



Response to the Public Service Commissioner: Handling of a disclosure of a sponsored article

Due: 3 December 2021

Status – final



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Purpose

The purpose of this report is to provide further information to the Public Service Commissioner as requested, about the handling of a disclosure by Kāinga Ora concerning a sponsored article.

Background

Kāinga Ora was established as a Crown Entity on 1 October 2019 under the Kāinga Ora – Homes and Communities Act 2019 (the Act). Housing New Zealand and its subsidiary, HLC Ltd, and the KiwiBuild Unit from the Ministry of Housing and Urban Development were brought together under the Kāinga Ora – Homes and Communities Act 2019 to form the new Crown Entity.

The prime objective of Kāinga Ora is to contribute to sustainable, inclusive, and thriving communities that provide people with good quality, affordable housing choices that meet diverse needs; support good access to jobs, amenities and services; and otherwise sustain or enhance the overall economic, social, environmental and cultural wellbeing of current and future generations.

Hobsonville Land Company was the Housing New Zealand subsidiary founded in 2006 to develop Hobsonville Point to provide market and affordable homes. It rebranded in 2017 to the abbreviation HLC (Homes, Land, Community) which reflected the company's growing involvement in additional large-scale developments across Auckland.

When Kāinga Ora was established in October 2019, it was set up with a temporary organisational structure. In December 2020, a restructure of the entire organisation (Shaping Kāinga Ora) was implemented, which included putting in place a new leadership structure to deliver on a broader set of outcomes. The temporary structure was operating at the time the Hobsonville Point article was written, approved and published.

Background to the Hobsonville Point article

On 27 May 2020, NZME published an article on oneroof.co.nz entitled: "How Hobsonville Point's community spirit became an antidote to COVID 19", which was sponsored by Kāinga Ora (the sponsored article). This was one of a series of stories used to promote large-scale developments and support sales of both affordable and market homes at Hobsonville Point.

The Hobsonville Point Project is a large-scale, integrated urban development project in northwest Auckland. Kāinga Ora anticipates the delivery of approximately 4,000 homes at the Hobsonville Point development with completion expected in 2025. The advertising campaign was part of an agreement Kāinga Ora has with NZME for advertising services that includes advertising on the OneRoof website. This agreement commenced in August 2019 and as at June 2021, a total of 57 stories had been published on the 'Our New Auckland' page on the OneRoof website to raise awareness about the benefits and opportunities of large-scale urban development.

Relevant facts and rationale

May 2020

On 11 May 2020, s9(2)(a) (known then as s9(2)(a)), Senior Communications Advisor for Urban Development – Delivery, contacted Arena Williams on Facebook to propose an article which would be used to promote large-scale developments and support sales of affordable and market homes at Hobsonville Point. Arena lived near s9(2)(a) the time, and they were Facebook friends as Arena and her husband were Hobsonville Point Residents Society representatives and s9(2)(a) previously approached them as part of a communications plan for another Hobsonville community matter. Arena told s9(2)(a) would consider being interviewed for the article.

On 14 May 2020, s9(2)(a) Arena on Facebook to check if she was still interested in being interviewed for the article. Arena asked s9(2)(a) call her that day. The summary of the discussion on the phone call is as follows, and is based s9(2)(a) recollection:

- Arena said words to the effect of "I'm just thinking about whether I should do this (article) because I'm thinking of standing as a Labour candidate in the next election".
- s9(2)(a) if she was standing in Upper Harbour, their electorate, and Arena replied she didn't think so, but wasn't sure yet. s9(2)(a) prompt for any further detail because Arena seemed hesitant.
- s9(2)(a) her she would run this past her manager, s9(2)(a) to check if there were any issues, but that she didn't think so.
- s9(2)(a) mentioned if Arena was uncomfortable with proceeding with the story she'd be happy to work with her to find someone else to be interviewed. Arena shared the details of one other member of the group, potentially to interview, s9(2)(a) attempted to contact.
- s9(2)(a) that Arena seemed comfortable with s9(2)(a) someone else from Kāinga Ora making the call on her involvement.

