

MUSEUM OF NEW  
ZEALAND  
TE PAPA  
TONGAREWA

Cable St  
PO Box 467  
Wellington  
New Zealand

Telephone  
64-4-381 7249  
[www.tepapa.govt.nz](http://www.tepapa.govt.nz)



1 May 2025

Tēnā koe

**Re: Official Information Act (OIA) Request – unaccompanied material or items**

I refer to your OIA request of 11 April 2025 for:

*Since January 1 2020, copies of all reports, briefings, documents and emails relating to any incidents when material or items were mistakenly left unaccompanied in public.*

Thank you also for your email on 14 April 2025 in which you confirmed you were asking about material being left in public spaces and that you were 'intending to capture the sort of thing where an item, documents etc may be left mistakenly in public i.e. a cafe or restaurant'.

We have identified seven instances between 1 January 2020 and 11 April 2025 in which Te Papa material or items were left unaccompanied in public. The items were: two cell phones, one laptop, two staff access cards, one security uniform, one wheelchair, and one jacket. I attach documents relating to these instances to this letter.

Additionally, we have identified other instances where Te Papa items were lost and therefore potentially left in public. To summarise, there were 20 cell phones, 16 access cards, two access wristbands, and one photo ID card. Access for each lost card/band and phone was disabled. As we have no way of knowing they were in fact left in public, we have excluded the information relating to these instances from this response.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss any aspect of your request, please contact [OIA@tepapa.govt.nz](mailto:OIA@tepapa.govt.nz).

Yours sincerely

Anna Berwick

**Head of Governance and Strategy**

Subject	Date Logged	Description	Category	Resolution
Lost cellphone	7/10/2020	Lost while biking on central city streets at lunch time today - how do I arrange a replacement?	Mobile	replaced with another Mi A3
Report a Lost phone/device or Stolen phone/device	6/01/2023	<p>Please complete following information:</p> <p>Lost/Stolen phone or device: Lost Phone + Laptop</p> <p>Make and Model:Oppo A54 + HP Z Book 14</p> <p>Asset of device: IMEI s 9(2)(a)</p> <p>Date required of when phone or device was lost or stolen: Friday, 23rd of December</p> <p>Location of last used or seen: The Champagneria - 8 Courtenay Place, Te Aro, Wellington 6011</p> <p>Please complete the lost property report via NZ Police website:Lost Property Report   Webforms (police.govt.nz)</p>	Desktop/Laptop	Replaced laptop and phone

**From:** s 9(2)(a)  
**To:** s 9(2)(a)  
**Cc:** [Security Team](#)  
**Subject:** RE: Lost Swipecard  
**Date:** Thursday, 4 June 2020 8:28:00 pm  
**Attachments:** [image001.jpg](#)

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Hi s 9(2)(a)

Thanks for getting this sorted.

It's appreciated,

s 9(2)(a)

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**From:** s 9(2)(a)  
**Sent:** Thursday, 4 June 2020 7:48 PM  
**To:** s 9(2)(a)  
**Cc:** Security Team  
**Subject:** RE: Lost Swipecard

Hi s 9(2)(a),

s 9(2)(a)'s old card has been marked as lost and a new one is waiting for her in the Control Room.

Please note also that the date of expiry on her previous card was 19/06/2020 and I have set the same expiry on the new card.

Kind Regards,

s 9(2)(a)

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**From:** s 9(2)(a)  
**Sent:** Thursday, 4 June 2020 6:32 PM  
**To:** Security Team <[Security2@tepapa.govt.nz](mailto:Security2@tepapa.govt.nz)>  
**Subject:** FW: Lost Swipecard

Hi All,

Could we please deactivate Kirsty's card and prepare a replacement?

Thank you in advance,

s 9(2)(a) | Acting Manager Security Services

s 9(2)(a)

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**From:** s 9(2)(a)  
**Sent:** Thursday, 4 June 2020 5:54 PM  
**To:** Security Managers <[securitymanagers@tepapa.govt.nz](mailto:securitymanagers@tepapa.govt.nz)>  
**Cc:** s 9(2)(a) <[s 9\(2\)\(a\)@tepapa.govt.nz](mailto:s 9(2)(a)@tepapa.govt.nz)>  
**Subject:** Lost Swipecard

Kia Ora Security,

Unfortunately I lost my swipecard in public this afternoon after leaving the office - can it please be deactivated. I think ID for the card is s 9(2)(a)

Can I also request a new one? Please let me know if there is anything required from me before this can happen. I have CC'd my Manager for authority.

Sorry for the hassle!!

Many thanks,

s 9(2)(a)

Museum of New Zealand Te Papa Tongarewa

Mobile: s 9(2)(a)

PO Box 467 | Cable Street, WELLINGTON, NEW ZEALAND

Email: s 9(2)(a) <[s 9\(2\)\(a\)@tepapa.govt.nz](mailto:s 9(2)(a)@tepapa.govt.nz)>

**From:** s 9(2)(a)  
**To:** s 9(2)(a)  
**Cc:** s 9(2)(a)  
**Subject:** RE: Lost access card post on facebook  
**Date:** Thursday, 12 January 2023 3:37:58 pm  
**Attachments:** [image001.jpg](#)

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Kia ora s 9(2)(a),  
Thank you for the heads up.  
We have deactivated s 9(2)(a)'s card and I will pick it up from Night'n'Day.  
Ngā mihi,  
s 9(2)(a) | Kaiarahi whakahaumaru | Senior Security Officer  
Museum of New Zealand Te Papa Tongarewa,  
55 Cable Street, PO Box 467, Wellington, New Zealand

s 9(2)(a)  
s 9(2)(a)



In the Office = ✓ X = Not on duty

MON 09/01	TUE 10/01	WED 11/01	THU 12/01	FRI 13/01	SAT 14/01	SUN 15/01
X	X	✓	✓	✓	✓	X

Āta whakaarohia a Papatūānuku i mua i tō tānga i tēnei ī-mēra

Please consider the environment before printing this email.

