Chief Executive expense disclosures.

## Contact

Phone 0800 CREATIVE (273 284)  
From outside New Zealand +64 4 473 0880

[info@creativenz.govt.nz](mailto:info@creativenz.govt.nz)

[www.creativenz.govt.nz](http://www.creativenz.govt.nz)



## **Wellington office**

Level 2, 2-12 Allen Street  
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## **Auckland Office**

Level 1, Southern Cross Building  
Cnr High and Victoria Streets  
PO Box 1425  
Auckland 1140

Phone (09) 373 3066  
Fax (09) 377 6795

[northern@creativenz.govt.nz](mailto:northern@creativenz.govt.nz)

## **Dunedin Office**

Petridish  
8 Stafford Street  
Dunedin 9016

# Crown Law Office

*Entry last updated on 28 January 2022*

## Te Tari Ture O te Karauna Crown Law

### Acts administered

Crown Law does not administer, nor is it responsible for, any Acts of Parliament.

### Functions and responsibilities

#### Purpose

Crown Law is a government department that provides legal advice and representation to government (in matters affecting the executive government). The focus is particularly on criminal, public and administrative law. Crown Law supports the Attorney-General and the Solicitor-General. Crown Law serves the Crown and upholds the rule of law.

#### The Law Officers

The Attorney-General is the senior Law Officer of the Crown. Their principal responsibility is for the Government's administration of the law. The Attorney-General is also a Minister of the Crown, with ministerial responsibility for Crown Law.

The Solicitor-General is the junior Law Officer, and is the Government's chief legal advisor, subject to any views expressed by the Attorney-General, and chief advocate in the courts. The Solicitor-General is an official of government and Chief Executive of Crown Law. In addition, the Solicitor-General is responsible for the conduct of the prosecution of serious crime and also has a number of specific statutory duties and functions to perform.

The focus is on core Crown legal work. This includes matters of such significance for the Crown that they should be undertaken under the supervision of the Law Officers. It equates to the core legal work for which the Law Officers are constitutionally responsible.

#### Functions

Crown Law supports the Crown in many unique and varied legal matters. The wide-ranging areas include:

- Human rights

- Land and environment interests
- Social services
- Citizenship
- Cultural issues
- Protection of revenue
- International obligations
- The Treaty of Waitangi and Crown-Māori relations.

Crown Law participates in crucial All-of-Government (AoG) responses to national disasters and inquiries, such as the COVID-19 pandemic or recovery after the Christchurch earthquakes. Crown Law is also responsible for managing and supervising the Crown Solicitor Network (CSN) in the conduct of Crown prosecutions, and for providing oversight of public prosecutions conducted by government agencies. Protocols in the form of the Cabinet Directions on the Conduct of Crown Legal Business 2016 have been developed to guide government, departments, and ministries in the use of Crown Law's legal services.

Crown Law does not have specific responsibility for policy formation or for the development of legislation. Crown Law does however contribute to policy work led by government agencies (mainly the justice sector) where that work has implications for constitutional or criminal justice reforms, or concerns areas of legal practice in which the Office, or indeed lawyers within the wider public sector, are engaged (for example, proposed reforms of the laws applicable to the charitable sector or changes proposed by the Rules Committee to the rules of court).

## Structure

### Governance

The Leadership Team, comprised of the Solicitor-General, four Deputy Solicitors-General and Deputy Chief Executive, recognises that enhanced collective leadership and management capability are essential for Crown Law's success. The Leadership Team, individually and collectively, is committed to improving the leadership, strategic focus, and management of Crown Law.

Crown Law's leadership and governance is supported by the governance framework. The framework distinguishes between strategic leadership and operational management. This ensures Crown Law is directing the right capability to the right level of governance. This approach helps to maximise the use of resources without jeopardising the appropriate level of oversight, management and monitoring.

The strength of the Leadership Team is enhanced by groups and committees such as the Performance and Capability Governance Committee, the Professional Standards

Governance Group, the Assurance and Risk Committee, the GLN Governance Board and the Public Prosecutions Advisory Board.

An integrated system of monitoring and reporting supports the governance bodies to demonstrate Crown Law's performance. Business data and associated measures will continue to provide assurance of performance for internal management and external stakeholders.

