Thank you for your email of 20 July 2017 to the Ministry for Vulnerable Children, Oranga Tamariki (the Ministry) requesting the following information under the Official Information Act 1982 (the Act):

- All Ministry for Vulnerable Children (and previously Child Youth and Family), procedures/policies for dealing with requests received under the Privacy Act and/or Official Information Act.

On 17 August, you were provided with a notification of decision and a link to the Official Information Act policies and procedures developed by the Ministry of Social Development, which the Ministry is currently using while it develops its own. The Ministry also follows the guidelines set by the Office of the Ombudsman, as well as the Official Information Act 1982 legislation.

The response to the remainder of your request is detailed below.

The Privacy and Official Information (POI) Service relies upon the Privacy Act 1993 and the Official Information Act 1982. The Ministry's procedure/policy guidelines are used for dealing with privacy and official information requests for individuals and families. The POI Service also adheres to the prevailing guidance provided by the Office of the Ombudsman and the Office of the Privacy Commissioner.

The POI Service provides access for both individuals and other legally entitled parties to the files held by the Ministry (formerly Child, Youth and Family). The starting point for processing a request is Principle 6 of the Privacy Act, access to personal information.

The toolkit used by the POI team is partially released to you with personal information in the screenshots withheld under section 9(2)(a) of the Act to protect the privacy of individuals.

This resource is continually being refreshed to ensure it is in line with the legislative changes that came into force on 1 April 2017. This means the Ministry has a new legal obligation (section 11 Children, Young Persons, and Their Families Act 1989) to ensure that children and young people are both encouraged and supported to participate in proceedings and processes about them. This includes giving the child or
young person an opportunity to freely express their views and making sure that we take these views into account.

The other guidelines and resources used can be found at the following sites:


http://www.privacy.org.nz/

http://www.ombudsman.parliament.nz/

Also included for your reference are the guidelines used by the Ministry’s Children’s Teams who deal with a small number of Privacy Act requests. This is released to you in full.

The Ministry intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry for Vulnerable Children, Oranga Tamariki’s website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIARequests@mvcot.govt.nz.

If you are not satisfied with this response, you have the right to ask an Ombudsman to review this decision. Information about this is available at: www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Yours sincerely

[Signature]

Matt McLay
Acting General Manager Public, Ministerial and Executive Services
PURPOSE

This document gives guidance to those working with Children's Teams about how to:

1. respond to a family or whānau member's request for their personal information under the Privacy Act 1993; and

2. deal with a request for official information under the Official Information Act 1982.

What is the difference between a Privacy Act and Official Information Act request?

If a requester (or their agent) makes a request for their own personal information or the personal information of their child, the request would come under the Privacy Act and you should follow the guidelines in section 1 below.

If information is requested about another person, such as a lead professional, (and the requester is not an authorised agent of that person), or any other information is requested (not about a specific person), such as how many referrals have been made to the Children's Team and by whom, then that request would come under the Official Information Act and you should follow the guidelines in section 2 below.
SECTION 1: PRIVACY ACT REQUESTS

What is an information request?

Privacy Principle 6 of the Privacy Act 1993 gives every individual a right to have access to the personal information that the Children's Team holds about them. This is not an absolute right and is subject to the withholding grounds discussed below.

A request for personal information does not need to be in writing and does not need to make reference to the Privacy Act 1993. An information request can be as broad or as specific as the requester likes. For example, an individual can ask for "everything that the Children's Team holds about me and my family" or they could request "a copy of the information given to the lead professional about their benefit entitlements".

What do I do if someone requests their information?

If a family or whānau member requests their personal information you will need to work with the individual and complete the attached form "Information Request Form" as a record of the request, give the individual a copy and then keep another copy for Children's Team records.

When a request is made you will need to inform your Children's Team Co-ordinator or your Children's Team Director and your Home Agency's Manager or Supervisor.

Can a guardian or caregiver request the personal information of their child?

A parent or guardian can request personal information on behalf of a child if the child is too young to act on their own behalf or where the child has authorised (consented for) the parent or guardian to act for them.

What information can I release to the individual?

All personal information about the individual that has made the request (or that has been requested about the child subject to the above paragraph) should be released except for information you believe that if released would:

- be out of scope of the requester's request
- be an unwarranted disclosure of the affairs of another (i.e., would breach the privacy of another)
- prejudice the maintenance of the law
- prejudice the health of an individual
- be contrary to the best interests of someone under the age of 16
- endanger the safety of an individual
- breach legal privilege, or
- there are administrative reasons to withhold.

These bullet points above are known as the "withholding grounds" and the Privacy Act 1993 makes specific mention that these types of personal information do not have to be released.
The rest of this section gives guidance on each of the withholding grounds above. If you are uncertain about whether or not a withholding ground applies please send all inquiries (omitting client names) to admin.childrensteams@mvccf.govt.nz

**Out of scope of the request**

An information request under the Privacy Act 1993 allows an individual to receive their information and their child’s information (subject to the guidance above on guardian/caregiver requesting child information). It is important to only give the requester the information that they are entitled to. This means, for example, you should not release the father’s information if the mother has requested information. Information about an individual that the requester is not entitled to is out of scope of information requests and should not be released.

However, there may be instances in which there is some overlap between information about the requester and information about another individual. In this instance the withholding ground - unwarranted disclosure of the affairs of another - below should be considered.

**Unwarranted disclosure of the affairs of another – Section 29(1)(a) of the Privacy Act 1993**

This ground allows you to withhold personal information that the requester has asked for if you believe:

1. the personal information is about an individual other than the requester, and
2. disclosing that information would be an “unwarranted disclosure” of that other individual’s information.

In order to determine whether or not the disclosure is “unwarranted” you must balance the right of the other individual’s right to privacy with the requester’s right to receive information about themselves.

Some general rules are:

- If the information about the other person is sensitive, then it is more likely that the information should be withheld. For example, if the father states that the “mother is an inadequate mother”, even though this is information about the mother it is also a sensitive opinion of the father and shouldn’t be released to the mother even though it is technically information about the mother.

- If the information is about another individual that is acting in a professional manner, then this lessens their right to privacy. For example, if a lead professional writes “the mother is an inadequate mother”, although this may be the lead professional’s opinion, because it is about the mother and the lead professional is acting in their professional capacity it should not be withheld under this provision.

- If the information about the other person is already known by the requester then this is unlikely to be an unwarranted disclosure. For example, if a mother requests a Child’s Plan and there is information about what the father and child will do (e.g., attend a course together) and the mother is aware of this – then it may not be unwarranted to disclose the information to the mother.

For more advice on this withholding ground please see https://privacy.org.nz/the-privacy-act-and-codes/privacy-principles/access/breach-of-another-s-privacy/
Maintenance of the law – Section 27(1)(c) of the Privacy Act 1993

In order for information to be withheld under this provision, the information must be likely, if released, to prejudice the “maintenance of the law”. This includes negatively effecting the prevention, investigation and detection of offences.

Examples of the types of personal information that could be withheld under this provision include:

- The names and identifying information of the individuals that had made a referral to the Vulnerable Children’s Hub (if the referral has been made without consent).
- Any names and identifying information of individuals who have made notifications against the individual to Work and Income around alleged benefit fraud.
- Any names and identifying information of individuals who have made notifications to police around the individual around alleged crimes.

For more advice on this withholding ground please see https://privacy.org.nz/the-privacy-act-and-codes/privacy-principles/access/maintaining-the-law/

Prejudice the health of an individual – Section 29(1)(c) of the Privacy Act 1993

This provision allows for information to be withheld if releasing that information (after consultation has been undertaken with the individual’s medical practitioner) would be likely to prejudice the physical or mental health of that individual.

If you believe that this provision applies, you will need to get in contact with the individual’s medical practitioner and case note the rationale for the decision to withhold that information.

For more advice on this withholding ground please see https://privacy.org.nz/the-privacy-act-and-codes/privacy-principles/access/risk-to-mental-health/

Contrary to the interests of an individual under the age of 16 – Section 29(1)(d)

Information can be withheld if you believe that disclosing the information would not be in the best interests of someone under the age of 16.

This provision can apply in cases where a parent/guardian/caregiver requests information about a child. If this provision does apply, it will generally be applicable when disclosing the information would result in a breach of the child’s trust and thus result in unwillingness by the child to use those services or to properly engage with those services.

The types of personal information that could be withheld under this provision include, but are not limited to, information about the child’s:

- counselling services
- sexual health services, or
- other health services.

For more advice on this withholding ground please see https://privacy.org.nz/the-privacy-act-and-codes/privacy-principles/access/harm-to-people-under-1/
Endanger the physical safety of an individual – Section 27(1)(d) of the Privacy Act 1993

In order for information to be withheld under this provision, the information must be likely, if released, to place the requester, someone that works with the Children’s Team or any other person at risk of endangerment to their physical safety.

Before using this provision you must get in contact with admin.childrensteams@mvcot.govt.nz for further guidance.

Breach Legal Privilege – Section 29(1)(f) of the Privacy Act 1993

In order for information to be withheld under this provision, it is best to get in contact with the lawyer who provided the advice and ask whether or not they believe that the information should be withheld.

For more advice on this withholding ground please see https://privacy.org.nz/the-privacy-act-and-codes/privacy-principles/access/legal-professional-privilege/

Administrative Reasons to Withhold Information

An individual’s request can be refused if:

- the personal information that they are requesting is not easily retrievable (section 29(2)(a) of the Privacy Act 1993), or
- the personal information that they are requesting does not exist (section 29(2)(b) of the Privacy Act 1993).

How do I withhold information from the release?

Once you have established what personal information should be withheld under a request for information under the Privacy Act 1993, please see Appendix 1 for instructions on how to withhold that information.
# INFORMATION REQUEST FORM

<table>
<thead>
<tr>
<th>Date of request:</th>
<th>Request taken by:</th>
</tr>
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<tbody>
<tr>
<td>Requester's Name:</td>
<td>DOB:</td>
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<tr>
<td>Address:</td>
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<tr>
<td>Email:</td>
<td>Home phone:</td>
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<tr>
<td>Mobile:</td>
<td></td>
</tr>
<tr>
<td>Signature of Requester:</td>
<td></td>
</tr>
</tbody>
</table>

## PERSON(S) INFORMATION SOUGHT ON:

| Me | □ |
| My children | □ |
| Information concerning a particular incident or event (see below) | □ |

### Names of individual people. Please list the names of individuals you are requesting information on

<table>
<thead>
<tr>
<th>Name:</th>
<th>DOB:</th>
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<tbody>
<tr>
<td>Name:</td>
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<td>DOB:</td>
</tr>
<tr>
<td>Name:</td>
<td>DOB:</td>
</tr>
</tbody>
</table>

### Relationship to requestor

### What information are you looking for?

If you provide specific details this will help reduce the amount of time it takes to process your request

### Why are you making a request? (Optional)

### If your request is urgent, please explain.

---

Children's Teams Information Request Guidelines – Version 1.2 – July 2017
SECTION 2: OFFICIAL INFORMATION ACT REQUESTS

What is a request for official information?

As a government agency, all information we hold is official information. This does not just include documentary material — it also includes information in any format such as:

- written documents, reports, memoranda, minutes, letters, notes, emails and draft documents;
- non-written documentary information, such as material stored on or generated by computers, including databases, video or tape recordings;
- information which is known to an agency, but which has not yet been recorded in writing or otherwise (including knowledge of a particular matter held by an officer, employee or member of an agency in their official capacity);
- documents and manuals which set out the policies, principles, rules or guidelines for decision making by an agency; and
- the reasons for any decisions that have been made about a person.

A request may be made in any form and communicated by any means (including orally) and does not need to refer to the Official Information Act 1982.

Any person who meets the following criteria can make a request for official information under the Official Information Act 1982:

a) a New Zealand citizen; or
b) a permanent resident of New Zealand; or
c) a person who is in New Zealand; or
d) a body corporate which is incorporated in New Zealand; or

What do I do if someone requests official information?

All requests for official information received by Children’s Team staff should immediately be forwarded to the admin.childrensteams@mvcot.govt.nz email box.

Children’s Teams national office will acknowledge your email and the Official Information Act request (OIA) will be logged with the Ministerial and Executive Services Team who will take responsibility for the administration of the request.

