

Zoe Genet

From: Kate Camp
Sent: Monday, 5 October 2020 3:12 PM
To: OIA
Subject: FW: Lemi Ponifasio comms with public

Kate Camp
Head of Marketing and Communications | Kaiwhakahaere Whakapā
Te Papa | 029 601 0180 | kate.camp@tepapa.govt.nz

From: Charlotte Davy
Sent: Monday, 5 October 2020 3:06 PM
To: Kate Camp <Kate.Camp@tepapa.govt.nz>
Cc: Nina Tonga <Nina.Tonga@tepapa.govt.nz>; Catherine Halbleib <CatherineH@tepapa.govt.nz>
Subject: Lemi Ponifasio comms with public

Kia ora Kate,
Below is my only correspondence with a member of the public in relation to MAU: House of Night and Day.

Best,
Charlotte

From: Charlotte Davy
Sent: Friday, 17 July 2020 3:22 pm
To: Jan Rosie <[REDACTED]>
Subject: RE: Lemi Ponifasio Exhibition / Please Call Me

Kia ora Jan


Thank you for your feedback about the installation Mau: House of Night and Day installation by Lemi Ponifasio currently on show in Toi Art.

Lemi's installation is based on the artist's living archive and he invites visitors to contribute to the work by responding to the question 'what will you archive?' on the cloth provided in the installation. This question is printed on the postcards at the entrances and on the screen before you enter. This interactive component is not designed specifically for children rather it is open to all visitors who would like to contribute.

We are mindful that we have a diverse range of visitors including children to Toi Art and have included signage at the entrances to this gallery on level 4, level 5 and on the balustrade of the bridge that advises visitors of nudity and loud sounds.

We appreciate your feedback as it is incredibly useful for us to assess our signage and visitor experience at different times such as school holidays. Our project team will review the current signage and look at ways we can further promote that alternative entrances to Toi Art using the side entrance on level 4.

Kind regards
Charlotte

From: Jan Rosie [mailto:]
Sent: Friday, 17 July 2020 1:47 pm
To: Charlotte Davy <Charlotte.Davy@tepapa.govt.nz>
Subject: Lemi Ponifasio Exhibition / Please Call Me

Hi Charlotte

I visited Tepapa earlier this week, and came upon this exhibition - where there was drawing encouraged for Children within the space.

My little 2 1/2 year old Granddaughter couldn't take her eyes off the two photographs we stayed there long enough to see. The second photograph was of a man lying on his back with full view genitalia.

My Granddaughter could not stop all afternoon saying "nudi bum!"

I would first like to say I am NOT a PRUDE.

I would like to know why Children are encouraged into the space to draw - there didn't seem to be a visual warning for me as the caregiver - to let me know there was not only nudity photographs/videos, but reasonably disturbing nude videos.

It is the school holidays, and with this brings huge numbers of Children to Tepapa.

I would be incredibly interested to know how many other people have put a complaint in the box on Level 1 - as I did.

And, how many complaints does it take to put more visible signage

How many complaints does it take to get rid of the drawing facility for the Children in that space?

I would be very interested to know if you have read my complaint this week?

I did also have my phone number on the complaint.

Please give me a call to have a chat about this.

Kind regards, Jan

Jan Rosie


Zoe Genet

From: Enquiries
Sent: Thursday, 16 July 2020 2:32 PM
To: Nina Tonga; Shaun Pallett; Kate Camp
Cc: Pawel Banas
Subject: FW: Exhibition information

Follow Up Flag: Follow up
Flag Status: Completed

Hi Guys,
Some exhibition feedback for follow up.
Thanks
Martin

From: Susan via Te Papa [mailto:webmaster@tepapa.govt.nz]
Sent: Wednesday, 15 July 2020 9:24 pm
To: Enquiries <Enquiries@tepapa.govt.nz>
Subject: Exhibition information

From: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Reason for enquiry: Exhibition information

Enquiry:
Lemi Ponifasio – MAU: House of Night and Day

i visited with 3 young children today. We thoroughly enjoyed the ballet show of goldilocks and the new earthquake house and surrounding area. It has been redone very nicely and the children loved it.

However the children were distressed when we walked through the area displaying the huge screens of photos by Lemi Ponifasio. It was a large open area and we were exploring the museum. On the screens were photos of people walking through some trees. Very innocent. I did not observe any sign giving a warning of inappropriate content. The children saw a table in the centre where people could draw or write on a piece of paper. As they did this the photo changed to one of a naked women covered in blood. This was completely unexpected and myself and the children were very distressed.

When I left the area I commented to a te papa person I saw and he pointed to a very very small sentence on a white stand (which I couldn't actually read from a couple of metres away). He said it gave some sort of warning.

