



16 April 2026

Tēnā koe

Re: Official Information Act (OIA) Request – Agency-wide client decision-making processes

Thank you for your OIA request of 7 April 2026.

You requested:

all official information held by your agency from January 2019 to the date this request is processed relating to agency wide client decision making policies, criteria, guidance, and related records.

This includes, but is not limited to:

- policies, manuals, operational guidance, and internal rules used when making decisions affecting clients*
- criteria, thresholds, frameworks and decision making tools used by staff and what delegated authority that these decisions were made*
- training materials, practice notes, and instructions given to staff about client decision making*
- reports, audits, reviews and evaluations concerning how client decisions are made*
- communications, briefings, memoranda and meeting notes concerning client decision making process*
- templates, forms, checklists and workflow documents used in making client decisions*
- records showing categories or types of client decisions made by the agency*
- any documents describing review, escalation, quality assurance, complaint, or correction process for client decisions*

As the national museum, Te Papa does not operate as a client-based service delivery agency and does not have “clients” or agency-wide client decision-making frameworks of the type described in your request.

Accordingly, Te Papa does not hold policies, criteria, guidance, decision-making tools, or related records concerning “client decision making” as requested. Your request is therefore refused under section 18(g) of the OIA, as the information requested is not held.

For completeness, page 8 of Te Papa’s [Statement of Intent](#) describes our stakeholders. If you consider any of those groups to be relevant to your view of 'clients', you may wish to make a new and more specific request.

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 or freephone 0800 802 602.

If you wish to discuss any aspect of your request, please contact OIA@tepapa.govt.nz.

Yours sincerely

Peter Corley
Chief Financial Officer