If the information requested is held by the Children’s Team, Children’s Team national office will consult with you as the content expert in order to interpret the request, identify documents within scope, and identify any risks with the release. The content expert is responsible for working with national office to:

- interpret the request
- identify documents within scope
- assess risk
- advise on any information that should be withheld under the Act, and
- assist in the external consultation process (if appropriate).
Should external consultation be necessary to make a decision on the request, it is best practice to first inform the requester that this consultation will be taking place and that their identity will be disclosed to a third party. Children’s Team national office can provide you with further advice about this should this be required.
APPENDIX 1
CHILDREN'S TEAM REDACTION INSTRUCTIONS

Purpose

Section 1 of the document Children's Team Information Request Guidelines explains what personal information should be withheld under a request for personal information under the Privacy Act 1993.

This appendix explains how to withhold that information.

Step 1: Collate all relevant information in a Word Document

Once you have collated all personal information that you believe is ‘in scope’ of the request, you will need to copy and paste it into a Microsoft word document. In the example below a mother has requested “all information the Children’s Team holds about me from a meeting on 27/11/2016”.

Case note 27/11/2016:

Talked with mother today by herself and she expressed concerns about her mental health.

Then left meeting to have a one on one with father who expressed his concerns about his drinking.
Step 2: Select "Draw Text Box"?

Using the Children's Team Information Request Guidelines it is clear that the second sentence must be withheld. To do this you must first click on 'Draw Text Box' under the 'Text Box' button in the 'Insert' tab of Microsoft Word.

Case note 27/11/2016:

Talked with mother today by herself and she express concerns about her mental health.

Then left meeting to have a one on one with father who expressed his concerns about his drinking.
Step 3: Draw text box over information that needs to be redacted

Case note 27/11/2016:
Talked with mother today by herself and she expressed concerns about her mental health.
Step 4: Write the section that you are withholding the information under

In the text box you will need to type the provision of the Privacy Act 1993 that you are relying on to withhold the personal information. Here the relevant provision is section 29(1)(a) of the Privacy Act and this must be typed in the text box.

Case note 27/11/2016:
Talked with mother today by herself and she expressed concerns about her mental health.

Section 29(1)(a)
Step 5: Print as a TinyPDF

Once you have completed withholding all of the relevant information you will then need to print it out as a TinyPDF. A **physical hard copy** of the information can then be given to the requester. Do not send an electronic copy as the requester may be able to use IT software to remove the textbox.

**Case note 27/11/2016:**
Talked with mother today by herself and she expressed concerns about her mental health.
WE PUT TAMARIKI FIRST
We will challenge when things aren’t right for the child.

WE BELIEVE AROHA IS VITAL
It keeps us focused on what is right.

WE RESPECT THE MANA OF PEOPLE
We listen, we don’t assume, and we create solutions with others.

WE ARE TIKA AND PONO
We do what we say we’ll do.

WE VALUE WHAKAPAPA
Tamaki are part of a whanau and a community.

WE RECOGNISE THAT ORANGA IS A JOURNEY
We understand the long-term impact of our actions today.

Privacy and Official Information Toolkit

Oranga Tamaki
Ministry for Vulnerable Children
Nat_Poi_Requests@cyf.govt.nz
Telephone:
0508 326 459
04 918 9230
DDI 43230
FAX 04 918 0099

Name:
Editor
Telephone:
DDI:

This document contains private and confidential information and is subject to the Privacy Act 1993 and the Official Information Act 1982. Do not remove it from work premises without speaking with a team leader.
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Introduction to Oranga Tamariki and POI Services:
Ministry for Vulnerable Children, Oranga Tamariki’s vision is that New Zealand values the well-being of tamariki above all else. Our purpose is to ensure that all tamariki are in loving whanau and communities where oranga tamariki can be realised.

POI Services provides access for individuals, and other legally entitled parties, to the files held by Ministry for Vulnerable Children, Oranga Tamariki (formerly Child, Youth and Family).

POI does an important job of providing access to important, often highly personal private information. The starting point for an editor processing a request is principle 6.

Principle 6 states: ¹

Access to personal information

(1) Where an agency holds personal information in such a way that it can readily be retrieved, the individual concerned shall be entitled -
(a) to obtain from the agency confirmation of whether or not the agency holds such personal information; and
(b) to have access to that information.

(2) Where, in accordance with subclause (1)(b), an individual is given access to personal information, the individual shall be advised that, under principle 7, the individual may request the correction of that information.
(3) The application of this principle is subject to the provisions of Part 4 and Part 5.

Principle 6 empowers access to one's own personal information, and personal information relating to the individual requesting it should only be withheld under legitimate grounds. The relevant withholding grounds can be found in the legislation section of the Toolkit (pages 6 to 14).

The POI Toolkit was created to contain an overview of the rules, restrictions, guidelines and additional helpful material for staff that interact with Privacy and Official Information Act requests.

Timeline of a POI request:

1. Receive Request
   - Phone (triage)
   - Email
   - Post mail
   - Fax

2. Request Logged
   - Coordinators log into EDRMS
   - Acknowledgement letter sent.

3. Allocated to Editor
   - Scoping the request

4. Decision Letter Sent
   - Letter to inform the requestor an anticipated date they will receive their information. The decision letter must be sent within 20 days of the request being received by POI.

5. QA Check
   - Information released to nearest CYF site office for pick up – unless it’s a lawyer/ACC/Police request.

6. Release info to requestor

7. If no issues:
   - Refer to complaints or offer a review

8. TRIM file ordered & scanned

9. Return to Receive Request
Legislation

Privacy Act 1993
The Privacy Act 1993 controls how agencies collect, use, disclose, store and give access to personal information. At the heart of the Privacy Act are twelve privacy principles. The privacy principles cover:

- collection of personal information (principles 1-4)
- storage and security of personal information (principle 5)
- requests for access to and correction of personal information (principles 6 and 7, plus Parts 4 and 5 of the Act)
- accuracy of personal information (principle 8)
- retention of personal information (principle 9)
- use (principle 10) and disclosure (principle 11) of personal information, and
- using unique identifiers (principle 12)

Oranga Tamariki collects a wide and vast amount of information about individuals in order to provide services that support tamariki. This includes information about people's personal lives and their parenting ability; financial, medical, education and Police information; among other things. The personal information which the Ministry holds and uses is governed by the Privacy Act.

The Privacy Commissioner's website provides a lot of relevant and helpful information. Escalated complaints about a POI request may end up at the Office of the Privacy Commissioner, so it is a good idea to familiarise yourself with the content that they provide. (See https://www.privacy.org.nz/)

Official Information Act 1982
As we work for a government department, the information that we hold is also governed by the Official Information Act 1982. The purposes of the Official Information Act 1982 are to:

(a) Increase the availability of official information to:
(i) Enable New Zealanders to participate effectively in the making and administration of laws and policies.
(ii) Promote the accountability of Ministers and officials; enhance respect for the law and promote good government.

(b) to provide for proper access by each person to official information relating to that person:

(c) to protect official information to the extent consistent with the public interest and the preservation of personal privacy (Part 1 s 4 OIA)

All information (including personal information) held by the Ministry is official information (s 2 OIA).

http://www.ombudsman.parliament.nz/
Which Act to Use?

Most requests are assessed under both the Privacy Act and Official Information Act. There may be instances when you will need to consider both Acts, even if the individual has requested their file and someone else's information (such as a sibling) is included.

**We use the Privacy Act when:**
The requestor is an individual, and
The information withheld contains information about the requestor.

We also use the Privacy Act if the requestor is a member of the Police requesting information for a Police investigation, or ACC.

**Official Information Act**

**We use the Official Information Act when:**
The requestor is a third party, and
The information withheld contains information about other persons.

If the request concerns the Ministry's decision making process, and policies, the Official Information Act applies.

These types of Official Information Act requests are generally considered by Ministerial and Executive Services and not Privacy and Official Information Services.

Application

When determining what Act to use it is important to consider:

- Who the requestor is?
- Whose information we are assessing?

It may be that sometimes the information on file is so intertwined that it is unclear which Act applies or both apply. In this case, simply apply both Acts to the information. This will normally result in information being withheld under a provision of the Privacy Act and a corresponding Official Information Act provision.
## Withholding Sections

### Privacy Act

<table>
<thead>
<tr>
<th>Code</th>
<th>Reason</th>
<th>Example</th>
</tr>
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<tbody>
<tr>
<td>s 27(1)(c) PA</td>
<td>The disclosure of the information would be likely to prejudice the maintenance of the law.</td>
<td>To protect those that provide information, e.g. informant identifiers and investigative methods</td>
</tr>
</tbody>
</table>

This section gives agencies a good reason to withhold personal information if its release would be likely to prejudice the maintenance of the law. Maintenance of the law means that the information we remove helps authorities to uphold the law (e.g. prevent or stop family violence, sexual abuse, or other crimes). Releasing the information may put the notifier at risk or prevent them from making additional notifications.

Examples (list is not exhaustive):
- Notifiers (e.g. when non-professional third parties make a report to police or a report of concern to Oranga Tamariki)
- All child disclosures
- Evidential Interviews
- Child Focused Interviews

POI policy is to use the maintenance of the law ground for withholding allegations and notifications, regardless of the stage of the investigation or age of the allegations. This is because the public policy of protecting the identity of notifiers so that they feel safe to notify authorities in future does not diminish.

E.g.: "Ernie called the Social Worker with allegations that Bert is using drugs in front of his children." This information appears to be about Bert, but it is also about Ernie. In this situation, we need to remove the sentence under s 27(1)(c) and s 6(c) OIA. If Bert is the requester, he has a right to know that he has been accused of something, so we add a summary: e.g. "there are concerns that Bert may be using drugs in front of the children." We need to keep the summary vague enough so that Bert cannot easily guess who the notifier was.

Refer also:
- s 6(c) OIA
- OPC notes - maintaining the law
- OPC Case note 12846 - abuse allegations

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<thead>
<tr>
<th>Code</th>
<th>Reason</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 27(1)(d) PA</td>
<td>Disclosing the information would be likely to endanger the safety of any individual</td>
<td>To protect a person from physical harm</td>
</tr>
</tbody>
</table>

This section protects a person from physical harm.

The use of this ground requires some form of evidence (e.g. from the requestor’s GP or psychiatrist) of a serious threat from the requestor. There is a high threshold for the use of this ground.

Speak to a Senior Editor, Team Leader and/or Social Worker if you are considering using this ground.

Refer also:
- OPC notes - a danger to safety
- OPC Case note 92314
<table>
<thead>
<tr>
<th>Code</th>
<th>Reason</th>
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<tbody>
<tr>
<td>s 29(1)(a) PA</td>
<td>Disclosing the information would involve the unwarranted disclosure of the affairs of another person.</td>
<td>To protect information about other people, where that information may also be information about the requestor</td>
</tr>
</tbody>
</table>

This section is designed to protect the privacy of people other than the requestor.

This section is used where information about the requestor is also information about someone else. You need to balance the requestor’s right to access their information against the other person’s privacy rights.

This section is applied in a two-step process:

- First determine if the information about the requestor is also about or came from someone else
- Determine whether disclosing the information would be unwarranted

E.g.: “Ernie called the Social Worker while Bert was at work and said that Bert has health problems.” This is information about both Bert (as he has health problems) and Ernie, as he is the source of information. If Bert is the requestor, the sentence would be removed under s 29(1)(a) PA and s 9(2)(a) OIA. We could add a summary to say: “there are concerns that Bert has health problems”.

The OPC has a useful list of tips for seeing whether the other person’s privacy is stronger than the requestor’s right of access.

Refer also:
OPC notes - Breach of another’s privacy
OPC Case note 25473

<table>
<thead>
<tr>
<th>Code</th>
<th>Reason</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 29(1)(b) PA</td>
<td>The disclosure of the information, being evaluative material, would breach an express or implied promise of confidence which was made to the person who supplied the information</td>
<td>To withhold confidential personal information compiled for the purpose of assessing someone’s suitability as a caregiver</td>
</tr>
</tbody>
</table>

The Ministry performs checks on people who apply to be caregivers. These include reference checks from other non-professionals in the caregiver’s life.