I feel this is not appropriate warning for people that they are entering an exhibit with such explicit content. I would expect a large sign with a stop sign or warning sign in large red writing or similar.

I observed another flustered mother trying to stop her around 12 year old son from viewing the images.

I trust that you will be able to rectify this and display large clear signage warning people of explicit content prior to entering the exhibit area.

Thanks
[REDACTED]

Attachments:

Submitted from general enquiry form on Wednesday, 15 July, 2020 - 21:24.

Zoe Genet

From: Enquiries
Sent: Monday, 20 July 2020 3:00 PM
To: Shaun Pallett; Kate Camp; Nina Tonga
Subject: MAU: House of Night and Day complaint

Follow Up Flag: Follow up
Flag Status: Completed

Hi guys,
Some more feedback on this one for follow up.
Thanks
Martin

From: [REDACTED] via Te Papa [mailto:webmaster@tepapa.govt.nz]
Sent: Monday, 20 July 2020 1:44 pm
To: Enquiries <Enquiries@tepapa.govt.nz>
Subject: Exhibition information

From: [REDACTED]

Email: [REDACTED]

Phone:

Reason for enquiry: Exhibition information

Enquiry:
Feedback from our visit in the holidays.

Hi there,

I've always love visiting Te Papa particularly with my kids, its been a fabulous experience for all ages each time we visit, I've always felt safe in letting my kids see and explore.

However I recently visited during the school holidays and to my shock I accidentally had my kids see (2 story high) full frontal male and female nudity in the your exhibition "MAU: House of Night and Day". I missed the sign's and being that Te papa was particularly full of young families I didn't think such a large exhibition would be viewable front and centre of the exhibition space. There weren't signs at the area we exited and we weren't able to find a way back out to the main corridor without seeing it from above and the side again!

We'd had a fantastic arvo and then this left my 13 year old daughter and 9 year old son feeling sick, upset and disturbed (their words) and me feeling extremely upset and angry! As we left another family was entering and we gave them a warning, the dad looked up at large male genitalia and quickly moved his young daughter (approx 7) and wife away from the exhibition.

I have an arts background and am very open minded about art and the human form but as a parent this breached common decency and I imagine some public exposure laws especially for under age children. In my mind I would have thought this be in a "doored" very well signed area and not the main open, usually very public, free flowing art area.

Sadly I now have such a different feeling about have family days at Te Papa the trust has definitely been tested, can I as a parent safely visit with my young ones or is this the new norm?

regards

██████████

████████████████████

Attachments:

Submitted from general enquiry form on Monday, 20 July, 2020 - 13:44.

Zoe Genet

From: Enquiries
Sent: Monday, 20 July 2020 3:05 PM
To: Shaun Pallett; Kate Camp; Nina Tonga
Subject: MAU: House of Night and Day complaint

Follow Up Flag: Follow up
Flag Status: Completed

Hi guys,
Further feedback on this one for follow up.
Thanks
Martin

From: [REDACTED] via Te Papa [mailto:webmaster@tepapa.govt.nz]
Sent: Monday, 20 July 2020 1:26 pm
To: Enquiries <Enquiries@tepapa.govt.nz>
Subject: Other

From: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Reason for enquiry: Other

Enquiry:

I wish to object very strongly to your use of a fully naked person flaunting his genitals as you have allowed and having the nerve to call it Art. Where has ordinary decency gone. No one should be subject to this sort of thing in a Museum. It should be a safe place for families.

Attachments:

Submitted from general enquiry form on Monday, 20 July, 2020 - 13:26.

Zoe Genet

From: [REDACTED]
Sent: Thursday, 23 July 2020 5:29 PM
To: Nina Tonga
Subject: RE: Email enquiry regarding MAU: House of Night and Day by Lemi Ponifasio

Thank you Nina,

I really appreciate your thoughtful response. It's good to know we can know we would be better informed/warned when visiting so as we have the choice. It's a much need tool for parents in any situation even when viewing TV programmes "Adults Only, contains nudity" (played only later in the evening) and I hope you can understand this type of exhibition is no different for parents/caregivers and grandparents.

Kind regards
[REDACTED]

Sent from [Mail](#) for Windows 10

From: [Nina Tonga](#)
Sent: Wednesday, 22 July 2020 4:21 pm
To: [REDACTED]
Subject: Email enquiry regarding MAU: House of Night and Day by Lemi Ponifasio

Kia ora [REDACTED],

Thank you for your email about our current exhibition *MAU: House of Night and Day* by Lemi Ponifasio currently on display in Toi Art.

It's really important for us to care for our visitors and ensure they have a great experience at Te Papa and we're sorry this wasn't the case for you and your family.

