

NMIT OFFICIAL INFORMATION PROCEDURE

MOKAMOKA WHAKAAETANGA | APPROVAL DETAILS

Section	Executive		
Approval Date	11.08.2026	Sponsor	Director Digital and Information
Next Review	01.01.2029	Approved by	SLT

NGĀ WHAKATIKATIKA | AMENDMENT HISTORY

Version	Effective Date	Created/ Reviewed by	Reason for review / comment
1	01.07.2026	Information and Records Management Advisor	New

Te Pūtaki | Purpose

These procedures provide guidance for managing requests for information under the Official Information Act 1982 (the Act) and supports the [NMIT Official Information Policy](#) which should be read in conjunction with this document.

All principles stated in the Policy apply to this procedure.

Ngā Haepapa | Responsibilities

Role	Responsibilities
Chief Executive Officer	Provide final approval of Official Information Act (OIA) decisions, extensions, transfers, charges and proactive releases.
Kaimahi	Promptly forward any requests for information to OIA@nmit.ac.nz Provide all relevant information, on request, within the requisite timelines and in accordance with this procedure and NMIT policies. Manage all relevant records in accordance with the Public Records Act, OIA and NMIT policies.
Senior Communications Advisor	Coordinate and manage OIA requests including monitoring statutory timeframes, gathering and assessing information, preparing draft responses, maintaining the OIA Register and ensuring compliance with the Act. Upon authorisation, release OIA responses on NMIT's website.
Subject Matter Expert (SME)	Provide all relevant information on request, within the requisite timelines and in accordance with this procedure and NMIT policies.

Ngā Hātepe | Procedure

1. REQUESTS NOT COVERED BY OIA

- 1.1 Where a request for official information is received from an applicant who does not meet the eligibility requirements under the Act (e.g. overseas residents), the request will be considered on a case-by-case basis by the Chief Executive Officer, and the applicant notified accordingly.
- 1.2 If a request is made by a person for access to their own personal information, it shall be deemed to be a request under Information Privacy Principle 6 under section 22 of the Privacy Act 2020 and the kaimahi receiving that request will forward it promptly to privacyofficer@nmit.ac.nz

2. RECEIVING OIA REQUESTS

- 2.1 Kaimahi receiving a request for information that may fall under the OIA will forward the request to OIA@nmit.ac.nz as soon as it is received. If the request is verbal or through another means of communication, the information, including contact details of the applicant must be promptly emailed to OIA@nmit.ac.nz.
- 2.2 The Chief Executive Officer will be notified of all official information requests received as soon as they are received.

3. LOGGING REQUESTS

- 3.1 Upon receipt of a request for official information, the Senior Communications Advisor will:
- (a) record the request in the OIA Register;
 - (b) create a new folder via the OIA Register;
 - (b) record the date received;
 - (b) assign a reference number;
 - (c) identify the relevant area(s) and/or subject matter experts (SME);
 - (d) calculate the statutory due date;
 - (e) acknowledge receipt of the request.

4. ALLOCATION OF REQUESTS

- 4.1 The Senior Communications Advisor must promptly allocate the request to SME(s) within the relevant area(s) responsible for the requested information and advise the due date the information must be supplied by.
- 4.2 The SME will promptly:
- (a) identify all relevant information;
 - (b) provide contextual information where necessary;
 - (c) identify any potential issues affecting the release, including privacy, legal, commercial or operational sensitivities or risks;
 - (d) provide recommendations regarding release or withholding;
 - (e) provide the information to the Senior Communications Advisor within the statutory timeframe; or
 - (f) if after reviewing the request, it is determined the information cannot be provided within the statutory timeframe, notify the Senior Communications Advisor immediately that a response cannot be made within the original timeframe.

5. TIMEFRAMES

- 5.1 The Senior Communications Advisor must provide a decision on the request to the applicant as soon as reasonably practicable and not later than 20 working days after receipt.
- 5.2 Where an extension is sought (refer to 4.2(f) above), the Senior Communications Advisor, with assistance from the SME, will prepare a written extension notice to the applicant stating:
- (a) the period of the extension;
 - (b) a valid reason under the OIA to support the extension;
 - (c) the applicant's right to complain to the Ombudsman, and
- provide the notice to the applicant as soon as reasonably practicable and not later than 20 working days after receipt of the request.
- 5.3 For any extension sought, the Senior Communications Advisor will first obtain approval from the Chief Executive Officer.