In order to ensure that the information provided in the reference checks is accurate and full, we must withhold the information contained in the reference checks to ensure that references are able to give full and correct references.

Section 29(1)(b) is a two-stage test; there has to be an express or implied promise of confidentiality and the information itself has to be evaluative. In most formal caregiver check situations, both of these will be met.

If you believe that s 29(1)(b) may apply to a scenario other than a caregiver reference check, raise with your Senior Editor or Team Leader.

Refer also: OPC - Evaluative Material

<table>
<thead>
<tr>
<th>Code</th>
<th>Reason</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 29(1)(c) PA</td>
<td>The disclosure of the information (being information that relates to the physical or mental health of the person)</td>
<td>To withhold information from a person when you think it may trigger mental health issues</td>
</tr>
</tbody>
</table>
This section allows us to withhold information from a person when you think it may trigger mental health issues.

However before you can do this, you have to show:
- the information the person is wanting is about that person;
- you have discussed with the person's medical practitioner (e.g. GP, specialist or psychiatrist) whether it's advisable to release the information to that person; and
- the medical practitioner believes there's a real risk that releasing the information could damage the person's mental (or physical) health.

Check with a Senior Editor or Team Leader before you use this ground.

Refer also: **OPC - Risk to mental health**

<table>
<thead>
<tr>
<th>Code</th>
<th>Reason</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 29(1)(d) PA</td>
<td>Disclosing the information would be contrary to the interests of a person under the age of 16.</td>
<td>Usually used when parents/caregivers ask for a child's file.</td>
</tr>
</tbody>
</table>

To use this ground:
- You must be satisfied that more likely than not, releasing the information to the parent would be contrary to that child's interests.
- You will need to consult with the social worker allocated to the family to make this determination.

NB:
In cases where the child/young person has discussed information about their parents and/or their situation directly, we would generally use s 27(1)(c) instead of this section.

Refer also: **OPC notes - Harm to people under 16**
<table>
<thead>
<tr>
<th>Code</th>
<th>Reason</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 29(1)(f) PA</td>
<td>Disclosing the information would breach legal professional privilege.</td>
<td>To withhold documents containing advice from MSD Legal team to a colleague, that are about the requestor.</td>
</tr>
</tbody>
</table>

This section allows us to withhold information that will fall under solicitor/client privilege.

This means that our staff can seek advice from a legal professional and it will be kept confidential. To use this ground:
- Advice must be sought
- By a staff member
- From an MSD Lawyer (Legal Services)

**Example one:** An MSD solicitor writes to the social worker to advise them that the application for a Place of Safety warrant is unlikely to succeed and suggests another course of action be taken – this is legally privileged and must be withheld.

If you are concerned about releasing a communication involving solicitors, you can consult with the legal team.
Refer also:
- OPC notes - Legal Professional Privilege
- OPC - Case note 95812

<table>
<thead>
<tr>
<th>Code</th>
<th>Reason</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 7(2) PA</td>
<td>Any rights to information may be restricted by other enactments.</td>
<td>Family Court Rules 2002</td>
</tr>
</tbody>
</table>

Where another piece of law allows or requires personal information to be used in a specific way, by virtue of s 7(2), those provisions override the operation of the Privacy Act and therefore principle 6.

**For example:** Access to Family Court documents is regulated by the Family Courts Rules 2002 and hence it overrides the right to access information under the Privacy Act. Both Judges and Registrars can restrict access to particular documents, particular people and/or the court file, if necessary. Thus any report that was instructed to be obtained under a court order cannot be released to anyone without leave of the court. *(Refer to Court documents)*.

This section applies to documents about the requestor themselves. Other documents that fall in this ambit should be withheld under the OIA Savings provision (s 52(3) OIA).

<table>
<thead>
<tr>
<th>Code</th>
<th>Reason</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 29(2) PA</td>
<td>The information requested is not readily retrievable, does not exist or cannot be found.</td>
<td>A TRIM file is listed as &quot;missing&quot;</td>
</tr>
</tbody>
</table>

This section applies when information about the requestor is missing, does not exist or cannot be found.

Before using this section a reasonable and thorough search must be carried out. You must ensure that you note all reasonable steps taken in searching for the information.
Refer also: OPC - information cannot be found or retrieved

**Official Information Act**

<table>
<thead>
<tr>
<th>Code</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 6(c) OIA</td>
<td>The maintenance of the law would be likely to be prejudiced on disclosure.</td>
<td>To protect those that provide information e.g. notifier's name</td>
</tr>
</tbody>
</table>
This section allows us to withhold information where its release would prejudice the maintenance of the law, including the prevention, investigation and detection of offences, and the right to a fair trial.

Examples (list is not exhaustive):

- Notifiers
- All child disclosures
- Evidential Interviews
- Child Focused interviews

It allows Oranga Tamariki to obtain free and unsolicited information regarding the protection and welfare of children.

For example: a grandparent makes a notification involving the requestor's son being the alleged victim of physical abuse by an older child. Releasing this information would be likely to reveal the identity of the informant, jeopardising the continued supply of information from the public, prejudicing Oranga Tamariki's ability to carry out its child protection functions.

Refer also:
- s 27(1)(c) PA
- Ombudsman - conclusive reasons for withholding official information
- OQR 9(1) - Prejudice to the maintenance of the law
- OQR 10(3) - Prejudice to the maintenance of the law

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<thead>
<tr>
<th>Code</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 52(3) OIA</td>
<td>Any rights the requestor has to information may be restricted by other enactments.</td>
<td>Family Court Rules 2002</td>
</tr>
</tbody>
</table>

The OIA Savings provisions apply when the documents in question are about a person other than the requestor. We primarily use this for Court documents. If you are unsure whether or not a document needs to be withheld under this section, put a note on your file note or ask a Senior Editor or QA Checker.

Refer also:
- s 7(2) PA
<table>
<thead>
<tr>
<th>Code</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 6(d) OIA</td>
<td>Disclosing the information would be likely to endanger the safety of a person.</td>
<td>To withhold information that could put someone’s safety at risk</td>
</tr>
</tbody>
</table>

This section allows us to withhold information where there is evidence of likely physical risk to a person from the release of the information.

As with s 27(1)(d) PA, you need to be sure that:

- disclosure of the information requested would result in physical danger to someone’s safety
- there is a serious likelihood that physical danger would occur.

There is a high threshold for the use of this ground: it requires evidence of actual physical risk.

Please speak to your Senior Editor, Team Leader and/or key Social Worker if you are considering using this ground.

Note that the OIA has no explicit additional protection for people under 16. However if you do perceive a clear risk of emotional harm to someone under 16 then, by analogy with the PA and given the strong public interest in the wellbeing of children, this section may apply.

Refer also:
s 27(1)(d) PA
Ombudsman - conclusive reasons for withholding official information
Ombudsman Case note no. W39955, 92

<table>
<thead>
<tr>
<th>Code</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 9(2)(a) OIA</td>
<td>The information needs to be withheld to protect the privacy of natural persons or deceased persons.</td>
<td>To protect information about other people, e.g. personal phone numbers, addresses, any information that is not about the requestor</td>
</tr>
</tbody>
</table>

Ask yourself the following questions:

Is there a privacy interest in the information requested?

Is that privacy interest such that it is necessary to withhold the information to protect the privacy of the person to whom it relates?

If you have answered “yes” to questions 1 and 2 above and can explain why, s 9(2)(a) may apply. You should then move on to consider whether there are any public interest considerations favouring release which outweigh the need to withhold.

For example: s 9(2)(a) is commonly used to withhold contact details (such as phone numbers or email addresses) of people other than the requestor, or for information on the file that is personal information not about the requestor themselves.

E.g. “Ennie calls the Social Worker and says that he is considering applying to become a caregiver.” If Bert is the requestor, this sentence needs to be removed under s 9(2)(a) OIA as it is about a third party. None of the information is about Bert so s 29(1)(a) PA does not apply.

Refer also:
s 29(1)(a) PA
Ombudsman - privacy

<table>
<thead>
<tr>
<th>Code</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 9(2)(ba)(i) OIA</td>
<td>Disclosing the information would be</td>
<td>A doctor who notifies Oranga Tamariki</td>
</tr>
</tbody>
</table>
likely to prejudice future supply of information provided in confidence or because they see bruises on a child by compulsion.

Determine whether:

- the information is subject to an obligation of confidence, or,
- the information is such that any person has been or could be compelled to provide it under statutory authority.

If the requested information falls within either category, then:

Assess whether disclosure of the information would be likely to prejudice the supply of similar information or information from the same source.

If yes, decide whether it is in the public interest that such information should continue to be supplied.

Example: A professional such as a school principle or a Plunket nurse has a duty to inform the Ministry of any concerns about child abuse; this must be weighed against the relationship that the professional has with the child and the child's family.

Disclosing such information to a non-professional requester may prevent further supply of such information.

This section can also cover any information that a social worker seeks under principle 11 PA by invoking s 172 and s 663 of the Children, Young Persons and Their Families Act 1989

Other sources of information which do not fit within s 6(c) or s 9(2)(ba)(i) OIA may still be redacted under s 9(2)(a) OIA if it is private information.

Refer also:
Ombudsman - confidentiality

<table>
<thead>
<tr>
<th>Code</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 18(e)</td>
<td>The information does not exist or cannot be found</td>
<td>e.g. a TRIM result shows the file is “missing”</td>
</tr>
</tbody>
</table>

This section is relevant where a requester has sought information contained in a specified document. If that document simply does not exist, or the agency is unable to find the document after a reasonable effort has been made to locate it, a request for this document may be refused.

Before using this section a reasonable and thorough search must be carried out and documented on a file note

Refer also:
Ombudsman - administrative reasons for refusing requests
s 29(2) PA

<table>
<thead>
<tr>
<th>Code</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>s 9(2)(h) OIA</td>
<td>It is necessary to withhold the information to maintain legal professional privilege.</td>
<td>To withhold advice from MVCOT legal to a colleague that is not about the requestor</td>
</tr>
</tbody>
</table>

Legal professional privilege

Legal professional privilege is a term that applies to the protection of confidential communications

---

2 Investigation of report of ill-treatment or neglect of child or young person
3 Government departments may be required to supply information
between a lawyer and a client. If legal advice is protected by legal professional privilege, it may be protected from disclosure under the Official Information Act 1982 and the Privacy Act 1993, and will not be required to be produced for inspection during discovery in legal proceedings. (See section 9(2)(b) of the Official Information Act 1982 and section 29(f) of the Privacy Act 1993.) It is therefore important that legal professional privilege in legal advice provided to the government is maintained, and not inadvertently waived.

There are two categories of legal professional privilege:

1. Solicitor/client privilege applies to communications between a lawyer and a client, where the lawyer is acting in his or her professional capacity, the communication is intended to be confidential, and the communication is for the purpose of obtaining legal advice.

2. Litigation privilege applies to communications or information compiled for the dominant purpose of preparing for a proceeding or an apprehended proceeding. It applies to communication between a party to the proceeding and any other person and communication between the party's legal adviser and any person. It also applies to information compiled or prepared by, or at the request of, the party or the party's legal adviser.

All legal advice that is provided to Ministers or government agencies (whether it is internal advice from departmental legal advisers, advice from the Crown Law Office, or advice from outside legal firms to either Ministers or government agencies) will attract solicitor/client privilege. A document does not automatically attract solicitor/client privilege merely because a lawyer prepared it or it is labelled "legally privileged". Only those parts of a document that record legal advice (as opposed to other types of advice, such as policy advice) will attract solicitor/client privilege.

Legal Professional privilege applies to in house lawyers and their clients (ie MVCOT/ or MSD).

To use this ground:
Advice must be sought
By a staff member
From an MVCOT or MSD lawyer (Legal Services)

If you are concerned about releasing a communication involving solicitors, you can consult with the legal team.