From time to time there will be things in the art gallery that are challenging for some visitors or things that visitors feel are not suitable for them or their family. We to want to make sure that we provide our visitors with clear information at the right time so they can choose what they do and don't want to see.

We have taken recent visitor feedback on board and added more signage at the entrances of the exhibition on level 4. They are more prominent and a bit bigger so it's easier for visitors to spot.

We appreciate your feedback and will continue to monitor public responses so we can see how things are working and make improvements where we need to.

Ngā mihi,

Nina Tonga

Curator Contemporary Art

DDI+ [REDACTED]

Museum of New Zealand Te Papa Tongarewa

Cable Street | PO Box 467 | Wellington 6011 | New Zealand

Zoe Genet

From: Nina Tonga
Sent: Friday, 12 June 2020 2:39 PM
To: [REDACTED]
Subject: RE: Threshold installation feedback

Kia ora [REDACTED],

Thanks for these suggestions for placement I will share this with our project team.

Ngā mihi,

Nina

From: [REDACTED]
Sent: Friday, 12 June 2020 2:36 PM
To: Nina Tonga <Nina.Tonga@tepapa.govt.nz>
Subject: Re: Threshold installation feedback

Thanks Nina. There was a sign but it was part way along the bridge. Ideally it would be best near the lifts, as well as perhaps on the ground floor so people don't need to backtrack.

Cheers,

[REDACTED]

On Fri, Jun 12, 2020 at 2:29 PM Nina Tonga <Nina.Tonga@tepapa.govt.nz> wrote:

Kia ora [REDACTED]

Thank you for your feedback about the installation *Mau: House of Night and Day installation* by Lemi Ponifasio currently on show in Toi Art in the threshold gallery. We are mindful that the bridge is one of two possible access points to the Toi Art galleries on level five so have signs at the beginning of the bridge and on the balustrade to advise visitors that the installation contains nudity and loud sounds. I do apologise if these were not in place when you and your family visited us.

We appreciate your feedback especially in regards to accessing the Toi Art galleries on level five. Our project team will look at our current measures and work on ways that we can better promote the alternative entrance for visitors using the side entrance of Toi Art on level four.

Ngā mihi,

Nina Tonga

Curator Contemporary Art

DDI+ 

Museum of New Zealand Te Papa Tongarewa

Cable Street | PO Box 467 | Wellington 6011 | New Zealand

www.tepapa.govt.nz

Zoe Genet

From: Nina Tonga
Sent: Wednesday, 22 July 2020 4:33 PM
To: [REDACTED]
Subject: Email enquiry regarding MAU: House of Night and Day by Lemi Ponifasio

Kia ora [REDACTED],

Thank you for your email about our current exhibition *MAU: House of Night and Day* by Lemi Ponifasio currently on display in Toi Art.

It's really important for us to care for our visitors and ensure they have a great experience at Te Papa. We're sorry this wasn't the case for you and your family.

From time to time there will be things in the art gallery that are challenging for some visitors or things that visitors feel are not suitable for them or their family. We want to make sure that we provide our visitors with clear information at the right time so they can choose what they do and don't want to see.

We have taken recent visitor feedback on board and added more signage at the entrances of the exhibition on level 4. They are more prominent and a bit bigger so it's easier for visitors to spot.

We appreciate your feedback and will continue to monitor public responses so we can see how things are working and make improvements where we need to.

Ngā mihi,

Nina Tonga

Curator Contemporary Art

DDI+ [REDACTED]

Museum of New Zealand Te Papa Tongarewa

Cable Street | PO Box 467 | Wellington 6011 | New Zealand

www.tepapa.govt.nz

Zoe Genet

From: Nina Tonga
Sent: Wednesday, 22 July 2020 4:04 PM
To: [REDACTED]
Subject: Email enquiry regarding MAU: House of Night and Day by Lemi Ponifasio

Kia ora [REDACTED],

Thank you for your email about our current exhibition *MAU: House of Night and Day* by Lemi Ponifasio currently on display in Toi Art.

From time to time there will be things in the art gallery that are challenging for some visitors or things that visitors feel are not suitable for them or their family. We want to make sure that we give our visitors clear information at the right time so they can choose what they do and don't want to see.

We have taken recent visitor feedback on board and added additional signage at the entrances of the exhibition on level 4. They are more prominent and a bit bigger so it's easier for visitors to spot.

We will continue to monitor public responses so we can see how things are working and make improvements where we need to. It's really important for us that we care for our visitors and ensure they have a great experience at Te Papa.