At this time, the intent was that other Hobsonville community members would also be interviewed and featured in the article, however they ended up being unavailable and were not included in the article.

On 15 May 2020 there was a phone call between s9(2)(a) her manager, s9(2)(a), Acting General Manager of Marketing and Communications (HLC). The discussion included that they had no definitive information that confirmed Arena standing as a Labour candidate, they were not aware of which electorate she was considering standing in, and had no information around the timing of any possible announcement. As a result, s9(2)(a) agreed that there was no possible information they could disclose in the article, and that it was irrelevant to the content, which was focussed on the Hobsonville community.

Arena Williams was interviewed for the story on 18 May 2020 by a freelance writer who had been contracted by a creative agency Kāinga Ora was using. Kāinga Ora received the draft from the freelance writer on 19 May 2020. The last paragraph included reference to Arena's intention to stand as a Labour candidate, which was the first time s9(2)(a) read of Arena standing in the Manurewa electorate. s9(2)(a) queried why the writer included it because she could not understand why Arena would sign off an article that included this information when the announcement had not been made publicly. She felt it made sense to take out a reference to an announcement that had not been made, particularly as Manurewa had nothing to do with Hobsonville Point, and judged that it was one line at the end of a story that had no bearing on the rest of the topic. s9(2)(a) explaining – poorly, by her own admission - to the freelance writer that it was not relevant.

s9(2)(a) approved the final story and it was sent to OneRoof on 22 May 2020 and published on 27 May 2020. s9(2)(a) was s9(2)(a) manager at the time and had the title of Acting General Manager of Marketing and Communications (HLC). It is important to note that "General Manager of Marketing and Communications" referred to a title that was an artefact from the HLC structure and was carried through to Kāinga Ora until the organisational change was completed in December 2020. At the time, the Acting General Manager of Marketing and Communications was a Tier 3 position, reporting to the Acting DCE Urban Development – Delivery (Tier 2). It is no longer the title for this position.

At the time, standard practice for all OneRoof articles was to circulate to anyone who was interviewed or quoted for sign off (in this instance Arena only) but if the article featured development information or activity it would also be circulated to the project teams for fact checking and sign off. This particular story did not reference any development activity so no consultation with the project team was required. This process has since changed, and is outlined in the [Changes to process and guidance section](#).

These events all took place prior to the pre-election period, which started on 19 June 2020, ahead of the election which was initially announced by the Prime Minister to be held on 19 September 2020, but which was subsequently delayed until 17 October 2020.

July to November 2021

There have been a number of requests for information involving advertising on OneRoof that stemmed from the concerns with sponsorship and the involvement of Arena Williams. These requests were via Official Information Act (OIA) requests, and written and oral parliamentary questions, starting initially around 23 June 2021.

On 24 June 2021, s9(2)(a) Parliamentary Communications, Research and Policy Advisor in the Office of Nicola Willis MP sent an OIA request to Kāinga Ora. A medium risk was assigned to the OIA, meaning that it would be signed out at General Manager (Tier 2) level.

This request asked for communications between Kāinga Ora with Arena Williams, contractors and the Minister's Office. The information released included emails between Kāinga Ora and NZME and/or Lion's Share, Facebook messages between s9(2)(a) and Arena Williams, and one email exchange between Kāinga Ora, Hon Dr Megan Woods and her staff.

Some information was withheld to protect privacy. In general, this included names and information about people contacted to be a part of the story. However, the final story did not include input from these other people. There is no formal record of the phone calls mentioned in the OIA attachment, however a summary based on recollection has been provided [here](#).

During the processing of the OIA, it was recognised that there were potential issues associated with the content and informal language used in the emails. A meeting was held with people from Government Relations, Marketing, Urban Development and Delivery and Communications to assess the content of the emails being released in the OIA.