Refer also:
§ 29(1)(f) PA
Ombudsman - Legal Professional Privilege

Other legislation you may come across
- Children, Young Persons and Their Families Act 1989
- Care of Children Act 2004
- Adoption Act 1955
- Adult Adoption Information Act 1985
- Adoption (Intercountry) Act 1997
- Public Records Act 2005 (Archives Act)
- Public Finance Act 1989

For more information about the above Acts refer to http://www.legislation.govt.nz/

Other useful redaction codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside Scope</td>
<td>&quot;Outside of scope&quot; is used to</td>
<td>Scenario 1: the requestor is requesting information</td>
</tr>
<tr>
<td>Code</td>
<td>Explanation</td>
<td>Example</td>
</tr>
<tr>
<td>------</td>
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</tr>
<tr>
<td></td>
<td>redact information that the requestor is possibly entitled to, but did not explicitly request.</td>
<td>about one specific intake or notification and we have a whole family file. All other information on the file is outside of scope.</td>
</tr>
<tr>
<td></td>
<td>It may be helpful to contact the requestor to confirm what exactly they are asking for.</td>
<td>Scenario 2: a mother of the child requests information about her two younger children. Information about the older children is outside of scope.</td>
</tr>
<tr>
<td></td>
<td>Remember that this code is not a legal justification; you are saying that this might be released if asked for.</td>
<td>Scenario 3: Requestor requires information from March 2012 – January 2014. Information from 2009 – February 2012 is outside of scope.</td>
</tr>
<tr>
<td></td>
<td>If the requestor was to subsequently ask for the information that was outside of scope, we would take this as a new request and the information would be assessed under the relevant OIA and PA grounds.</td>
<td>Scenario 4: Detective requests information about a specific year a child was in care. Information about other years is out of scope.</td>
</tr>
<tr>
<td></td>
<td>Repetition</td>
<td>This section is used when information from a previous case note is repeated.</td>
</tr>
<tr>
<td></td>
<td>Ensure to reference the specific page that is repeated.</td>
<td>That is Repetition- Refer to page X</td>
</tr>
<tr>
<td></td>
<td>The repeated information has to be verbatim</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Form Letter</td>
<td>This is generally used where the “form letter” has not been downloaded into the pdf due to being too large - normally due to the picture of the Ministry logo in the request for information.</td>
</tr>
<tr>
<td></td>
<td>Be aware that not everything that doesn’t download is a form letter. You will need to look at the header of the file note to determine if there is relevant information which has not been included and then download the individual record from CYRAS.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>This case note is a standard letter of the type given in the case note heading.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Editor’s note</td>
<td>Used to summarise information where redacting it would render the information nonsensical, or to meet the public interest in releasing the information where you believe the full text should be withheld. Also to ensure transparency for the requestor so that they understand the reasons information has been withheld and don’t think we are “hiding things”</td>
</tr>
<tr>
<td></td>
<td>Scenario 1: “Editor’s note: pages 22-34 is removed in full under s29(1)(a) PA”</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scenario 2: This is commonly used for notifications. Often there is no way to redact the notification as written without revealing something about the notifier and so an editor’s note summarising the concerns about the children is the way to go. This also meets the public interest in the requestor knowing what was said about them.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If an allegation has been made against the requester, the requester has a right to know the accusations made against them. We use editor’s note summaries to do this without revealing who the notifier was: e.g. “Editor’s note: there are allegations that [requester] may be taking drugs in front of the children.”</td>
<td></td>
</tr>
</tbody>
</table>
POI Redaction Code Decision Guide

Is this information relevant to the request?

Does the request fall under IPP 17, e.g. police/MNO?

Is the information about the requestor?

Is the information also about someone else?

Consider the information under both PA and OIA.

Outside scope, see Toolkit page 12.

Whole request assessed under PA. See p. 64.

Consider the information under OIA. See p. 12.

Consider the information under PA. See p. 64.

Which Code to Use:

Savings provision, s 52(3) OIA. See Toolkit p 10.

Is the information governed by another Act, e.g. Court documents?

Savings provision, s 7(2) PA. See Toolkit p 10.

Legal privilege, s 9(2)(h) OIA. See Toolkit p 12.

Is the Social Worker discussing legal matters with an MVOCT lawyer?

Legal privilege, s 29(1)(f) PA. See Toolkit p 9.

Maintenance of the law, s 6(c) OIA. See Toolkit p 10.

Is this a confidential disclosure or notification?


Is this confidential information from a professional who needs withholding?

Maintenance, s 29(1)(c) PA. See Toolkit p 8.

Discuss with a senior, no s 29(1)(c) equivalent in the OIA.

Could this information harm someone currently under 16?

S 27(1)(d) PA. Discuss with a senior. See Toolkit p 6.

S 6(1) OIA. Discuss with a senior. See Toolkit p 11.

Could this information put someone's safety at risk?

S 29(1)(d) PA. Discuss with a senior. See Toolkit p 8.

Discuss with a senior, there is no s 29(1)(c) equivalent in the.

Could this information lead to serious harm to the requestor's mental health?

S 29(1)(e) PA. Discuss with a senior. See Toolkit p 7/8.

Private to third party, s 9(2)(a) OIA. See Toolkit p 11.

Is this confidential material submitted to support an evaluation, e.g. a reference?

S 29(1)(b) PA. See Toolkit p 7.

Private to third party, s 9(2)(a) OIA. See Toolkit p 11.

Is it an unwarranted invasion of privacy /necessary to protect the privacy of another?

Private to third party, s 29(1)(e) PA. See Toolkit p 7.

Discuss with a senior.

Discuss with a senior.

Do you have concerns around releasing the information after answering NO to all of the above?

Release!
Types of Requests

Most requests managed by POI Services are processed under legislation and standard POI processes. These are:

Requests from an individual about their files from when they were in care – Self Request
- Download the requestor’s CYRAS file
- Order in TRIM files if needed
- Save this under the correct naming conventions
- Redact as per legislation and processes

Requests from an individual about their children
- Search for the oldest child’s records in CYRAS
- Restrict the download to the relevant child/ren’s and requestor’s CYRAS file
- Order in TRIM files if needed
- Save this under the correct naming conventions Redact as per legislation and processes

Requests from advocates who represent individuals
- Search for the person or oldest child’s records in CYRAS
- Restrict the download to the relevant person and/or children’s CYRAS file
- Order in TRIM files if needed
- Save this under the correct naming conventions
- Redact as per legislation and processes
- This includes lawyers for parents

Note: This may include requests from Lawyers to assist the court

Requests from an individual about their information in a client’s file
- Search for the oldest child’s(sibling’s) records in CYRAS
- Restrict the download to the requestor and child/ren CYRAS file
- Order in TRIM files if needed
- Save this under the correct naming conventions
- Redact as per legislation and processes

Unique Requests

Lawyer for Child (L4C)
A lawyer may be appointed by the Family Court to advise the judge about the best interests of the child in Family Court cases. This lawyer is considered to be an advocate for the Court and is entitled to all information except that which is legally privileged.

For requests such as these, we:
- Do not need to contact requestor
- Download the only the files of the relevant child’s or children’s noted on the request
- Save this under the correct naming conventions
- Search and withhold legally privileged information
- Encrypt documents with a password and email to lawyer, unless the lawyer requests that the information is printed.

If the lawyer asks for information about people they are not appointed for they will normally require consent – these will then be processed as an advocate request. There are situations where we can provide information to lawyers for children about other people: e.g. if the child’s safety is at issue or another legislative exemption applies. Discuss this with a senior or team leader.
Court Appointed Psychologists for Child

Like a lawyer for child, the Family Court may appoint a specialist to prepare a report to the judge about the best interests of the child. Most of the specialist requests that we receive are from Court appointed Psychologists, but any others are dealt with the same way (see e.g. s 133 of the Care of Children Act, s 178 of the CYPF Act. The psychologist is considered to be an advocate for the Court and is entitled to all information except legal privileged information.

For requests such as these, we:
- Process the request similar to a lawyer for child
- Do a TRIM search irrelevant of the age of child: this is because prior reports or specialist medical or psychiatric information that we hold has come from a specialist, not Oranga Tamariki, and may only be on paper file. This information may be important for the specialist to write their report.
- Communicate the results of the TRIM search to requestor and ask if these files are required.

Subpoenas

A court may also order POI services to provide specific information through a subpoena.

This is commonly used by Australian State Social Services to request information.

For requests such as these, we:
- Process the request similar to a lawyer for child
- Ensure to do a TRIM search
- Communicate the results of the TRIM search to requestor

Production Order

The Court may allow the police to issue a Production Order under s 74 of the Search and Surveillance Act 2012 to obtain information that may relate to criminal convictions.

For requests such as these:
- Call the investigating Police Officer to clarify and scope the request again
- Redact any legally privileged and outside of scope information
- Ensure to do a TRIM search
- Communicate the results of the TRIM search to requestor

Review Boards

Independent Review Boards that has the legislative right to access information so that they can carry out their functions. Examples of these are:
- Family Violence Review Boards
- Coroners Review Boards
- Child and Youth Mortality Review Group/Committee

For requests such as these, we:
- Process as we would a lawyer for child request

Accident Compensation Corporation requests (ACC requests)

Accident Compensation Corporation’s Sensitive Claims Unit requests information from the Ministry on behalf of their client. This is to assess their claim for a mental injury arising from sexual abuse or sexual assault.

For requests such as these, we:
- Download the relevant child’s CYRAS file
• Save this under the correct naming conventions
• Determine what is within scope
• Redact as we would a self-request

Scope
The administrative code “Outside scope” is used to redact information that the requestor is possibly entitled to, but did not explicitly request.

Unlike individual requestors, ACC case managers are quite specific about what information is required.

The information they require relates to:
• Abuse (sexual, physical, emotional, psychological, or neglect), including:
  o Direct or indirect exposure to alcohol and/or drug use
  o Child present or witness to family and/or gang violence
• Diagnoses that may impact on mental health (physical, behavioural, cognitive, disability)
• Therapist/Assessor’s/Agencies previously involved with the client (names and contact details)
• Previous and current custody or guardianship agreements
• Assessment reports/records relating to the following;
  o Gateway Assessments
  o Evidential interviews
  o Psychological/Neuropsychological
  o Paediatric
  o Counselling Mental Health Services/Youth Specialty Services
  o Cognitive assessments
  o Ministry of Education reports/Special education reports

Therefore we withhold the following information as outside of scope:
• Re-occurrence estimation survey (RES)
• Safety assessment
• Financial records
• Administrative material and correspondence which does not focus on welfare issues
• Tuituia report

Repetition
Use this administrative code if the information from a previous case note is repeated. Remember to note the specific page that information was initially mentioned

Consent
ACC gets parents to provide consent for any child that may be under the age of 16. This consent allows ACC to seek information from various government departments.

The application of consent in an ACC request varies from our usual practice. Consent in an ACC request allows us to provide information solely that is within scope of the request.

As such, we don’t provide ACC with information about the parents which do not relate to the scope of what they have asked for. We do not require a further consent.

Note: you do not need to encrypt your email release with a password for ACC requests.

Police requests
A request is made because the police are investigating an offence. These offences are usually domestic violence or offences directly against a child such as physical or sexual abuse, neglect or abandonment.

Police requests are processed under Information Privacy Principle 11(e) of the Privacy Act 1993.
This means that only the Privacy Act is used in redaction.

For requests such as these:
- Ensure that the request is in writing and that it gives the name and title of the investigating officer
- Confirm that the Information Privacy Principle 11(e) (i) or (iv) has been stated.
- Download the relevant child's CYRAS file
- Ensure that the request gives details of the crime being investigated, the names of the alleged perpetrator(s) and victim(s) and sufficient detail to establish the basis for the request.

Scope
In general the amount of information which can be released on a police request is wider than in a normal request as the test is the prevention, detection and prosecution of offences.

What to release
- As there is no personal requester, family relationships and what people already know about each other is less important.

- The scope of the request and the context of the offence are important considerations. Depending on the request, even information about a person's mental health could be released if it is relevant to the crime being investigated.

- Phone numbers and addresses are generally released.

- A confidential notifier's details can be released if relevant to the investigation or court proceedings.

- Summaries of Evidential Video Interviews and Child Focussed Interviews should be disclosed if relevant to the request.

What to redact
- Any legally privileged information should be withheld

- Any personal information about the victim or perpetrator, which is not relevant to the request.

- Information about persons outside the scope of the request

- Information about all other family members should be withheld

- Any Court documents should be redacted under s 7(2) PA unless they are requested under a subpoena.

