

Allie Dunn

From: Allie Dunn
Sent: Wednesday, 8 April 2026 8:56 am
To: [REDACTED]
Subject: CM: RE: FW: Official Information Act 1982 and Local Government Official Information and Meetings Act 1987

Kia ora

I'm getting in touch to clarify your official information request dated 7 April 2026.

You've asked for "agency wide client decision making policies, criteria, guidance, and related records". At the moment, the request is quite broad, and we're not able to determine exactly what information you're hoping to receive.

As a local Council, the term "clients" could refer to many different groups — residents, suppliers, visitors, or anyone who contacts us — so we want to make sure we understand your request correctly before proceeding.

To help you refine what you're looking for, I've included a link to the section of our website where Council policies are published. You may find the information you need there, or it might help you narrow down the specific documents you'd like us to provide.

[Bylaws, Policies and Local Legislation | Tararua District Council](#)

Ngā mihi



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Democracy Services | Tararua District Council**

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Sent: Tuesday, 7 April 2026 12:01 pm
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westcoast@fishandgame.org.nz; yourcouncil@whanganui.govt.nz

Subject: Official Information Act 1982 and Local Government Official Information and Meetings Act 1987

EXTERNAL EMAIL ALERT: Caution advised. This message is from an external sender. Verify the sender's identity and use caution with attachments and links.

Talofa lava,

Please treat this email as a formal request under the Official Information Act 1982 and Local Government Official Information and Meetings Act 1987.

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.

Fa'afetai lava