## Organisation and Management

The Solicitor-General is the Chief Executive of Crown Law. Crown Law has four legal groups supported by specialist legal teams: Criminal Group, Attorney-General's Group, Crown Legal Risk Group, and System Leadership Group. The groups are headed by Deputy Solicitors-General who report directly to the Solicitor-General. The Strategy and Corporate Group comprises corporate service functions and is headed by the Deputy Chief Executive/Chief Operating Officer reporting directly to the Solicitor-General.

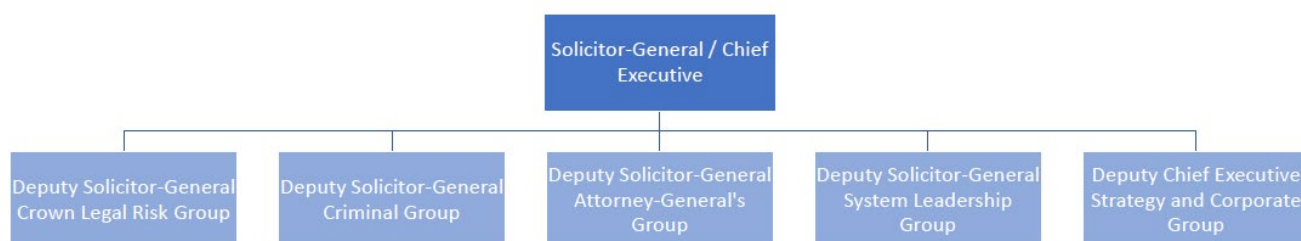
The Solicitor General, as the Head of Profession, also leads the Government Legal Network (GLN). The GLN is a collaboration of more than 800 lawyers who work in government departments. Its main objective is to provide high-quality legal advice, services and value to the Crown, contributing to delivery of the Government's priorities

Further information about Crown Law, its organisation and services, may be found at [www.crownlaw.govt.nz](http://www.crownlaw.govt.nz).

## Future Changes

The Solicitor-General may, from time to time, make changes to the composition and workload of legal groups and teams in response to emerging trends in the law and to address the demands for responsive, timely, cost-effective and high-quality service provision to clients.

## Structure



## Records

Crown Law holds the following categories of records:

- case files for each matter referred to Crown Law for advice or representation (litigation). (This category of records is normally covered by legal professional privilege. Any inquiries in respect of such matters will be redirected to the client who briefed Crown Law)
- corporate files, which contain organisation, personnel, finance and administration policies and procedures
- corporate correspondence and records concerning the day to day operations and financial affairs

## Documents relating to the decision-making process

Documents that relate to decision-making processes include:

- Professional Standards for Advice and Litigation
- Office Policies and Procedures

## Contact

The contact for general correspondence and Official Information Act enquiries is:

The Solicitor-General  
Crown Law  
PO Box 2858 or DX SP20208  
Wellington 6011

Phone (04) 472 1719  
Fax (04) 473 3482

Official Information Act enquiries may be emailed to [uia@crownlaw.co.nz](mailto:uia@crownlaw.co.nz)

General information enquiries may be emailed to [library@crownlaw.govt.nz](mailto:library@crownlaw.govt.nz)

[www.crownlaw.govt.nz](http://www.crownlaw.govt.nz)



# Ministry for Culture and Heritage

*Entry last updated on 18 January 2022*

## Manatū Taonga

### Acts administered

Manatū Taonga – the Ministry for Culture and Heritage commenced operations on 1 September 1999. It replaced the former Ministry of Cultural Affairs.

