

### Process to respond to an OIA request

1. **Logging and acknowledgement** OIA request is received and logged in the OIA tracking system. This includes calculating and recording relevant timeframes, consideration of eligibility of the requestor, and sending an acknowledgment to the requestor with the timeframe information.
2. **Allocation** OIA request allocated to a Ministerial Advisor for progressing (daily), and a subject matter expert (SME) is sought from relevant Business area.
3. **Scoping the response** Response is scoped with a SME. This includes determining what information is held that is relevant to the OIA request and whether there are likely to be any issues or difficulties in locating, assembling or providing the information. Consideration is given to interpretation/refinement/clarification of any particular aspects of the request. If a request may need to be transferred or is likely to require an extension, these are also considered at an early stage.
4. **Information collation** The SME collates information in scope and raises any concerns with release to the Ministerial Advisor. The Advisor considers the information for release with specific consideration of the OIA as well as any relevant context.
5. **Drafting response** A decision making memo, response and documents are prepared and provided to the SME for review, and individuals work together to arrive at an agreed position that can be presented to decision makers. This involves a quality review to ensure technical accuracy and consistency.
6. **Consultation** is undertaken where necessary, with internal and external parties regarding the release of information. These consultations can be within an agency, with a third party or with another agency concerning information proposed to be released (if applicable).
7. **Send for Sign out** Final recommendations are provided to decision maker/s for approval and to relevant groups for noting e.g. Minister's office, media team, legal etc. (if necessary)
8. **Decision and release** Decision made on release and response sent.

**Note:** *This is a general process for handling OIA requests, however, each request is reviewed on an individual basis and will not necessarily require every step of this process, and steps occur concurrently to ensure all decisions on requests are made as soon as reasonably practicable.*