- Financial plans for clients or administrative details about children are redacted except where the police need to know where the child is living.

Note: you do not need to encrypt your email release with a password for ACC requests.

Youth Advocate Requests:
A YA is a lawyer who acts for a young person, generally while they are going through the justice system. Their role is to explain the legal system to their clients and represent them. In addition to the traditional criminal defence lawyer's role, youth advocates undertake other key tasks that support their clients' rights. Youth advocates will give information to the Youth Court, to ensure that the client's circumstances are appreciated.
They will also act as a mentor for their clients in relation to FGCs, and protect their interests by seeking the best outcomes for them.
Treat like an advocate/lawyer for parent/self-request.
Lawyer to Assist the Court: (LTA)

The role of lawyer to assist is:

"to provide independent legal advice to the Court in any complex factual or legal issue.

to offer an impartial perspective in relation to any issue arising in the proceedings.

to undertake any other task required by or under any other Act." (section 9B, Family Disputes
(Resolutions Methods) Act 1980).

They are traditionally appointed to provide additional legal advice on a tricky issue to a judge. Current
POI process is to ask the Lawyer to provide their brief from the Court. This will indicate in what
capacity they are acting and to what information they are entitled. This is because LTAs have been
appointed to act as lawyers for parties to the proceedings, and if that is why they are appointed, we
must treat them like a lawyer for parent. If they have been solely appointed to help the judge with a
legal issue, we can treat them like a lawyer for child.

Criminal Disclosure Requests

If the information request is required for the defence of a client against criminal charges, these will
fall under the Criminal Disclosure Act 2008 and must be processed accordingly.

Requests such as these are handled by the POI coordinator team and should be brought to their
attention as soon as possible.

Information Privacy Principle 11(f)(ii)

This principle states that:

An agency that holds personal information shall not disclose the information to a person or body or
agency unless the agency believes, on reasonable grounds,

(f) that the disclosure of the information is necessary to prevent or lessen a serious threat (as
defined in section 2(11)) to—

(ii) the life or health of the individual concerned or another individual

The agency must be satisfied, on reasonable grounds, that:

1. It is neither desirable nor practicable to obtain authorisation from the individual
2. There is a serious threat to the life of the victim
3. The threat is imminent
4. Disclosure would prevent or lessen the threat
5. Disclosure is necessary to prevent or lessen the threat

This principle can be used to withhold information but it is extremely rare. Discuss with a senior or
Team Leader.
Before Editing

Receive Request

Requests for the Ministry information can be received in any form. These are:
- requests made over the phone
- verbally to a Child Youth and Family staff member
- via email
- letter

The date of receipt is the date that POI receives the request. Most of the time, this is the same day that the request was made. In the event that an Oranga Tamariki Site Office receives a request and does not forward it to POI the same day, we use the date that POI received it.

Allocated Requests

When you are allocated the request check:

Scope
It is the editor’s responsibility to ensure that all requests are within scope of what POI services processes.

We process all requests for personal information about the Ministry of Vulnerable Children Oranga Tamariki’s clients.

Potential Transfer
Sometimes we receive requests for information which we do not hold or which relates more closely to the functions of another agency.

We need to transfer the request if:
- another agency is likely to hold the information (for example, health records)
- the request relates more closely to the functions of another agency (for example, the request is for a criminal record).

Transfers must be done within 10 working days from the day the request is received (s 14 OIA and s 39 PA).

If you do notice that you have received a request and it is past the ten working days please contact the client, apologise and advise them we are transferring their request to the relevant department.

Active Case
If the request involves an active or open case, contact the allocated social worker to advise there has been a request for information. You can find the allocated social worker in the case history tab in CYRAS.
Use Global to find the contact details for a new social worker

Note: you do not have to do this for Court Appointed Professional requests.

**TRIM is needed/required**

In some cases we may need to assess paper files to provide full information on the client’s request.

We do a TRIM search if:
- The subject of the request was born before 1990
- If the CYRAS download states that additional information is held on paper files

Sometimes, the client files will have been destroyed before the date in which it was supposed to, is if the file is damaged beyond repair, e.g. by flood, damp or fire. Every effort is made to digitise what remains of the file before destruction, where it is possible to do so.

In cases such as these be sure to communicate this to the requestor. Any further complaints or enquires should be directed to infohelp – infohelp@mvcat.govt.nz

**Urgency**

According to legislation an individual making an information request asks that his or her request be treated as urgent, that individual can be asked to give his or her reasons why the request should be treated as urgent (s 37 PA, s 12(3) OIA).

POI services treat the following requests as urgent:
- Requests with proof of Court dates
- Requests where the safety of the child may be of concern
- High profile clients
- Escalated complaints

Other requests may be considered to be urgent after a discussion with a Senior or Team Leader.

**Contacting the client**

When you are allocated a request you must contact the requestor to confirm:
- That they would like the request
- Their address and where the information should be sent
- The scope of the request
- Managing expectations as when the requests would be released
- Note: if you are unable to contact the client, but have enough information to proceed with the request, you must proceed with the request regardless.

What should you do if you cannot start working on that request for a couple of weeks? When you are allocated a large request, or you know you will not be able to start on the request for a couple of weeks, you may consider advising the client of the following when you make initial contact (in addition to confirming the scope) –
- You are the editor handling the request
- You are gathering all of the information for their request
- There is a significant amount of information, and to ensure they receive everything they have asked for, it will take some time to process
- You will be in touch in a couple of weeks to keep them updated

Before the initial call
- Read through the request in an attempt to understand the requestor’s current situation.
- Take note of what may be missing e.g. consent/authority to act. This information can be requested during the phone call.
- Skim through the CYRAS file to get a feel for the narrative
- If a phone number is not recorded ask the Coordinators to do a CMS search or check in person details in CYRAS to see if there is a phone number handy.

During the call:
- State clearly that you are from the Ministry of Vulnerable Children Oranga Tamariki and that you are the editor working on the request.
- Clarify the request by:
  - Confirming what is on the form/email
  - Explaining that files are complex family files which may contain a lot of third party information about people other than the requestor.
  - Asking if the information sought after is regarding a particular timeframe, event or notification
  - Offering to withhold administrative details

Before ending the call:
- Ask the caller if they have any questions - this is a chance to clear up any confusion they may have.
- Let the requestor know that the information will go through a quality check once you are finished with it.
- Confirm the relevant address and/or nearest site.

No contact process
If you have not been able to contact a client regarding the request you should:
- Note down the attempted contact on an EDRMS file note (Covered later in EDRMS guide)
- Attempt a second contact on a different day
- If you still cannot contact the requestor, note the second contact on an EDRMS file note
- Send out a no contact letter
- If contact is not made after 10 working days send out a closure letter (no response)

Note: Contact can also include a SMS or an email

If it has been a couple of weeks since your initial contact with the client, you might consider contacting them to let them know you are still working on the request and will have it ready by the date advised in the Decision Letter. If you were not able to start working on the request for a couple of weeks after the initial contact, you do not need to state that you just started working on the request. This may only cause the client concern. Instead, you can advise that you are still working on their request and reiterate that you will be finished by the date advised in the Decision Letter.

How to send out an SMS
- Open a new email
- In the 'to' field type 64 then clients mobile without the zero@smsmsg.mvctogovt.nz
  Example: 0222222222 becomes 64222222222@smsmsg.mvct.govt.nz
- Note: Remember to delete your email signature
Editor Guidelines for Decision Letters, Apology Letters, and Extension Letters

This guide contains information related to sending Decision Letters, Apology Letters, and Extension Letters to clients. Editors are responsible for providing this correspondence to clients should he/she be unable to release the request within 20 working days OR by the date previously advised in a Decision Letter. If you have any questions regarding these guidelines, do not hesitate to speak with a Senior Editor or Team Leader.

Potential Extensions

We must inform the requestor of the Ministry’s decision in relation to their request as soon as possible and no later than 20 working days after the Ministry received the request or after proper clarification/authorisation was received.

If it is unlikely that we will meet the 20 working days deadline, we must notify the requestor that we are extending the deadline and the reason for that extension. You must make this notification before the 20 working day deadline passes. You must include:

- Specify the period of the extension
- Give the reason for the extension
- The right of the requestor to complain to the OPC about the extension
- Other necessary information

The only reasons for time extensions are [s15A OIA, s41 PA]

- The request is for a large quantity of information or necessitates a search through a large quantity of information, and meeting the original time limit would unreasonably interfere with the operations of the agency

  OR

- Consultations which are necessary to make a decision on the request mean that a proper response to the request cannot reasonably be made within the original time limit.

Note: Any extension of the time limit for response must be for a “reasonable period of time having regard to the circumstances”. This means that any extension should be proportional to the situation necessitating the extension.
### Types of Letters Sent to Clients Before Release

<table>
<thead>
<tr>
<th>Letter Name</th>
<th>Sent by</th>
<th>Description</th>
<th>When to Send</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledgement Letter</td>
<td>Coordinator</td>
<td>Acknowledges that POI has received the request and that we hold personal information</td>
<td>Immediately after request is logged (within 72 hours of receiving request)</td>
</tr>
<tr>
<td>Decision Letter</td>
<td>Editor</td>
<td>Sent to clients when release will not be ready within 20 working days; provides an anticipated Decision Date for the release</td>
<td>Before 20 working days expires (or as soon as you know you need more time)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Send only if client has not yet received a Decision Letter</td>
</tr>
<tr>
<td>Apology Letter</td>
<td>Editor</td>
<td>Sent to clients when release will not be ready by the previously advised decision date; provides a new anticipated decision date for the release</td>
<td>Before decision date expires (or as soon as you know you need more time)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Send only if the client has already received a Decision Letter</td>
</tr>
<tr>
<td>Extension Letter</td>
<td>Editor or Coordinator</td>
<td>Sent to clients when POI is unable to make a decision within 20 working days (see explanation in Guidelines)</td>
<td>Send after gaining approval from a Senior Editor or Team Leader</td>
</tr>
</tbody>
</table>

### Summary of Editor Responsibilities if Missing a Due Date

<table>
<thead>
<tr>
<th>If the client has already received an -</th>
<th>And you will not meet the -</th>
<th>Send this Letter -</th>
<th>And make these changes to EDRMS -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledgement Letter only</td>
<td>20 Working Days</td>
<td>Decision Letter</td>
<td>- Save letter -</td>
</tr>
<tr>
<td>Acknowledgement Letter and Decision Letter</td>
<td>Decision Date Advised</td>
<td>Apology Letter</td>
<td>- Adjust &quot;Date Due&quot; in workflow</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Tick &quot;POI Date Decision Letter Sent&quot;</td>
</tr>
</tbody>
</table>

### Detailed Guidelines

**How do I make the changes in EDRMS after I send a Decision Letter or Apology Letter?**

**A.** If you send a Decision Letter to a client, please make the following changes in EDMRS:

1. Save the Decision Letter in the folder. Follow naming conventions: YYYYMMDD Decision Letter QAXXXXXX SURNAME
2. Change the "Date Due" in the Workflow Catalogue tab as well as the Workflow "Priority / Due" tab. This date should be the decision date you advise in the letter.
3. Tick the "POI Date Decision Letter Sent" box in the Workflow Catalogue tab.
How do I make the changes in EDRMS after I send a Decision Letter or Apology Letter continued...?

B. If you send an Apology Letter, please make the following changes in EDRMS:
   1. Save the Apology Letter in the folder. Follow naming conventions: YYYYMMDD
      Apology Letter QAXXXXXX SURNAME
   2. DO NOT CHANGE THE DUE DATE. The due date should remain the same as the
      Decision Date advised in the previously-sent Decision Letter.

How long can I "extend" when advising the client of a new decision date?

As the Editor, you are in the best position to provide a realistic decision date for the client. The key is to maintain frequent communication with the client and inform him/her that you will need more time before the release is past due (past 20 working days or the decision date). Should you need to provide a new decision date in a Decision Letter or Apology Letter, please consider the following – planned leave, public holidays, current QA timeframe, the likelihood of future urgent requests, and other factors that would impact your ability to work on the request.