6. TRANSFERS

- 6.1 Where the Senior Communications Advisor in consultation with the SME determines that:
- the requested information is not held by NMIT but believed to be held by another agency or Minister subject to the Act; or
 - the subject matter of the request is more closely connected to another agency or Minister,
- the Senior Communications Advisor will:
- (a) consult with the receiving agency where necessary to confirm the transfer is appropriate and prepare the transfer documentation;
 - (b) obtain approval by the Chief Executive Officer;
 - (c) transfer to the receiving agency within 10 working days of receipt of the request; and
 - (d) notify the applicant in writing of the transfer and to which organisation it has been transferred to.

7. DECISION MAKING PROCESS

- 7.1 Where relevant the Senior Communications Advisor may seek Legal and Risk advice to assess decisions around releasing information.
- 7.2 The Senior Communications Advisor must obtain final approval from the Chief Executive Officer to:
- release information;
 - partially release information;
 - refuse a request;
 - apply redactions;
 - extend timeframes; or
 - apply charges.

8. PREPARING A RESPONSE

- 8.1 The relevant department or SME must provide to the Senior Communications Advisor the requested information within the statutory 20 working day time limit or, if an extension has been sought, within the new timeframe.
- 8.2 The Senior Communications Advisor will provide the final draft response, together with any supporting documentation and recommendations, to the Chief Executive Officer for review and decision, and will ensure the response:
- clearly addresses the request;
 - identifies any information withheld and the reason;
 - include any applicable OIA provisions;
 - advise the applicant of their right to complain to the Ombudsman.
- 8.3 If the request is refused or withheld by the Chief Executive Officer, the Senior Communications Advisor will prepare a response covering the reason the request was refused (or partially refused) and information concerning the applicant's right to complain to the Ombudsman under section 28(3) of the Act. Further, if requested, the grounds under the Act that support the reason for refusal (or partial refusal).
- 8.4 If the request is approved by the Chief Executive Officer, the Senior Communications Advisor will finalise the response, issue the response within the statutory timeframe, and advise the applicant of their right to complain to the Ombudsman where applicable.
- 8.5 All responses will be sent to the Chief Executive Officer for final review and approval.

- 8.6 The Senior Communications Advisor will save all supporting documentation (including original, redacted and final versions), and all approvals into the relevant OIA folder within the OIA Register.

9. HOW THE INFORMATION IS MADE AVAILABLE

- 9.1 In circumstances where the applicant has requested the format in which they want to receive the final response, the Senior Communications Advisor will endeavour to provide it in that format, however in the absence of a request by the applicant, the final response will be sent in the manner deemed most appropriate by NMIT, and may include:
- electronically;
 - as hard copy documents;
 - through inspection;
 - verbally;
 - as summaries or extracts where appropriate.
- 9.2 Where the Chief Executive Officer has not authorised providing the information in the format requested by the applicant, the Senior Communications Advisor shall include in the final response the reasons for not providing the information in the way the applicant requested.

10. CHARGING FOR INFORMATION REQUESTS

- 10.1 Where a request is likely to require substantial collation, research, or copying, the Senior Communications Advisor will assess whether a charge may be applied in accordance with [Ministry of Justice Charging Guidelines](#).
- 10.2 The relevant department or SME are responsible for working with the Senior Communications Advisor to estimate:
- (a) the time required to process the request;
 - (b) the volume of information involved; and
 - (c) any likely costs associated with responding to the request.
- 10.3 The Senior Communications Advisor will prepare a recommendation for the Chief Executive Officer outlining:
- (a) the proposed charge;
 - (b) the basis for the charge; and
 - (c) the reasons why charging is considered appropriate.
- 10.4 Any decision to apply a charge must be approved by the Chief Executive Officer prior to notifying the applicant.
- 10.5 Where a charge is approved, the Senior Communications Advisor must notify the applicant in writing:
- (a) of the proposed charge;
 - (b) the reason for the charge; and
 - (c) that processing of the request may be suspended until the applicant agrees to pay the charge where applicable.