The General Manager Urban Development and Delivery, who is now s9(2)(a) manager for a different role, met with s9(2)(a) 25 June to speak with her about her email communications and the language she had used. She understood that she had shown a lack of judgement in her dealings with the disclosure, and that the language used in her email communications was not appropriate or professional.

As part of the OIA process, Arena Williams was also consulted regarding the release of Kāinga Ora communications with her. Kāinga Ora understands that after Ms Williams received the consultation request, she contacted the Minister's Office. A copy of Ms Williams' response is provided in the [Appendix](#).

Given the nature and content of the OIA request and response, it was determined that the Minister should be consulted on the reply under a 'no surprises' approach. A copy of the response letter and proposed attachment, along with a memo were sent to the Minister's Office on 2 August 2021. The Minister's Office suggested some minor changes to the information being withheld, and these changes were made.

The response to the OIA was signed out by Nick Maling, General Manager National Services, and was sent to s9(2)(a) on 5 August 2021. A copy of the response letter and attachment is provided in the [Appendix](#) along with an internal memo that provides detailed information to the decision-makers.

The Chief Executive was verbally briefed by Nick Maling, the General Manager National Services on the OIA when he returned from leave in mid-August and was advised that the matter had been resolved, noting that s9(2)(a) already been spoken to by her manager about her conduct in email communications earlier on 25 June 2021.

The Minister's Office sent an email that was forwarded by David Durie, the Kāinga Ora Private Secretary to Kāinga Ora on 4 August 2021 expressing concerns that the conduct reflected in the emails released under the OIA did not meet the Minister's expectations. When Kāinga Ora received this email, it was forwarded promptly to senior managers.

A copy of the statements Kāinga Ora made to the media on 10, 11 and 12 November in response to enquiries on the same days from Newshub and Business Desk are provided in the [Appendix](#). Kāinga Ora was not asked for statements in relation to earlier media stories. In the statements provided, Kāinga Ora explains that it takes political neutrality seriously and that the article was published prior to Arena Williams' candidacy being announced. The statements also explain that the relevant people have been reminded about their obligations under the Public Service Commission Code of Conduct.

Existing communication and guidance for our people

Kāinga Ora provides comprehensive communication and guidance to our people in the lead-up to elections, including the 2020 election. [Election guidance](#) was sent on 8 June 2020, shortly after it was published by the Public Service Commission, to the Executive Team by Rachel Kelly, Manager Government Relations. The guidance was also published on the intranet for all Kāinga Ora people, together with [Frequently Asked Questions](#). On 19 June 2020, an [email](#) was sent to all Kāinga Ora people from the Executive Team to advise that it marked the first day of the election period and referred them guidance on the Kāinga Ora Intranet. A further [email](#) to all Kāinga Ora people from the Executive Team was sent on 4 September 2020 to remind people about election protocols.

On 10 September 2020 the guidance was updated and republished. Further pre-election guidance was published on 28 September 2020.

Kāinga Ora also provides an induction module as part of on-boarding new employees, which focuses on what it means to be a public servant in New Zealand and Standards of integrity and conduct (see [Appendix](#)). The Government Relations team within Kāinga Ora is also able to provide guidance and support to the rest of the organisation as required on Parliamentary and statutory responsibilities.

Lessons learnt and improvements

The concerns raised by the Minister on 4 August 2021 about the handling of the disclosure were taken seriously. Senior managers considered:

- That the article was commissioned and published prior to Arena Williams' candidacy being announced and prior to the pre-election period. The article was published prior to Arena Williams being named as a candidate and any reference to her potential candidacy was removed from the draft.
- The article was published in May 2020 prior to a restructure, so reporting lines and responsibilities had since changed, with more robust approval processes now in place.
- There had been adequate training and guidance on public service and political neutrality responsibilities.

However, Kāinga Ora takes its responsibilities around political neutrality very seriously and acknowledges that this situation should have been handled better.

