



# CRAMS' OIA PROACTIVE RELEASE GUIDELINES – AUGUST 2022

## Proactive release context and approach

- › Customs' default position on the proactive release of Official Information Act (OIA) responses is to publish **all** OIA responses unless there are conclusive or good reasons not to (e.g. where the proactive release would be likely to prejudice international relations, maintenance of the law, etc.).
- › Customs proactively releases OIA responses subject to its own publishing protocols and there is no specific legislative mandate to do so. However, when making decisions to withhold specific parts of the document (e.g. requester's contact details) Customs considers the use of equivalent OIA provisions to withhold information where necessary (e.g. to protect the privacy of natural persons).
- › CRaMS proactively releases on Customs' external website:
  - responses to Official Information Act requests
  - quarterly statistics on Official Information Act requests.
- › CRaMS assists other business groups in Customs with the proactive release of a range of publications, including, but not limited to:
  - Proactive release of Cabinet Material (guided by Cabinet Office circular [CO \(18\) 4: Proactive Release of Cabinet Material](#))
    - [Operational policy - Proactive release of Cabinet papers.docx](#)
    - [Longroom Process - Proactive release of Cabinet Material.docx](#)
  - Briefing to the Incoming Minister of Customs (BIM)
    - <https://www.customs.govt.nz/about-us/information-releases/briefing-to-the-incoming-minister/>
- › Customs' OIA proactive release statistics are reported publicly every six months as part of the Public Service Commission's OIA Statistics. These record the number of OIA responses proactively released on agencies' external websites over recurring six-month periods.
  - <https://www.publicservice.govt.nz/resources/official-information-statistics/>
  - [Public Service Commission OIA Reporting](#)

## All-of-Government COVID-19 Response decision documents

- › Administered by the Department of the Prime Minister and Cabinet (DPMC). Customs provides input/proposed redactions to DPMC, who proactively release documents relating to decisions about the All-of-Government response to COVID-19 – e.g. cabinet papers, briefings to the Minister for COVID-19 Response, etc.
- › <https://covid19.govt.nz/about-our-covid-19-response/proactive-releases/>

# UNCLASSIFIED

## Preparing OIA responses for proactive release

1. Determine the most appropriate category for the OIA response. For ease of access to the public, Customs' proactively released OIAs fall under four categories on the website:
  - General (e.g. travel movements of another individual)
  - COVID-19 (e.g. Customs' contribution to the All-of-Government COVID-19 Response)
  - Media (e.g. requests from journalists)
  - Trade Data (e.g. import/export entries covering date range x to y).
2. Convert the OIA response letter/email into PDF file format, and combine any attachments or appendices with the PDF letter/email, so that you end up with one single PDF file for uploading/proactive release.
3. Redact any identifiable details in the response PDF, including:
  - requester's name and contact details
  - parts of the information requested – e.g. company name, product details that would be likely to identify specific individuals or businesses
  - **for Trade Data OIAs**; redact the data/information sought by the requester (e.g. import entries for XYZ Ltd between 1 January 2022 and 30 April 2022).
4. Redact the OIA signatory's signature – this is to mitigate the risk of third parties being able to use Customs senior managers' signatures without their consent.
5. Add a water mark to the document with the words '*Released under the Official Information Act 1982*'. Make the watermark transparent enough so that it does not interfere with being able to read the document released (see [Adobe Acrobat Pro settings](#)).
6. Apply redactions and '*Sanitize and Remove Hidden Information*' when prompted. This ensures that the document, including the watermark and redactions, cannot be tampered with.

*Examples of the different types of OIA responses prepared for proactive release are provided in pages 3 to 5 of this document as a guide.*

## Sending OIA responses for proactive release

1. Send the document you have prepared for proactive release to the Communications Web team via [web@customs.govt.nz](mailto:web@customs.govt.nz).
2. Ensure that the document you are providing to the web team is correctly named:
  - For Trade Data OIAs, they should be named '*OIA file number Trade Data Request*'
  - For other types of OIAs, they should be given a name that will identify what the content of the OIA is to anyone viewing the OIAs on Customs' website (mindful not to include any identifying details in the file name (e.g. the name of the requester).
3. Provide in your email to the web team a statement/blurb/description to be published with the OIA. This is not necessary for trade data requests.

### **Customs full-time equivalent staff and size of office space [PDF 1.1 MB]**

This request seeks information about full-time equivalent staff employed by Customs and the total square meter size of Customs offices.

Example 1: General / COVID-19 OIA Proactive Release

<https://www.customs.govt.nz/globalassets/documents/oia/travel-request-movements.pdf>

 <p><b>NEW ZEALAND CUSTOMS SERVICE</b> TE MANA ĀRAI O AOTEAROA</p>	<p><b>WELLINGTON</b> The Customhouse, 1 Hinemoa Street, Wellington PO Box 2218, Wellington 6140 Phone: 04 901 4500 Fax: 04 901 4555 All general enquiries phone: 0800 428 786 Email: <a href="mailto:feedback@customs.govt.nz">feedback@customs.govt.nz</a> Website: <a href="http://www.customs.govt.nz">www.customs.govt.nz</a></p>
<p>PROTECTING NEW ZEALAND'S BORDER</p>	

7 April 2022

Ref: OIA 22 - 061

[Redacted]

Email: [Redacted]

Dear [Redacted]

**Request for Official Information**

Thank you for your email dated 6 April 2022, to the New Zealand Customs Service (Customs), in which requested the following information under the Official Information Act 1982 (the Act):

- *I would like to request the information if [Redacted] has traveled back to NZ.*

In response, please note that your request for [Redacted] travel movements is refused under section 9(2)(a) of the Act, where withholding is necessary to protect the privacy of natural persons, including that of deceased natural persons.

