

9 April 2026

By email: [REDACTED]

Tēnā koe [REDACTED],

Official Information Act request

Thank you for your request under the Official Information Act 1982 (OIA) which we received on Tuesday 7th April 2026.

You said:

I request 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*

If any part of this request is more appropriately considered under the Local Government Official Information and Meetings Act 1987, please treat it accordingly or transfer it as required.

If any part of this request is considered too broad, please provide reasonable assistance to refine it so it can be processed.

Response to your request

Thank you for your email requesting information under the Official Information Act 1982.

We understand that your request has been sent to a number of agencies, and we have considered it in the context of the Classification Office specific statutory role.

Your request is for “agency wide client decision making policies, criteria, guidance, and related records” including the information set out in your bullet points, covering the period from January 2019 to the date of your request.

The Classification Office does not operate a client model or make decisions about clients. Our statutory role is to classify publications in accordance with the [Films, Videos and Publications Classification Act 1993](#). The concept of “client decision making” does not fit with our functions or the way in which our decisions are made.

Accordingly, we have not been able to identify information within scope of your request. On that basis, we are refusing your request under section 18(g) of the Official Information Act as the information requested is not held by this Office.

We would be very happy to assist if you would like to refine and reframe your request so that it more closely reflects to the functions of our Office.

Please feel free to get in touch if you would like to discuss this further.

Publication of response

This response may be published on the Classification Office’s [website](#). If it is published there, your personal information will be redacted.

Right of review

You have the right to make a complaint and seek a review by the Ombudsman of this response under [section 28\(3\) of the OIA](#). Information about this process is available at [ombudsman.parliament.nz](#) or freephone 0800 802 602.

Thank you for your interest in our mahi.

Ngā mihi nui,
Te Mana Whakaatu—Classification Office