Timeframes advised in Decision Letters

In regards to the timeframe we can provide to clients in Decision Letters: for the larger requests, it is reasonable to advise a timeframe up to two months. For smaller requests, it is reasonable to advise a timeframe up to one month. If you do not think you will be able to release a request within two months, please speak with your Team Leader. Additionally, you can offer a partial release of information if that would suit the client’s needs.

Where can I find a copy of the Decision Letter, Apology Letter, and Extension Letter templates?

You can find copies of these letters in the "Decision, Apology, and Extension Letter" folder in the Admin Letters folder of EDRMS.
**When is it appropriate to send an Extension Letter?**

We send Extension Letters when we would be unable to make a decision on the request within 20 working days. **This rarely happens**; however, one of the following reasons may warrant an Extension Letter:

1. A large quantity of information (i.e., 2000+ pages)
2. A uniquely difficult collation process (i.e., gathering thousands of emails from various MVCCT employees; substantial delay in receiving TRIM files)
3. Consultation necessary to make a decision on the request (i.e., consultation with other departments or organisations)

As a Coordinator or Editor, if you feel POI would be unable to make a decision on the request within 20 working days (meaning, would be unable to release the information and unable to provide an anticipated release date) for one of the above reasons, please speak with a Senior Editor or Team Leader.

**FAQs for Letter Sending:**

**If I send a Decision Letter or an Apology Letter, can I copy and paste the template into an email?**

- Yes! You can email or courier any of these letters. I think it is easiest to do what the Coordinators did for the Acknowledgement Letter, unless you have spoken with the client and know he/she prefers a certain method. If you do courier the letter, remember to send it on colour letterhead.

**If I make changes to the Workflow, do these automatically copy over to the folder?**

- At the moment, no. I am working with Info Help to see if we can reduce the number of places that you have to enter the same information. For the time being, imagine you're getting paid by the tick.

**Should all clients have received an Acknowledgement Letter sent by a Coordinator?**

- Yes. If you are allocated a request, and it appears that we have not yet sent an Acknowledgement Letter, send the EDRMS link to NAT.POIRequests@mvcc.govt.nz to enquire.

**POI Processes for different types of content**

**Court Documents**

Unlike most New Zealand Courts, the Family Court is closed to the public. As such it is an offence to publish the proceedings of the Family and Youth Courts. This means that documents and decisions may not be released to the public. For more information, see s 169 Family Proceedings Act 1980, ss 11B-D Family Court Act 1980/

Access to Family Court documents is regulated by the Family Court Act 1980 and Family Court Rules 2002.

In POI services, we withhold all documents that are submitted to the Family Court under s 7(2) PA and/or s 52(3) CIA (the Savings provision).

In such cases we direct requesters to their local Family Court to seek access to these documents, providing them with sufficient information (e.g. which Court the case was heard in and the reference number) to request those documents from the Court. The Court has its own rules and procedures for allowing access to information.
We also withhold documentation which comes from the Court. This includes, but is not limited to:

- Notes detailing timetabling.
- Requests from the Court for reports.
- A summary of facts provided by the Police for a Youth Justice matter.
- A Court summary drafted by a solicitor.

**Family Group Conference**

Family Group Conferences (FGC) are held under the provisions of the Children, Young Persons and their Families Act 1989 (CYPFA). They can be separated into two types depending upon what caused the FGC:

- Care and protection (C&P FGC)
- Youth Justice (YJ FGC)

The provisions for the two types of FGC mirror each other and so we can treat them in the same way.

Who can be classed as an interested party?

- The child or young person the conference was convened for.
- The parent or guardian of the child.
- The lawyer for the child.
- People directly affected by the FGC (consult the FGC Coordinator).
- Iwl social/cultural service in respect to the child.
- The care and protection resource panel.
- Those sent a copy of the FGC decisions.

For Youth Justice FGCs, the following are also interested parties:

- The informant of the alleged offence.
- The enforcement agency.
- A victim of the alleged offence.

**Stages of a Family Group Conference**

Each step of the process is governed by its own rules in respect of what can, cannot or must be released to the interested parties.

**Referral**

This stage informs the FGC coordinator about the issues which the FGC is intended to deal with. As such it is not a formal part of the FGC and the normal rules of the PA and OIA apply.

If you find you are redacting a lot of the information, such as notifier details and information about other people, you could provide a summary.

Privacy would probably prevent a non-interested party having any access to this information.

**Arranging the FGC**

This stage involves contacting the interested parties and arranging a time and place for the FGC.

Again the normal rules of the PA and OIA apply, however if people start discussing what they want to say at the FGC or provide a letter they wish to be discussed at the FGC then these are a part of the FGC and so fall under the rules of the next stage.

**Social Worker's report to FGC:**

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These are withheld in full under the savings provisions of the PA/OIA (7(2)/52(3))

FGC Discussions

The proceedings of FGCs are not to be published. This means that we cannot release any document which was created with the intention of being discussed at the FGC, nor can any notes made of the discussions which occurred.

This material is all withheld under the Savings provisions (s 7(2) PA and s 52(3) OIA) as the release is governed by another enactment.

The proceedings can include reports, letters or conversations if the intent is that these matters be a part of the discussions. Consult with your senior or the FGC coordinator if you are unsure whether a case note should be withheld on these grounds.

Decisions, Recommendations and Plans of the FGC

Sections 32 and 265 of CYPFA require that copies of the decisions, recommendations and plans must be made available to all interested parties.

This means that you cannot redact any portion of this section of the case note if the requestor is an interested party.

Note: There are exceptions to the section so please talk to your Senior Editors if you are unsure

Certificate as to Holding of the FGC

We can release these to interested parties. The rationale for this is that if someone was present or invited to an FGC then they know it was held, so there is no point withholding the information.

Reviews of the FGC

There are two types of reviews:

1. Informal reviews normally just involve professionals and should be assessed under normal PA and OIA principles
2. Formal reviews involve invitations to all parties and a structure similar to that of the original FGC. They should be treated like the FGC and released in full to interested parties.

Notifiers and Informants

The Ministry relies on members of the public and professionals continuing to inform us of suspected child abuse or maltreatment.

Notifiers – Private Individuals

Our policy is to protect all private individuals who make notifications even if they have not requested confidentiality on the basis that they could tell the requestor if they wished and they may not have fully appreciated what confidentiality involves.

Do not rely upon the notification to tell you if confidentiality is needed.

Care must be taken to ensure that you do not leave in details which allow the requestor to guess who the notifier is.

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6 Refer to s.38 and s 271 Children, Young Persons and their Families Act 1989.
Example:

Joe Bloggs requests all information we hold about him and his son Bob. In the files you see that John Smith notified us that "he was having dinner with Joe Bloggs last night and Joe’s son Bob got out of bed and came into the kitchen and Joe got angry and shouted at Bob and hit him before taking him back to bed." As John and Joe were having dinner alone; if we simply removed John’s name, it would still be obvious to Joe who had made the notification.

In this situation, we would make a summary of the relevant part of the notification; as the concerns for the child, e.g. "Concerns raised that Joe hits his son." While this may still identify Joe (if John has only ever hit his son once), it is the appropriate balance between protecting his confidentiality and John’s right to know the allegation against him.

Notifiers – Professionals

If a notifier is a professional acting in a professional capacity (e.g. a Doctor talking about medical matters) we expect them to stand behind their opinions and so do not give them confidentiality unless there is an on-going relationship to protect or there is a clear risk of harm (the requestor’s family has a history of assaulting people who have ‘wronged’ them).

You might consider releasing the name of the role rather than the name of the person. For example instead of releasing Mary a teacher you would release ‘a teacher’. However be aware of the risk that the requestor may be able to frame a guess based on the knowledge that they already have.

If a professional steps outside their role (e.g. a midwife commenting on how dirty the house is) then they become a private individual and so confidentiality applies.

Payments

We usually release financial information as it is available under the Official Information Act but withhold financial information that is personal to a third party.

You may apply sections 29(1)(a) OIA withhold information about the exact value of payments made by the Ministry if you believe it would be an unwarranted disclosure of another’s affairs.

Examples:

- You may release how much the Ministry paid for a bed for a child if the child is making a self-request. This is because the amount paid for a specific item benefiting the child is unlikely to infringe on the privacy of the person who bought the item.
- You may release board payments that were made to a caregiver unless they were paid a higher duties allowance for additional work.
- You may release dollar amounts of payments to psychologists, counsellors, trackers, teacher aides, unless they are paid a higher duties allowance for their services.
- You should not release the fact a parent, carer or caregiver was in receipt of a personal benefit and the amount, unless it is a self-request. This is private to the parent.

Interviews with Children

To carry out investigations on allegations of abuse, officials interview children for the purposes of the investigation.

In general, such interviews are confidential and should be withheld under s 27(1)(c) PA and/or s 6(c) OIA.

Generally, we do not summarise interviews with children. An exception to this is if the child makes a disclosure of an issue that is not otherwise referred to and the requester has a right to know about the issue. In this situation, provide a very high level summary (e.g. “concerns of neglect/physical abuse”)
if the person would be otherwise entitled to information about the child (e.g. a parent or guardian). You must be careful to write and place the summary in a way that does not give away that it stems from a child disclosure or interview with a child. This can be done by placing the summary on a different page or elsewhere in the file if required.

The interviewer's opinion of the evidence may also be released to a guardian, especially where there are concerns that the child has been coached. Make sure you consider:
- for what purpose was the interview carried out
- who has requested the information and what is their relationship to the subject of the interview

Examples of such interviews are:
- child-focused interviews (CFI) in schools
- interviews with young people and other family members such as parents and caregivers
- assessment interviews for fostering and adoption applications
- bringing it together – interviews with parent and child assessing parenting capability
- Gathering information interviews – where the social worker is speaking with a child or their family members to assist with fact finding; or for the purpose of undertaking a 'potential mass allegations' investigation.

Evidential Video Interviews
The Police arrange and conduct forensic interviews (also known as diagnostic or evidential interviews) for children.

Their standard practice around forensic interviews is to provide Oranga Tamariki with a summary only, whilst the Police hold the video tape and full transcript.

Very rarely does Oranga Tamariki may hold tapes and transcripts. If you find a transcript of an evidential interview on file you must advise your Team Leader or Manager. Evidential interviews should not be held by Oranga Tamariki according to the Evidence Act 2006.

Transfer the relevant part of the request to the Police. Write to the requestor advising that a transfer to the Police has been made.

Provide the video / transcript to the Manager, Corporate Support - Issues_Corporate_Support@mvcot.govt.nz

If you find a summary of the interview on file, this is generally withheld under s27(1)(c) PA and/or s 6(c) DIA, although refer above for exceptions.

Consent/Authority

Sometimes we are unable to proceed with the request until the requestor has proved that they have the authority to act for the relevant party.

Consent – Young Person

The Child Young Persons and Families Act 1989 defines "a child as a young person under the age of 14". As such:
If the child is under 14 years old, we accept that guardians may have access to the child's information and we will process the file for release.
If the child is aged 14 years or over (a young person) at the time the request is made, it is Oranga Tamariki policy to ask for written, signed and witnessed authorisation from that young person before we proceed with the request.
A parent can still access some information without consent but we cannot process the file until we know one way or the other. However, if the parent has requested information about multiple children and not all of them require consent, we can process the request for just the children that are under 14 even if we do not hear back from the parent.

<table>
<thead>
<tr>
<th>Type of request</th>
<th>Consent needed?</th>
<th>Response needed from parent?</th>
<th>How to proceed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent requesting information on a child under 14</td>
<td>No need for consent.</td>
<td>No response needed.</td>
<td>Proceed as per usual.</td>
</tr>
<tr>
<td>Parent requesting information on a young person 14 or over</td>
<td>Requires consent. Give the parent ten working days to provide consent.</td>
<td>Response required from parent, regardless of whether or not they receive consent.</td>
<td>If no response, close the request. If they respond with consent, proceed as normal. If no consent, process without it.</td>
</tr>
<tr>
<td>Parent requesting information on a child under 14 and a young person 14 or over</td>
<td>Requires consent for the young person 14 or over but not for the child.</td>
<td>Response required for parent regarding the young person.</td>
<td>If no response about consent, process the request solely under the child under 14. If the parent responds but does not have consent, proceed with both the child under 14 and the young person without consent (less information about the young person will be released). If the parent responds and does have consent, proceed with both the young person and the child.</td>
</tr>
</tbody>
</table>

**Multiple Request** e.g. John Smith wants information on his daughters Jane Smith (1/01/2000) and Julie Smith (2/02/2017).
- He has not contacted us back with consent so we will now not include Jane at all in the request.
- He responded saying he us unable to get Jane's consent but wants to continue with the request. So we proceed without the consent of Jane and the information he gets about her is very limited.