You have the right, by way of complaint to the Office of the Ombudsman under section 28(3) of the Act, to seek an investigation and review of this decision. Information about how to make a complaint is available online at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or you can phone 0800 802 602.

If you have any queries in regard to this response, please contact the Correspondence, Reviews and Ministerial Servicing Team: [OIA@customs.govt.nz](mailto:OIA@customs.govt.nz)

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

Yours sincerely

[Redacted Signature]

Debbie Kay  
Manager, Correspondence, Reviews and Ministerial Servicing

**[Travel Movement Request \[PDF 1017.58 KB\]](#)**

Request for travel movements for another individual.

published 04.14pm 28 April 2022

GENERAL OIAS

## Example 2: Media OIA Proactive Release

<https://www.customs.govt.nz/globalassets/documents/oia/isolation-and-quarantine-requirements-under-the-maritime-border-order.pdf>

INSPECTING NEW ZEALAND'S BORDER

31 March 2022 Ref: OIA 22-035

By email: [REDACTED]

Tēnā koe [REDACTED]

**Request for information under the Official Information Act 1982**

Thank you for your email dated 15 February 2022 to the Ministry of Health, in which you made a request under the Official Information Act 1982 for information about isolation and quarantine requirements under the Maritime Border Order. On 2 March 2022, the Ministry of Health partially transferred the following questions of your request to the New Zealand Customs Service (Customs), under section 14 of the Act:

1. The number of New Zealanders/travellers that have arrived in Opua on board yachts - and been subject to Ministry of Health isolation and quarantine requirements under the Maritime Border Order
2. How many arrived unannounced/having not submitted an Extended or Advanced Notice of Arrival?

Customs' responses to both of your questions are provided below.

**Question one**

The number of New Zealanders/travellers that have arrived in Opua on board yachts - and been subject to Ministry of Health isolation and quarantine requirements under the Maritime Border Order

All travellers entering into Opua on board yachts are subject to quarantine requirements under the Maritime Border Order. More information can be found on Customs' website, specifically under Maritime Border – private yachts and small craft, through the below link: <https://www.customs.govt.nz/covid-19/maritime-border/private-yachts-and-small-craft/>

As of 14 March 2022, 228 vessels have arrived into Opua, with 775 travellers (446 New Zealanders and 329 travellers with foreign passports) on board. There is a requirement for foreign vessels to obtain a Ministry of Health exemption to enable entry into Aotearoa New Zealand, as was the case with these vessels. Of those 228 vessels:

- 182 vessels carried out isolation on board their vessel

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- the 213 travellers on board the remaining 46 vessels were sent to a Managed Isolation and Quarantine facility

**Question two**

How many arrived unannounced/having not submitted an Extended or Advanced Notice of Arrival?

As of 14 March 2022, no vessels have arrived unannounced into Opua. However, there were 10 vessels that arrived with incorrect paperwork. Of those 10 vessels:

- eight vessels arrived without an Extended Notice of Arrival but had lodged an Advance Notice of Arrival
- two vessels arrived without an Advance Notice of Arrival but had lodged an Extended Notice of Arrival

If you have any queries about this response, please contact Michael Smith, Senior Communications and Media advisor in the first instance, on 021 245 3400 or [michael.smith2@customs.govt.nz](mailto:michael.smith2@customs.govt.nz)

Please note that Customs may proactively release the response to your Official Information Act request on our website – however, we would not do so for at least two months and your name and contact details would be removed.

Nāku noa, nā [REDACTED]

Robert Smith  
Acting Group Manager Maritime

### Example 3: Trade Data OIA Proactive Release

<https://www.customs.govt.nz/globalassets/documents/oia/oia-22-098-trade-data-request.pdf>

**OIA**

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**From:** OIA  
**Sent:** Monday, 13 June 2022 13:21  
**To:** [REDACTED]  
**Subject:** RE: Import data request  
**Attachments:** [REDACTED].xlsx

[Customs reference: OIA 22-098]

Kia ora [REDACTED]

Thank you for your email dated 8 June 2022 to the New Zealand Customs Service (Customs) requesting information under the Official Information Act 1982, in relation to import data for [REDACTED]. Thank you also for providing evidence of your authority to request the information.

In response, please find attached a spreadsheet containing the requested information.

If you have any queries about this response, please contact us at [OIA@customs.govt.nz](mailto:OIA@customs.govt.nz)

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and your organisation's name and contact details will be removed from the email response. The data in the attached document/s released to you will also not be published on our website due to its commercial sensitivity.

Kind regards

Correspondence, Reviews and Ministerial Servicing  
International and Governance  
New Zealand Customs Service

### **OIA 22-098 Trade Data Request [PDF 668.07 KB]**

last updated 02.05pm 13 June 2022

TRADE DATA OIAS