11. PROACTIVE RELEASE OF INFORMATION

- 11.1 In accordance with the [Public Services Commission Proactive Release of Information Guidelines](#), and in the interests of increased transparency for the public interest, NMIT will proactively release official information, including responses to official information requests, where considered appropriate.
- 11.2 The Chief Executive Officer must approve any decision to proactively release official information.
- 11.3 Prior to proactive release the Senior Communications Advisor will ensure all:

- (a) personal information is removed where necessary; and
- (b) any legal or commercial sensitivities are considered, and redacted where necessary.

11.3 Once final approval for proactive release has been approved by the Chief Executive Officer, the Senior Communications Advisor will:

- (a) publish the information on NMIT's website, and
- (b) the response to the applicant will advise that the response (with the applicant's personal details removed) will be published on NMIT's website.

12. COMPLAINTS AND OMBUDSMAN INVESTIGATIONS

12.1 Where an applicant complains to the Ombudsman:

- (a) the Senior Communications Advisor will promptly forward all correspondence from the Ombudsman to the Chief Executive Officer;
- (b) relevant kaimahi will cooperate fully with any investigation; and
- (c) requested documentation will be provided to the Ombudsman within the required timeframes.

13. RECORDKEEPING

13.1 The Senior Communications Advisor will ensure full and accurate records are maintained for:

- (a) all OIA requests;
- (b) all decisions made regarding action taken on OIA requests; and
- (c) all information released under OIA requests – including an original (non-redacted) and redacted form, where relevant; and
- (d) are saved into the relevant folder within the OIA Register in accordance with this procedure.

14. RETENTION PERIODS

14.1 In accordance with the Public Records Act 2005 the retention periods for records relating to requests under the Official Information Act 1982, and enquiries from the Ombudsman, are set out below.

Information	Retain for ...
Correspondence and copies of information supplied relating to requests under the Act	7 years from the last information entry date then destroy
Correspondence, reports and investigation records dealing with enquiries from the Ombudsman	7 years from the last information entry date then destroy

Pūrongo me te Whakapūmau | Reporting and Assurance

Regular reports will be submitted to Council and/or a committee of Council:	
Submitted by	Chief Executive Officer
Submitted to	Council
What must be reported	OIA requests received, outcomes, risks
Reporting cadence	Monthly
Is immediate escalation required for material events?	Yes; immediate escalation required by CEO where a request poses legal or reputational risk

Ngā Tikanga | Definitions

Term	Definition
Official Information	Any information held by an agency or organisation; includes • documents, reports, memoranda, letters, emails and drafts • non-written information, such as video or tape recordings • the reasons for any decisions that have been made • manuals that set out internal rules, principles, policies or guidelines for decision-making • agendas and minutes of meetings, including those closed to the public. Official information also includes information which is known to an organisation but has not yet been written down.
Relevant area	The business or curriculum area responsible for holding, managing, or maintaining the official information requested.

Ngā Hononga ki Tuhinga kē | Links to other documents

NGĀ KAUPAPA-HERE E HANGAI ANA | RELATED POLICIES

[NMIT Official Information Policy](#)

[NMIT Information and Records Management Policy](#)

[NMIT Privacy Policy](#)

NGĀ TUKANGA ME NGĀ HĀTEPE | RELATED PROCESSES, PROCEDURES

NMIT Information and Records Management Procedure

NMIT Privacy Procedure

TURE WHAI TAKE | RELEVANT LEGISLATION

[Privacy Act 2020](#)

[Official Information Act 1982](#)

[Public Records Act 2005](#)

Ministry of Justice [Official Information Act Charging Guidelines](#)

Public Service Commission [Official Information Act Requests](#)

Public Services Commission [Proactive release of official information](#)

[Proactive release - Public Service Commission Te Kawa Mataaho](#)

NGĀ TAPIRITANGA | APPENDICES