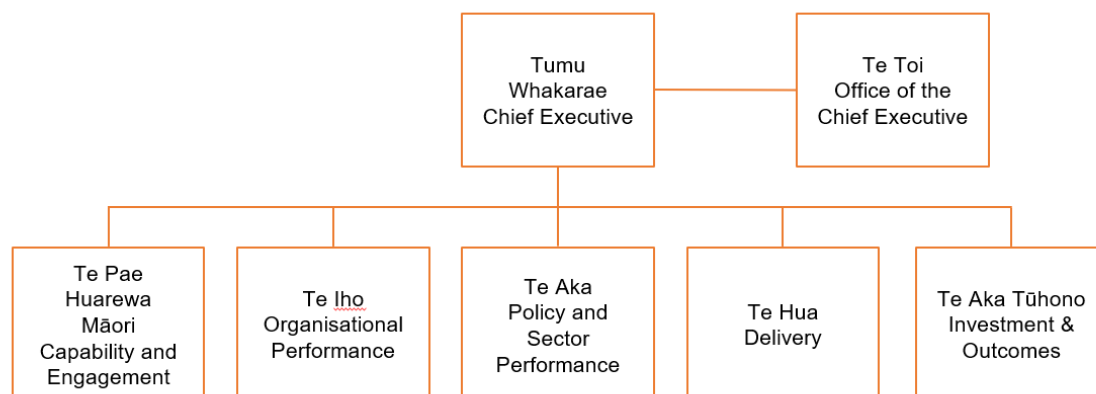
- Anzac Day Act 1966
- Arts Council of New Zealand Toi Aotearoa Act 2014
- Broadcasting Act 1989 (Parts I-IV and Section 81)
- Cultural Property (Protection in Armed Conflict) Act 2012
- Flags, Emblems and Names Protection Act 1981
- Heritage New Zealand Pouhere Taonga Act 2014
- Massey Burial-Ground Act 1925
- Museum of New Zealand Te Papa Tongarewa Act 1992
- National War Memorial Act 1992
- National War Memorial Park (Pukeahu) Empowering Act 2012
- New Zealand Film Commission Act 1978
- New Zealand Symphony Orchestra Act 2004
- Protected Objects Act 1975
- Radio New Zealand Act 1995
- Radio New Zealand Amendment Act 2016
- Seddon Family Burial Ground Act 1924
- Sovereign's Birthday Observance Act 1952
- Television New Zealand Act 2003
- Waitangi Day Act 1976.

## Functions and responsibilities

The Ministry's role is to help make New Zealand's culture visible and accessible. The Ministry is responsible for:

- Provision of policy advice on arts, culture, heritage and broadcasting issues, as determined in consultation with Ministers, including legislation, major policy proposals, and developments and initiatives that have significance to the sector
- Management and disbursement of payments to a number of arts, heritage, broadcasting and sports sector organisations, and the monitoring of the Crown's interests in these organisations
- Provision of other negotiated services to Ministers, including the preparation of replies to ministerial correspondence, and general services that assist Ministers in discharging their portfolio obligations to Parliament
- Administration of funding for the culture and heritage sectors through the Arts and Culture COVID Recovery Programme, the Regional Culture and Heritage Fund, the Commemorating Waitangi Day Fund and historical research grants.
- Research, writing and publication of New Zealand history and reference works, oral and audio-visual histories, online and in book production, including Te Ara and NZHistory and the provision of advice about New Zealand history
- Management of national monuments, war graves and historic graves
- Management of the Pukeahu National War Memorial Park
- National commemorations programme
- Administration of the Government Indemnity to Museums policies
- Administration of the Protected Objects Act 1975
- Administration of legislation relating to the symbols and emblems of New Zealand sovereignty (including the administration of the New Zealand Flag, New Zealand National Anthems and the New Zealand Coat of Arms) and to commemorative days

## Structure



The Ministry is a mid-sized agency organised into Te Toi | Office of the Chief Executive and five functional areas:

- Te Pae Huarewa | Māori Capability and Engagement
- Te Iho | Organisational Performance
- Te Aka | Policy and Sector Performance
- Te Hua | Delivery
- Te Aka Tūhono | Investment and Outcomes

## Records

The Ministry holds records on each of the cultural sector organisations for which it manages the Government's funding, and on other cultural sector issues. The Heritage Operations Unit maintains a register of New Zealand war dead and can trace the location of Commonwealth war graves. The Ministry also holds corporate files connected with the running of the organisation.

## Grants and funding

Administration of funding for the culture and heritage sectors through the Arts and Culture COVID Recovery Programme, the Regional Culture and Heritage Fund, the Commemorating Waitangi Day Fund and historical research grants.

The Arts and Culture COVID Recovery Programme is a response to COVID-19 and its impacts on the cultural sector. It aims to help ensure the sector survives, adapts and thrives. A range of funds are available as part of this programme.

The Regional Culture and Heritage Fund (RCHF) is a contestable fund of last resort that assists communities to meet fundraising shortfalls for a range of capital projects at cultural organisations.

Historical research grants include the New Zealand History Research Trust Fund Awards which provides grants to research and write historical projects; and the New Zealand Oral History Awards which gives financial assistance to oral history projects.

The Ministry administers the Commemorating Waitangi Day Fund, which is designed to support activities that commemorate the signing of the Treaty of Waitangi as well as promote nation building and community building.