Ngā mihi,

Nina Tonga

Curator Contemporary Art

DDI+ [REDACTED]

Museum of New Zealand Te Papa Tongarewa

Cable Street | PO Box 467 | Wellington 6011 | New Zealand

www.tepapa.govt.nz

Zoe Genet

From: Kate Camp
Sent: Tuesday, 6 October 2020 10:17 AM
To: OIA
Subject: FW: Complaint : MAU: House of Night and Day (going to media threat)

Kate Camp
Head of Marketing and Communications | Kaiwhakahaere Whakapā
Te Papa | 029 601 0180 | kate.camp@tepapa.govt.nz

From: Enquiries
Sent: Tuesday, 6 October 2020 10:06 AM
To: Charlotte Davy <Charlotte.Davy@tepapa.govt.nz>; Shaun Pallett <Shaun.Pallett@tepapa.govt.nz>; Kate Camp <Kate.Camp@tepapa.govt.nz>
Subject: Complaint : MAU: House of Night and Day (going to media threat)

Kia ora guys,
some feedback for follow up.
thanks
Martin

From: Ella Kuga via Te Papa [<mailto:webmaster@tepapa.govt.nz>]
Sent: Sunday, 4 October 2020 8:00 pm
To: Enquiries <Enquiries@tepapa.govt.nz>
Subject: Other

From: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Reason for enquiry: Other

Enquiry:

Earlier today I brought my young kids to Te Papa. They are aged 6 & 8. I wanted to show them the NZ treasure that are the Goldie paintings on level 5. I myself was very much looking forward to seeing them again. On our way in we were forced to walk past a disgusting video displayed on the walls of a fully grown stark naked man with a huge penis writhing around on the floor slapping himself. Why would you show something this explicit at the national museum during the school holidays when you know kids will be visiting, or if the level 5 art gallery isn't suitable for young kids why were there no warnings about this!!! What my 6 & 8 year olds saw today was completely unsuitable for their ages, I witnessed other little children and adults with prams on level 5. Whose decision was it to blow up a penis tossing around the floor all over the huge walls on the way into the gallery that houses NZ's most important artwork by Goldie. I am hugely offended and I intend to speak to the media about this. My kids are traumatized!!!

Attachments:

Submitted from general enquiry form on Sunday, 4 October, 2020 - 19:59.

Zoe Genet

From: Kate Camp
Sent: Tuesday, 6 October 2020 9:35 AM
To: OIA
Subject: FW: Complaint : MAU: House of Night and Day complaint

Kate Camp
Head of Marketing and Communications | Kaiwhakahaere Whakapā
Te Papa | 029 601 0180 | kate.camp@tepapa.govt.nz

From: Enquiries
Sent: Tuesday, 6 October 2020 9:31 AM
To: Shaun Pallett <Shaun.Pallett@tepapa.govt.nz>; Charlotte Davy <Charlotte.Davy@tepapa.govt.nz>; Kate Camp <Kate.Camp@tepapa.govt.nz>
Subject: Complaint : MAU: House of Night and Day complaint

Kia ora Guys,
some feedback for follow up.
thanks
Martin

From: [REDACTED] via Te Papa [<mailto:webmaster@tepapa.govt.nz>]
Sent: Saturday, 3 October 2020 8:15 pm
To: Enquiries <Enquiries@tepapa.govt.nz>
Subject: Other

From: [REDACTED]

Email: [REDACTED]

Phone:

Reason for enquiry: Other

Enquiry:
Hi,

I wanted to provide some feedback about a traumatising experience I had today at Te Papa.

We visited with our 3 1/2 yr old son and 6 month old son. As we had a stroller we took the lift up to Level 5 (the directory had mentioned there was an area for Kids).

Upon exiting the lift my son went straight around the corner and on to the overbridge to get to the colour. There he was confronted with an enormous video of a naked man having his genitals tortured (?). I tried to whip him away as fast as possible but he was a bit distressed and unsure of the image.

I was quite shaken too, it made me feel like I had failed as a parent for not anticipating that kind of graphic image was going to be at Te Papa (on the way to a Kids area no less). I did see a sign on the actual bridge

about nudity... but really a bit late once they have already turned the corner! Plus there is nudity and then there is what we saw....

When we were through the other side I did ask one of your staff if there was a way to exit avoiding that bridge when exiting. She told me that was the only access with the pram and that the image of the man was a 40 second section of a 40 min loop. So that was some almighty bad timing.

But we shouldn't have really had to go through that.

I absolutely respect the right of the artist to express themselves however they see fit. But should that particular work really be positioned in the main pram route to a children's section? It should be in a space where adults can opt in to view it. I felt that myself and my son didn't get to opt in.

Or, alternatively could a staff member be near the lift and able to stop families with young children if that section of the film is playing?

I'm still worried about what enduring effect that experience will have on my son so I just wanted to let you know and perhaps reconsider where or how you share this work.

Thanks,



Attachments:

Submitted from general enquiry form on Saturday, 3 October, 2020 - 20:15.