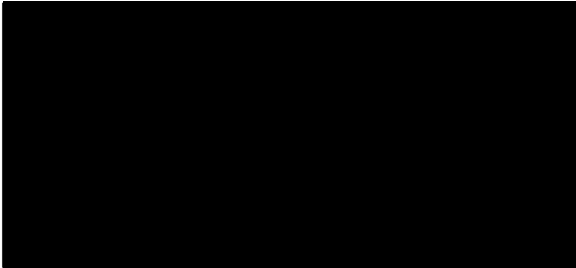


8 April 2021



Re: Official Information Act request – Charging policy for OIAs

I refer to your Official Information Act request dated 29 March 2021, requesting the following information:

1. **Does your organisation have a policy or guidelines in relation to charging requestors for supplying information under the Official Information Act 1982?**
2. **If yes, please supply a written copy of the policy/guideline, including grounds for seeking costs for supplying information, charges for photocopying, scanning or other copying of information and the hourly rate for staff time in compiling requests?**
3. **If not, what does your organisation charge for photocopying, scanning or other copying of information and what is the hourly rate for staff time in compiling requests?**

Answer:

Auckland DHB adheres to guidance on charging for OIA requests provided by the Ombudsman and the Government, see:

<https://www.ombudsman.parliament.nz/resources/charging-guide-charging-official-information-under-oia-and-lgoima>

This guideline includes this commentary:

Charging Guidelines

The Government has issued Charging Guidelines to be followed by agencies subject to the OIA. These can be accessed from the Ministry of Justice website www.justice.govt.nz.

Successive Ombudsmen have accepted that charges set in accordance with the Charging Guidelines are reasonable, provided due regard has been paid to any circumstances warranting remission (see Remission of charges).

The Charging Guidelines specify standard charges of:

- \$38 per half hour of staff time in excess of one hour; and
- \$0.20 per page for photocopying in excess of 20 pages.

An agency may be justified in charging higher rates for staff time where staff with specialist expertise that are not on salary (ie, contractors) are required to process the request, in which case a rate not exceeding their actual rate of pay per hour may be charged.

In the 12 months from 01 January 2020 to December 31, 2020:

4. How many requests for information under the Official Information Act did your organisation receive?

Answer:

In 2020 Auckland DHB treated 260 requests as OIA requests. It answered many others directly, while those relating to personal information were addressed under the Privacy Act.

5. Of these, in how many was the requestor advised that they would incur charges for copying and staff time, or any other reason?

Answer:

In responding to a small number of requests each year Auckland DHB declines to provide the information citing s18(f) – substantial collation and research. This is usually after consultation with the requester seeking to have the scope of the request changed as contemplated by s18A.

6. In how many of these, did the requestor pay the required charge for supplying of information?

Answer:

In no instance in 2020 was the requester prepared to pay for the supply of information.

7. In total, how much did your organisation receive in payments for supplying information under the OIA?

8. What were the largest 10 amounts paid by requestors in charges for fulfilling OIA requests?

Answer:

Nil – see answer to point 6.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE

Chief Executive of Te Toka Tumai (Auckland District Health Board)