<table>
<thead>
<tr>
<th>Information that is released if no consent for child 14+</th>
<th>Work Status:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Made &quot;Proceed Without Consent&quot;</td>
<td>Limited</td>
</tr>
<tr>
<td>Contact Not Made</td>
<td>None</td>
</tr>
<tr>
<td><strong>Multiple People Request - Assessing</strong></td>
<td></td>
</tr>
<tr>
<td>- 14+ Limited information</td>
<td></td>
</tr>
<tr>
<td>- 14 - Normal information</td>
<td></td>
</tr>
</tbody>
</table>
Note: If the requester advises that the young person does not have the capacity to consent, then confer with the allocated social worker or the duty social worker.

Authorisation for an agent of the requestor

People can appoint an agent to make a request on their behalf. We require agents to provide relevant authorisation. This authorisation must:

- Be in writing
- State that the client authorises their agent to request information
- Contain client’s signature

Note: If you have concerns about the validity of the authorisation, discuss with your Senior Editor or Team Leader.

Requesting for Consent or Authority

POI policy is to give all requestors 10 working days to respond to our request for consent forms. Editors are responsible for following up with the requestor if there has been no response to the request for consent.

If no contact about consent has been done at the point of allocation, you should send out the "Request for Consent" letter.

If the requestor does not contact you within the 10 working days from when the consent letter was sent out, process the request without the consent.

If the requestor does come back to you with consent proceed with the workflow and advise them of a new timeframe. Be sure to note down this conversation.

If a requestor advises they want only information they are entitled to without authority, make a file note of the conversation and process with request accordingly.

If the request is closed and requestor later comes back with authority or to request processing without authority, ask the coordinator team to open a new workflow for the request and it will go back in the allocation pool.

Requesting proof of guardianship

Sometimes you will need to request proof of guardianship. The process is the same as for requesting authority, or the requestor can provide proof in the form of documentation from the Court that they are appointed a guardian.

Caregivers

It is a child and guardian’s right to know where the child lives and with whom. This is also caregiver information.

Professional Caregivers

If a caregiver is employed through a group home they are considered to be a professional caregiver and should be treated as we would treat any other professionals. The name and address of the group home can also be released. Remember that other young people living in a group home have a right to privacy.

Private Caregivers
If a caregiver is an individual who volunteers their time there privacy should be taken into account

When considering what to withhold or release ask yourself:

- Does this information relate to the child or what happened to them?
The requestor has the right to know how and by whom they were cared for while in MVCOT custody.

- Does the requestor already know this information?
A requestor may know the name and address of his/her caregivers as they lived together, but this will depend on their length of stay, age and mental state - never assume anything.
If the requestor has lived with the caregiver for six months or more you can release these details to the child.
If the requestor has lived with the caregiver under six months you can leave in the first name and initial of the surname and the city.
Note that the privacy concerns are generally less when the child is placed with family. This placement is usually agreed with the guardians and so is known.
Is it an unwarranted intrusion into the caregiver’s privacy?
For example, any amount paid to the caregiver which indicates their socio-economic background would be an unwarranted intrusion into their privacy.
There may also be risk factors in releasing information about caregivers, i.e. issues of vendettas against them. Does the file indicate whether the caregivers were ‘good’ caregivers? Does the file indicate whether the requestor has a history of violence, anger, mental issues, drug taking etc.? Remember that other children may now be staying with the caregiver.

Newspaper articles

Some information may be very old and published before there was the OIA or Privacy Act legislation in place, however the legislation still applies to old documents.
Once official information has been released publicly, it is in the public arena and it is difficult to withhold information that has already been released, no matter when it was published.
With older documents you will still need to ask yourself what privacy or public interest considerations might be associated with the release of the information in the article.

Inappropriate Comments by Oranga Tamariki Staff

Our role is not to protect Oranga Tamariki or social workers from the consequences of mistakes and we do not redact to protect mistakes or inappropriate language.
In fact one reason we provide information is so that legitimate complaints can be followed up and further mistakes prevented. If you do read something in a file which leads you to believe that a complaint will be made then that, of itself, is not grounds to withhold the information.
If there is current involvement you should also email the key social worker to let them know what is being released as the social worker may be able to provide you with background which is relevant when assessing the disclosure of information.
You may also wish to advise the client that they may benefit from having a support person with them when they read the file.

Name change

The requestor should have formal documentation, such as a deed poll record or a marriage certificate, to indicate a formalised name change.
The editor processing the request will need to add an emboldened sentence to the pickup letter to say that the requestor will need to bring in formal documentation of the name change, as well as the usual photo ID. It is best practice to highlight this sentence on the copy of the pickup letter sent to the site. All correspondence should be addressed to the requestor’s new name.

**Information about a deceased person**

Section 9(2)(a) of the Official Information Act 1982 and s 29(1)(a) of the Privacy Act 1993 both explicitly allow information to be withheld where privacy of another (including a deceased person) might unjustifiably be compromised.

As we can no longer look for the deceased person's authority, the question then becomes what is unjustifiable?

It’s always a balancing judgement between the right of the requester to know and the right of the individual to keep the material private. Very sensitive information, such as a secret pregnancy for example, would be strongly weighted against release.

However, if we have reason to believe that the information is already known by the requester then release is rarely unjustified. Where the individual is deceased then they themselves cannot be hurt by the release but we still have to consider consequential harm, how they will be viewed by their whānau if the information became public.

The difference to a request for a living person's files against a deceased person is the degree of privacy interests.
EDRMS Guide – Editor Version

1. Electronic Documents Records Management System (EDRMS) is the database used by POI services to record and track requests.

2. As editors, EDRMS allows us to track allocated requests and relevant documents. It is for the reason that you must ensure that all fields are filled in correctly.

Starting EDRMS

- Click Start > All programs > Business Applications > EDRMS

- Initial log in will open the Login window briefly - this should close automatically and give you access to EDRMS.

Note: If you need to provide any additional details, use the same ID and password as you use to log in to your computer.

Handy Folder

Your Handy folder is a heading found on EDRMS that gives editors quick access to master files, for example of release and administrative letters, and searches of POI requests.
You can access your Handy by clicking on the icon or selecting the Handy button on the taskbar.

![Handy icon and taskbar screenshot]

**Adding to your Handy Folder**
- Right click on the object you wish to add to your Handy folder
- Select 'Send'
- Select 'Add to Handy'

![Handy menu screenshot]

Note: Documents opened from the drop-down Handy menu will open in Read Only mode.

**What do you need in your Handy?**

It is recommended that you add the following links to your handy:

<table>
<thead>
<tr>
<th>The POI Deskfile – the electronic versions of the POI process documents</th>
<th>POI Deskfile.obr</th>
</tr>
</thead>
<tbody>
<tr>
<td>The folder containing the templates for the release and closure letters used by the POI team</td>
<td>Release and Closure letters.obr</td>
</tr>
<tr>
<td>The folder containing the templates for administrative letters, e.g. consent forms</td>
<td>Admin letters.obr</td>
</tr>
<tr>
<td>Search for work assigned to you</td>
<td>Advisor Workload.obr</td>
</tr>
</tbody>
</table>
Your workload

Tasks

I. Your workflow is built out of tasks that are currently assigned to you. The workflow can be accessed by:
   - Using the 'F7' button or
   - By selecting the 'Tasks' icon on the taskbar or
   - By selecting 'tasks' from the 'Windows' dropdown

II. Once opened your tasks will show up (as below)

   - You can filter this list, by ticking the selections on the top ribbon e.g. to look for overdue tasks you have recently completed, etc.
   - Ensure the "Available" and "Locked" boxes are ticked in order to see the work assigned to you.
   - To refresh your task list, click "Show Tasks" in the top right corner.
III. The action you need to perform will be displayed next to the hammer in the name column
   - The task list will also display the Case Object column and a Workflow Slip associated with the task – you can access your files from the relevant folder listed in the Case Object column.

Advisor Workload

An alternative way of looking up your workflows is running an “Advisor Workload” search under your name.

Searching EDRMS

EDRMS can be searched by either the content of the folder and/or by the data associated with the content.

The searches most commonly used by POI editors are:
- File Search by Name
  This allows you to search for a request by the name of the surname of requestor or the client.

File Search by ID
This allows you to search for a request using the allocated QA number.
EDRMS File notes

Add a note to your file to record administrative information such as contact with a requester or professionals, including advice from POI Team Leaders or Senior Editors about how to proceed with a request.

This information can be added to the job folder by means of an EDRMS note.

How to create a file note

- right click on a document in the job folder,
- select “Notes” from the drop down menu
- “Add Note” from the “Notes...” submenu

- This will open up a window with an automatic date time and author stamp into which you can type your note

- Once done click OK
- The note will appear next to the document’s icon in the name column
- You are able to read the note by hovering over it
You can edit a note by double clicking on the note icon.

Note: These notes are read by others if they look into the relevant file.

Closing a Task

When you have completed a request do the following:

**Save Documents into EDRMS**

Drag and drop the final versions of the documents relating to the request from the shared drive to the EDRMS Job folder.

Note: Be sure to have the files named according to the POI naming conventions (Refer to POI processes). If files are not named correctly when uploaded you can rename them on the workflow.

The Job folder should now contain:

- The request
- Any correspondence sent to the requester
- All original documents
- The final version of the working files
- All documents released to the requester
- Any relevant file notes

Once you have uploaded the relevant documents, you will need to complete the workflow in EDRMS

**Complete the Workflow in EDRMS**

- Open your task list
- Click “Prepare Response” for the request you have just sent out
- This will open up another window
- Fill out the relevant fields indicated below
1. Attachment(s) - Drag the release letter/email from the job file linked to this task.
2. Date response sent to Requestor – Should be ticked and reflect that date the information was sent out.
3. Approver – Add the relevant QA checker’s name.
4. POI number of pages - Enter in the number of pages that were assessed in the file not the number of pages released.
5. Work Status – Change to “Complete”
   - Click Apply
   - Click “Response Prepared”.
   - Click OK.

Note: If you have failed to add attachments or added too many then this part of the workflow will fail and a new task called “Add Attachments” will appear in your task list. To close this off you must add the necessary attachments, and complete the Action.

Link to On the Record eLearning Module

Reassigning back to POI ASSIGNEE

If you have been instructed to reassign a request back to the allocation queue, please take the following steps to ensure this is done correctly:

NOTE: Please leave a sticky note in the EDRMS folder stating who instructed you to reassign the request back to POI Assignees and why.

1. Open up your Tasks in EDRMS.

2. Right-click on “Prepare Response” for the request you need to reassign.
3. Choose "Delegate Task."

4. Type "POI Assignees" into the "Delegate to" field (POI Assignees may be available in the drop down menu).

5. If "POI Assignees" is not in the drop down list, hit ENTER and Select "POI Assignees."

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6. Hit "Delegate."

7. Open up the Workflow Catalogue. You will still be set as the Advisor.
8. Change the Advisor field to **null**.
9. Hit "APPLY" to save the changes.

10. Celebrate because you're all done 😊
Introduction to CYRAS

Downloading CYRAS

1. CYRAS is the main case management system used by social workers to take notes about care and protection issues
2. As editors, CYRAS allows us readable access to our client's personal information
3. For an in-depth guide refer to CYRAS TRAINING GUIDE for more information

Starting CYRAS

- Click Start > All programs > Business Applications > CYRAS

- Initial log in will ask for your PSD card to be inserted into the card reader on your keyboard – the chip should be towards you:

- Enter your Smartcard PIN (this is the PIN you set when you setup your card) and click ok
This will prompt a yellow welcome window.
This screen contains any security notifications and can be relevant to our response to information requests.