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**From:** s 9(2)(a)  
**Sent:** Thursday, 12 January 2023 3:24 pm  
**To:** s 9(2)(a)  
**Subject:** Lost access card post on facebook

Kia Ora,  
I have just seen this post on Facebook and I think one of the items is a Te Papa staff acces card? I think I recognise the name but just thought I would send it though incase you wanted to deactivate the card etc if it is :)  
Thanks,

s 9(2)(a)



# Security Report

#852599243

Museum of New Zealand Te Papa Tongarewa

## Issue Type

Incident: Suspicious Activity

## Status

Closed

## Property

Cable Street  
55 Cable Street  
Wellington, NZ 6011

## Location

Default

## Reported By

55 Cable Street

## Issue Timeline

Created	Thu 10/12/23 03:11 PM
Assigned To	Thu 10/12/23 03:11 PM
Acknowledged	Thu 10/12/23 03:11 PM
Arrived At	Thu 10/12/23 03:12 PM
Closed	Thu 10/12/23 03:32 PM

s 9(2)(a)

## Additional Details

Assigned By	s 9(2)(a)
Reported Address	55 Cable Street
Reported Unit	External
Problem Address	
Problem Unit	

## Reported Detail

At approximately 14:00 Te Papa Receptionist s 9(2)(a) received a phone call from s 9(2)(a) at OpShop89 in Miramar advising that a Te Papa Security uniform had been donated to the op shop. s 9(2)(a) passed this information to SSO s 9(2)(a) who contacted s 9(2)(a) to arrange collection. SSO s 9(2)(a) and SM s 9(2)(a) collected the items from OpShop89 and confirmed the donation to contain 1 x Medium black polo with Te Papa Security and Red Security logos, 1 x Large white shirt with Te Papa Security logos, 1 x large soft shell jacket with Te Papa security logos.

## Notes

Thu 10/12/2023 3:11 PM - s 9(2)(a)

Contact details for s 9(2)(a) at OpShop s 9(2)(a)

Thu 10/12/2023 3:26 PM - s 9(2)(a)

Logos and patches destroyed by SSO s 9(2)(a) and items discarded in external rubbish

Mon 4/14/2025 11:44 AM - s 9(2)(a)

Email To s 9(2)(a)

Email Subject: Cable Street - (S) Incident: Suspicious Activity

Email Body:

Attaching Issue with Email







Thu 10/12/2023 3:16 PM - s 9(2)(a)



Thu 10/12/2023 3:16 PM - s 9(2)(a)



Thu 10/12/2023 3:16 PM - s 9(2)(a)



Thu 10/12/2023 3:16 PM - s 9(2)(a)





# Security Report

#1026371821

Museum of New Zealand Te Papa Tongarewa

## Issue Type

Incident: Unattended Item

## Status

Closed

## Property

Cable Street  
55 Cable Street  
Wellington, NZ 6011

## Location

EXT: Plaza

## Reported By

55 Cable Street

## Issue Timeline

Created	Mon 03/31/25 01:59 PM	s 9(2)(a)
Assigned To	Mon 03/31/25 01:59 PM	s 9(2)(a)
Acknowledged		
Arrived At		
Closed	Mon 03/31/25 01:59 PM	s 9(2)(a)

## Additional Details

Assigned By	SYSTEM
Reported Address	55 Cable Street
Reported Unit	External
Problem Address	
Problem Unit	

## Reported Detail

SO s 9(2)(a) observe wheelchair unattended adjacent to flagpoles, s 9(2)(a) dispatches s 9(2)(a) to investigate. SO s 9(2)(a) confirms wheelchair belongs to Te Papa. SO s 9(2)(a) has recovered the wheelchair.

## Notes

Mon 4/14/2025 12:33 PM - s 9(2)(a)

Email To s 9(2)(a)

Email Subject: Cable Street - (S) Incident: Unattended Item

Email Body:

Attaching Issue with Email





# Security Report

#1027819304

Museum of New Zealand Te Papa Tongarewa

## Issue Type

Incident: Lost and Found

## Status

Closed

## Property

Cable Street  
55 Cable Street  
Wellington, NZ 6011

## Location

Choose

## Reported By

55 Cable Street

## Issue Timeline

Created	Sat 04/05/25 07:22 PM
Assigned To	Sat 04/05/25 07:22 PM
Acknowledged	Sat 04/05/25 07:22 PM
Arrived At	Sat 04/05/25 07:22 PM
Closed	Sun 04/06/25 08:53 AM

s 9(2)(a)

## Additional Details

Assigned By	s 9(2)(a)
Reported Address	55 Cable Street
Reported Unit	
Problem Address	55 Cable Street
Problem Unit	

## Notes

Sat 4/5/2025 7:23 PM - s 9(2)(a)

taking events jacket found by the entry barrier

Sun 4/6/2025 8:53 AM - s 9(2)(a)

SC s 9(2)(a) taken it over to takina

Mon 4/14/2025 11:46 AM - s 9(2)(a)

Email To: s 9(2)(a)@tepapa.govt.nz  
Email From: s 9(2)(a)@tepapa.govt.nz  
Email Subject: Cable Street - (S) Incident: Lost and Found  
Email Body:  
Attaching Issue with Email

