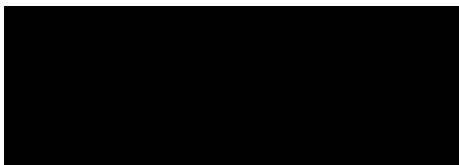


Our ref: 99-55

Date: 14 November 2022



Re: Official Information Act 1982 request – Comms staff and OIAs

I refer to your email dated 21 October 2022 as follows:

Can you please forward any communications between 1 September 2022 and 19 October 2022:

1) Between your chief executive or other executive manager and your communications/media staff regarding how media queries are dealt with.

2) From the office of your relevant minister regarding how media queries are dealt with.

Please note this is a request for the entirety of any communications captured, not just any parts deemed "in scope".

If there have been oral discussions that have not been documented, please briefly summarise what was said, and by whom.

The Chief Executive reminded all staff of ERO's responsibility to be transparent in responding to queries under the Official Information Act (OIA).

During the timeframe, ERO's Communications and the Ministerial/ Legal teams discussed the Ombudsman's recommendations and how it aligned with our current processes. ERO responds to media queries generally on the same day or as quickly as possible. Where the information requested is not readily available or if the request requires substantial collation or research the requester is informed that the query is treated as an OIA.

ERO does not hold the information to question 2. I am refusing your request under section 18(e) of the OIA as it does not exist.

You have a right to complain to the Ombudsman and seek a review of my decision under section 19 of the OIA.

Ngā mihi

A handwritten signature in blue ink, appearing to read 'J. France', with a stylized flourish at the end.

Jeremy France
Deputy Chief Executive Corporate Services
Education Review Office | Te Tari Arotake Mātauranga
National Office | Tari Matua