MUSEUM OF NEW ZEALAND TE PAPA TONGAREWA

Cable St PO Box 467 Wellington New Zealand

Telephone 64-4-381 7249 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.

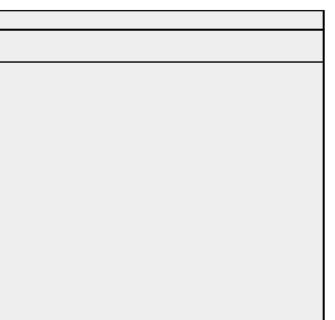
If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at <a href="http://www.ombudsman.parliament.nz">www.ombudsman.parliament.nz</a> or freephone 0800 802 602.

If you wish to discuss any aspect of your request, please contact 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	6/01/2023	Please complete following information:	Desktop/L aptop	Replaced laptop and phone
phone/device		Lost/Stolen phone or device: Lost Phone + Laptop		
		Make and Model:Oppo A54 + HP Z Book 14		
		Asset of device: IMEI S 9(2)(a)		
		Date required of when phone or device was lost or stolen: Friday, 23rd of December		
		Location of last used or seen: The Champagneria - 8 Courtenay Place, Te Aro, Wellington 6011		
		Please complete the lost property report via NZ Police website:Lost Property Report   Webforms (police.govt.nz)		



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

Hi<sup>s 9(2)(a)</sup>

Thanks for getting this sorted.

It's appreciated,

s 9(2)(a)

From: S 9(2)(a)

Sent: Thursday, 4 June 2020 7:48 PM

то: s 9(2)(а)

Cc: Security Team

Subject: RE: Lost Swipecard

### H s 9(2)(a)

<sup>s 9(2)(0)</sup>'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,

5 9(2)(

#### From: <u>S 9(2)(a)</u>

Sent: Thursday, 4 June 2020 6:32 PM

To: Security Team <<u>Security2@tepapa.govt.nz</u>>

Subject: FW: Lost Swipecard

Hi All,

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

Thank you in advance,

| Acting Manager Security Services

s 9(2)(a) From:s 9(2)(a)

cc:s 9(2)(a)

9(2)(a)

Sent: Thursday, 4 June 2020 5:54 PM

To: Security Managers < <a href="mailto:securitymanagers@tepapa.govt.nz">securitymanagers@tepapa.govt.nz</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 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) @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

Kia ora <sup>s 9(2)(a)</sup>,

Thank you for the heads up.

We have deactivated <sup>s 9(2)(a)</sup>'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,

			New Zealand
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s 9( S	<sup>عربة)</sup> 9(2)(a)							
					?			
Ir	1 the Office = MON 09/01	✓ X = Not on 0 TUE 10/01	duty wed 11/01	THU 12/01	FRI 13/01	SAT 14/01	SUN 15/01	
	X	X	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	X	

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

Please consider the environment before printing this email.

#### From: S 9(2)(a)

Sent: Thursday, 12 January 2023 3:24 pm

то:<u>s 9(2)(a)</u>

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 though I would send it though incase you wanted to deactivate the card etc if it is :)

Thanks,





# Security Report

# #852599243

# Museum of New Zealand Te Papa Tongarewa

Issue Type		Issue Timeline		
Incident: Suspicious Activity	Created	Thu 10/12/23 03:11 PM S 9(2)(a)		
Status	Assigned To	Thu 10/12/23 03:11 PM		
Closed	Acknowledged	Thu 10/12/23 03:11 PM		
Property	Arrived At	Thu 10/12/23 03:12 PM		
Cable Street 55 Cable Street Wellington, NZ 6011	Closed	Thu 10/12/23 03:32 PM Additional Details		
Location	Assigned By	s 9(2)(a)		
Default	Reported Address	55 Cable Street		
Reported By	Reported Unit	External		
55 Cable Street	Problem Address	External		
	Problem Unit			

## Reported Detail

At approximately 14:00 Te Papa Receptionist  $\frac{9(2)(a)}{2}$  received a phone call from  $\frac{9(2)(a)}{2}$  at OpShop89 in Miramar advising that a Te Papa Security uniform had been donated to the op shop.  $\frac{9(2)(a)}{2}$  passed this information to SSO  $\frac{9(2)(a)}{2}$  who contacted  $\frac{9(2)(a)}{2}$  to arrange collection. SSO  $\frac{99(2)(a)}{2}$  and SM  $\frac{99(2)(a)}{2}$  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.

#### Notes

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

Contact details for <sup>\$9(2)(a)</sup> at OpShop<mark>\$ 9(2)(a)</mark>

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 3:13 PM -s 9(2)(a)



Thu 10/12/2023 3:15 PM - s 9(2)(a)



Thu 10/12/2023 3:15 PM - s 9(2)(a)



Thu 10/12/2023 3:14 PM - s 9(2)(a)



Thu 10/12/2023 3:15 PM - s 9(2)(a)



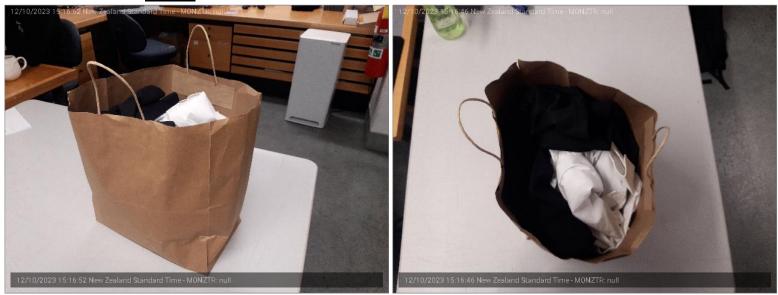
Thu 10/12/2023 3:16 PM - s 9(2)(a)

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



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

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





# Security Report



# Museum of New Zealand Te Papa Tongarewa

Issue Type	Issue Timeline		
Incident: Unattended Item	Created	Mon 03/31/25 01:59 PM S 9(2)(a)	
Status	Assigned To	Mon 03/31/25 01:59 PM s 9(2)(a)	
Closed	Acknowledged		
Property	Arrived At		
Cable Street 55 Cable Street	Closed	Mon 03/31/25 01:59 PM S 9(2)(a)	
Wellington, NZ 6011		Additional Details	
Location	Assigned By	SYSTEM	
EXT: Plaza	Reported Address	55 Cable Street	
Reported By	Reported Unit		
55 Cable Street		External	
	Problem Address		
	Problem Unit		

### **Reported Detail**

SO <sup>s 9(2)(a)</sup> 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	Issue Timeline		
Incident: Lost and Found	Created	Sat 04/05/25 07:22 PM S 9(2)(a)	
Status	Assigned To	Sat 04/05/25 07:22 PM	
Closed	Acknowledged	Sat 04/05/25 07:22 PM	
Property	Arrived At	Sat 04/05/25 07:22 PM	
Cable Street 55 Cable Street Wellington, NZ 6011	Closed	Sun 04/06/25 08:53 AM Additional Details	
Location	Assigned By	s 9(2)(a)	
Choose	, , , , , , , , , , , , , , , , , , ,		
Reported By	Reported Address	55 Cable Street	
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)

SO<sup>5 ((2)(8)</sup> taken it over to takina

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

Email Tc<mark>S 9(2)(a) @tepapa.govt.nz</mark> Email From<mark>S 9(2)(a) @tepapa.govt.nz</mark> Email Subject:Cable Street - (S) Incident: Lost and Found Email Body: Attaching Issue with Email Sat 4/5/2025 7:22 PM - s 9(2)(a)