Note: Once CYRAS is opened you can access it by clicking on this icon on your toolbar

**Finding Person(s) on CYRAS**

- Click "Person Search" on the CYRAS toolbar:

- This will open the search window:
- Enter the person's CYRAS ID number in the Given Names field
- If you do not have the CYRAS ID number, enter a combination of names and/or date of birth
- If you have difficulty with a certain name you can use the wild card "%" button or a partial name to find possible matches.

Note: A person may have more than one "Person ID" number if it has not been realised that they are the same person (perhaps they moved to a different part of New Zealand and there was no continuity of social work).

Multiple identities are usually merged but it is possible that this has yet to happen so be sure to check all information in all identities.

When you have located the correct child double click on their name to open their records
- Alternatively you can click the "Detail" button to access their records
- This will open the "Person details" page
• Click onto the "Relationships" tab to confirm the relationship status of the requestor to child (this does not apply to self-requests)

• Click onto the "Case History" Tab to access the Care & Protection records
- You should download each Care & Protection record that notes the child down as:
  1. Client
  2. Family Member (household)
  3. You don’t need to download records that mention the person as:
     4. Family Member (non-household)
     5. Victim (YJ) or Victim (YJ only)
     6. Other

- Also download Contact Records if they exist. If there are no contact records, make a note on your file note.

Note: This page will also note the key worker assigned to the case and whether the case phase is currently open or closed. If the case is open, remember to contact a social worker, unless the request is from a court-appointed professional.

Old key workers are crossed out but may be relevant if the case was only recently closed.

- To download the relevant Care & Protection record double click on the relevant record line
- Alternatively highlight the relevant Care & Protection record line and click "Details"

This will open up case summary page
- Select the case name in bold at the top of the file structure
Click on "Reports" to access the drop down menu.
- Click "Case Print Report"
- This will open the selection window
- Fill in the relevant fields as indicated below

1. Person Names - Select the relevant child(ren) and the requestor (if applicable) – You can limit the output to up to fifty named individuals
2. Start Date – Can be restricted to a certain time period if that is what the requestor asked
3. End Date – Can be restricted to a certain time period if that is what the requestor asked
4. Include Court Documents – Tick to include in download
5. Include Financial Narratives – Tick to include in download
6. Include current Tuitua Assessment – Tick to include in download

- Click "Create Report"
- The report queue will open:
- The report queue will give you an estimate of how many documents there are in the case file (the item number).
- Click "Parameters" to give the list of all of the selections you made in the Case Print Report.
Once downloaded, click on the bold surname to access the file. Save to the shared drive.

Accessing the Report Queue

Once downloaded reports remain available in the report queue for about a week and the report queue can be accessed from the reports menu:

- On the main CYRAS Case Management panel.
- Select "More"
- Select "Reports"
- Select "Report Queue"

Saving downloaded documents

There are 3 types of files that can be located:

1. Contact Record.
2. Care and Protection record.
3. TRIM records- these are paper records and are added to the EDRMS folder by coordinators.
4. Youth Justice files. These are records of any contact that young people have had with youth justice – e.g. if they have been involved in offending. Do not download Youth Justice (victim only) files, as this information is a duplicate of other information.

How to save to computer

- Click on Window icon on computer
- Open Computer tab
- Click on POI_Scan folder.
- Click on National Poi Editors Folder
- Open your name (if your name isn't there create a folder)
- Save to folder ensuring there are separate folders for each file and name them "QA123456 BLOGGS."
- You may want to create a shortcut on the desk top of your computer to save repetitive clicking to the Poi_Scan Folder
- Save in the shared drive under your name. Make a separate folder for each case you work on so that all the documents from one case are in the same place.

Naming Conventions

Contact Records

- Save file in the name convention as below example:

  20170406 CYRAS 123456789 (CR) QA123456 BLOGGS

- Open document and save a new copy as a working document e.g.

  W-20170406 CYRAS 123456789 (CR) QA123456 BLOGGS

- There will be an unedited copy and a working copy, use the working copy to redact.

Care and Protection/Youth Justice Records

- Save file in the name convention as below example

  20170406 CYRAS 123456789 (BLOG) QA123456 BLOGGS

- Open the file on computer for "BLOGGS" and save to that file.
- Open document and save a new copy as a working document e.g.

  W-20170406 CYRAS 123456789 (BLOG) QA123456 BLOGGS

- There will be an unedited copy and a working copy, use the working copy to redact.
- Open file with Adobe Acrobat and make note of the number of pages in the record.
<table>
<thead>
<tr>
<th>Naming Conventions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CYRAS File:</strong></td>
</tr>
<tr>
<td>yyyyymmdd CYRAS 123456789 QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>yyyyymmdd CYRAS 123456789 (NAME1) QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>yyyyymmdd CYRAS 123456789 (NAME2) QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>yyyyymmdd CYRAS 123456789 QAXXXXXX SURNAME Pt 1</td>
</tr>
<tr>
<td>yyyyymmdd CYRAS 123456789 QAXXXXXX SURNAME Pt 2</td>
</tr>
<tr>
<td><strong>Documents:</strong></td>
</tr>
<tr>
<td>yyyyymmdd Request QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>yyyyymmdd Acknowledgement QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>yyyyymmdd Returned Acknowledgement QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>yyyyymmdd Update of Client's Address QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>yyyyymmdd Pickup Receipt QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>yyyyymmdd Correspondence with Police QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>yyyyymmdd Release Letter QAXXXXXX SURNAME</td>
</tr>
<tr>
<td><strong>Physical Files:</strong></td>
</tr>
<tr>
<td>FS00000XXXXXX Personal File Pt 1 QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>FS00000XXXXXX Family File QAXXXXXX SURNAME</td>
</tr>
<tr>
<td>FS00000XXXXXX Folio QAXXXXXX SURNAME</td>
</tr>
</tbody>
</table>

*If a document is not noted above. Use the same formatting.*

**NOTE:** Do not apply redactions until the Quality Assurance checks have been completed and any changes made.

Once QA checks are completed then document can be prepared to be released.

**Watermarks**

In Adobe open the working document and click on

- Tools
- Pages
- Watermarks
- Add Watermark

In Text box

- **Type = Released under PA 1993 & OIA 1982**
- **Size = 36**
- **Font = Arial**
- **Opacity = 30 %**
- **Rotation = - 45 degrees**
- **Appear = On top of Page**
- **Apply**

**Note:** Lawyer for Child requests and other requests that are not processed subject to the Privacy Act and the Official Information Act do not need to be watermarked.
Sending out a file to client via MVCOT site

- 2 Bags (right size for file)
- 2 Envelopes (one plain and one with window)
- 2 pick-up letters (one for client and one for site)
- Release letter for client
- ID letter
- Acknowledgement of receipt letter
- Return to sender envelope (Plain with MVCOT address)
- 2 x MVCOT National office address stickers
- Cost Centre Sticker

Inner Bag
- Place printed request and release letter, this is for the client. Ensure that bag is stamped with a CONFIDENTIAL STAMP

Address as follows:

PRIVATE AND CONFIDENTIAL
INFORMATION
(Client Name)
POI REQ: QA 123456

Outer bag will go the inner bag. Inside the outer bag, place:
- Copy of the pick up letter for client (Copy original and stamp with COPY)
- ID letter
- Acknowledgement of receipt letter
- Return to sender envelope (Plain with MVCOT address)

Address as follows:

Ministry for Vulnerable Children
Orange, Tamariki (formerly CYF)
(Address)
(Address)
Attn: Reception

Ensure that Return to sender sticker is on reverse of outer bag.

Pick Up letter to Client
- Signed original letter to client in window envelope with return to sender sticker on the reverse.

Sending out response via email

Ensure that redacted documents are password protected before release.
Send to Lawyer as per L4C process
- Redacted files
• Signed and scanned release letter

Password Protecting Documents
Please note: releases to ACC, Police or other government departments should not be encrypted with a password. Interagency emails are more secure than external communication and encrypting documents can create issues for recipients.

• Open the final document in Adobe Acrobat
• Click "Tools"
• Click "Protection"
• Click "Encrypt"
• Select "Encrypt with Password"
• A dialogue box will open
• Tick "Require a password to open the document"
• Enter the password in the space next to "Document Open Password"
• Click "OK"
• A second dialogue box will open
• Re-enter the password
• Click "OK"
• Save document
• Ctrl S to save and ensure that the word SECURED comes up on the file record at the top of the screen.
• This will now be saved as a secure Record to be sent to be emailed.

We send passwords out via SMS where a cell phone number has been provided. If one has not been provided, you can ask for a number to be provided in order to send the password. Alternatively, you can ask the requester to call you for the password.

How to send out an SMS

• Open a new email
• In the ‘to’ field type 64 then clients mobile without the zero@smsmsg.mvcot.govt.nz
  Example: 0222222222 becomes 64222222222@smsmsg.mvcot.govt.nz
• Note: Remember to delete your email signature
• Start the text message in the subject line and continue it in the body of the email. See below for an example:
Note: International lawyers: when emailing releases to international clients/lawyers, we are unable to use the Outlook "smsmsg" option to text the password. In these cases, you may send the release and the password in two separate emails to the client/lawyer. The first email should include the release as an attachment and a section outlining that the password will follow in a separate email. The second email, which includes the password, can include the QA reference number and surname on the request, but should NOT contain the word "password." For example, the second email may state – "Please see below in regards to my previous email concerning QAXXXXXX SURNAME – insert actual password here."

To complete Task in EDRMS

- Click on Tasks in EDRMS.
- Click on the Prepare response that is relevant to the client name.
- Drag Email from EDRMS to the Prepare response folder Attachments box.
- Fill in approver with name.
- Check Date response sent to requestor box.
- Complete POI Number of pages.
- Work status to complete.
- Response prepared (bottom Left in actions box) and
- OK to finish.

Once completed refresh Tasks and this request will disappear.

Completed
Overview of a request: Lawyer for Child Process

Download the Contact Records, Care and Protection files and Youth Justice files for the children for whom the lawyer is appointed. You do not need to download Youth Justice (victim only) files. There will be a significant double up of information if you download the Youth Justice (victim only) files and that is why we exclude them. For care and protection files, you only need to download the client and family member (household) files. Once downloaded and saved, you need to conduct a word search to find legal privilege:

Ctrl F to open "find" box
Search for the words below
1. Lawyer
2. Privi (privilege)
3. Soi (solicitor)
4. Legal (legal advice)

Check if there is any information that may have come from a Lawyer in regards to legal advice to notes of advice as this will need to be redacted.
If there is information to be removed make a note of the page number and come back to be redacted later. Write down the names of the MVCOT lawyers so a search can be created afterwards. Redact as required.
Once all 4 searches in all documents that you have downloaded then the files need to be password protected.
Open tools in top right hand corner and click on:
• Protection
• Encrypt
• Encrypt with Password

Use QA123456Bloggs to format as password.

To send file to Lawyer
• Open up the email in the EDRMS client folder.
• Click on Message.
• Click on reply.
• Click on Signature and choose appropriate signature to be included
• Fill in the reference number (QA123456), Lawyers name, Child/ren details and date of request.
• Click and drag the (CR) and (BLOG) file to the email (from the computer file) and double check that all that was requested is in the email.
• Send email to Lawyer.

Save email to EDRMS
• Once email is sent go to the sent folder in email and pick up and drag the email into the EDRMS folder relevant to the client.
• Rename as per example.

20170507 Response Email QA123456 BLOGGS
Once saved to EDRMS, Right click on email in client EDRMS file and add note that will have password noted eg Password = QA123456Bloggs. Save.

To complete Task
• Click on Tasks in EDRMS.
• Click on Prepare Response that is relevant to client name.
• Drag email from EDRMS to the Prepare response folder attachments box.
• Fill in the approver with own name.
• Check box Date Response sent to Requestor.
• Complete POI number of pages.
• Work status check complete.
• Response prepared.
• Ok to finish.

Once completed refresh tasks and the request will disappear.

To send a text to Lawyer if they have supplied a cell phone number
• Open up Outlook.
• In the "to" line type E.G. 6422455875@smsmsg.mycot.govt.nz (No 0 between the 64 and cell phone number.
• In the subject line type: Password for request.
• Put password in the email and remember to remove signature.
• Send.