[mch.govt.nz/funding](http://mch.govt.nz/funding)

## Contact

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Wellington 6140

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[www.nzhistory.govt.nz](http://www.nzhistory.govt.nz)

[www.teara.govt.nz](http://www.teara.govt.nz)

[www.vietnamwar.govt.nz](http://www.vietnamwar.govt.nz)

[www.28maoribattalion.org.nz](http://www.28maoribattalion.org.nz)

[ww100.govt.nz](http://ww100.govt.nz)

# New Zealand Customs Service

*Entry last updated on 25 January 2022*

## Te Mana Ārai O Aotearoa

### Acts administered

Customs and Excise Act 2018.

### Functions and responsibilities

The New Zealand Customs Service (Customs) protects and enhances the interest of New Zealand by managing security and community risks associated with the flows of people, goods and craft into and out of New Zealand, and by collecting customs and excise revenue. Our Māori name – Te Mana Ārai o Aotearoa – translates as the authority that screens and protects New Zealand.

We undertake border management by:

- assessing and checking passengers and their baggage
- intercepting contraband (such as illegal drugs and other prohibited items)
- checking cargo and mail
- assessing and collecting customs duties, excise taxes and goods and services tax (GST) on imports
- protecting New Zealand businesses against illegal trade
- enforcing import and export restrictions and prohibitions
- collecting accurate import and export data.

We use intelligence and risk assessment to target our physical checks of containers, vessels and travellers. We also conduct investigations and audits and, where applicable, prosecute offenders.

We engage in cooperation and coordination in policy development and operational activity with a wide range of other agencies to better achieve all-of-government outcomes.

## Structure

The Comptroller of Customs is the Chief Executive of the New Zealand Customs Service.

The Comptroller is supported by the Deputy Comptroller Operations, Chief Information Officer and Deputy Chief Executives with responsibility for Finance, Technology and Infrastructure, Policy, Legal and Strategy, International and Governance, and People and Capability.

## Records

The New Zealand Customs Service holds information in both electronic and paper based recording systems. This information includes records associated with Customs' functions and activities, along with supporting material such as legislation, forms, policies and procedures, working information, reports and publications, and organisational management material.

## Documents relating to the decision-making process

Most decision-making processes operated by the New Zealand Customs Service are contained in policies, procedures and working information (which forms guidelines) that are held electronically in the organisation's intranet.

Operational groups are responsible for the policies, procedures and working information involved with key operating functions such as border security, community protection, revenue collection and international trade support.

Head Office groups are responsible for the policies, procedures and working information that governs organisation matters such financial management, staff management, policy advice and organisational management.

## Publications

The New Zealand Customs Service has the following publications, available through its website.

- corporate documents, including Annual Reports, Statements of Intent, strategies
- Fact Sheets. Numbered fact sheets provide up-to-date information for most areas of Customs' activity particularly the import and export of goods
- forms, some of which can be completed on-line
- IPR Notices. A detailed list of Trade Mark and Copyright Notices accepted by the New Zealand Customs Service
- legal documents. Relevant legal documents relating to Customs' activities

- publications and newsletters. Access to current and back issues of Contraband, our online magazine
- The Working Tariff Document of New Zealand
- technical lists and guides. Hard information, brochures, operational instructions, codes and detailed lists covering the technical aspects of Customs requirements for importing and exporting.

## Contact

### New Zealand Customs Service

#### General Customs Enquiries

Freephone within New Zealand 0800 4 CUSTOMS (0800 428 786)

Calling from overseas +64 9 927 8036

New Zealand Fax 09 927 8019

International Fax +64 9 927 8019

Emails: [feedback@customs.govt.nz](mailto:feedback@customs.govt.nz)

OIA requests: [OIA@customs.govt.nz](mailto:OIA@customs.govt.nz)

Privacy requests: [privacyrequests@customs.govt.nz](mailto:privacyrequests@customs.govt.nz)

Travel movement requests: [movementchecks@customs.govt.nz](mailto:movementchecks@customs.govt.nz)

[www.customs.govt.nz](http://www.customs.govt.nz)

### Customs Offices

For a full and up-to-date list of contact information for all Customs offices go to:

[www.customs.govt.nz/about/contactus/customsoffices/Pages/default.asp](http://www.customs.govt.nz/about/contactus/customsoffices/Pages/default.asp)

**Ministry of Justice**  
**Tāhū o te Ture**

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0800 268 787

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New Zealand Government