Several areas were identified as having room for further improvements which would help prevent a similar recurrence. This included:

- Ensuring our people maintain a high professional standard when communicating, particularly by email.
- Ensuring that Standards of Integrity and Conduct, particularly in relation to political neutrality, are followed at all times, and that any concerns about political neutrality are assessed thoroughly with the appropriate groups involved.
- Ensuring approval processes are thorough and appropriate.

In-person targeted training had been given to the Urban Development and Delivery business unit, including s9(2)(a) the Government Relations Manager on 14 May 2021, prior to concerns being raised about the sponsored article. This training session covered Official Information Act requests, briefings, protocols with dealing with local MPs in relation to our developments, our relationship with Ministers' Offices, and how the Government Relations Unit can assist the team with its work. A copy of the presentation is attached in the [Appendix](#).

In addition to this, on 8 June 2021, s9(2)(a) her manager travelled to Wellington to expand their understanding of the political context in which Kāinga Ora operates and their obligations as public servants. This included meeting with the Government Relations team and representatives from the responsible Ministers' Offices, as well as attending a Select Committee hearing and session of Parliament.

An email – which had already been planned as part of Kāinga Ora internal communications – was sent to all Kāinga Ora people on 11 November 2021 (see [Appendix “ Expressing a personal view”](#)) to remind them about adhering to the Public Service Commission Standards of Integrity and Conduct.

Change to processes and guidance

The article was published in May 2020 and concerns about the article first arose in June 2021. Since the publishing of the article, the management structure of the team responsible for approving the article changed substantially to reflect the new organisation. There is now a more robust management structure across the organisation to ensure better decision making in line with the responsibilities of Kāinga Ora.

In relation to approval of the content of advertising material for publishing, the standard process for this has changed. Articles are now assessed for risk and complexity and if there are any potential issues raised, consultation is undertaken with the Director Marketing, External Communications team, and Government Relations team. The part of the business that was previously HLC (now Urban Development and Delivery, Commercial, and Urban Planning and Design business groups) is now better connected with other parts of the business that can provide support and guidance on matters like these.

Appendices

Timeline

Date	Event	Reference in this document
1 October 2019	Establishment of Kāinga Ora – Kiwibuild, Housing New Zealand and HLC	
28 February 2020	First case of Covid-19 reported in NZ	
23 March 2020	Covid-19 Lockdown (Level 3 on 23 March, Level 4 on 25 March)	
11 May 2020	s9(2)(a), Senior Communications Advisor, (known then as s9(2)(a)) contacted Arena Williams on Facebook to propose a story, which would be used to promote large-scale developments and support sales of affordable and market homes at Hobsonville Point. Arena was a neighbour s9(2)(a) at the time and a Facebook friend.	May 11 2020
13 May 2020	Move from Covid-19 Level 3 to Level 2	
14 May 2020	Arena Williams disclosed she was considering standing as a Labour candidate in the next election (over the phone) and indicated hesitancy in a story. Arena seemed comfortable with Kāinga Ora making the call on her involvement.	May 14 2020
15 May 2020	This was a phone call between s9(2)(a) who was the facilitator of the OneRoof content plan, and her manager, s9(2)(a). The discussion noted that they had no information that confirmed Arena standing outright and they weren't even aware of which electorate she was intending on standing in, and had no information around the timing of any possible announcement s9(2)(a) agreed that there was no possible information they could disclose in the story, in addition to determining it was irrelevant to the story, which was about the Hobsonville community.	May 15 2020

18 May 2020	Freelance writer interviewed Arena Williams and then sent Arena a copy for approval.	
19 May 2020	s9(2)(a), Acting General Manager Marketing and Communications (HLC) received and approved draft from freelance writer. The last paragraph included reference to Arena's intention to stand as a Labour candidate. s9(2) removed this reference as her and s9(2)(a) previously determined it was not relevant to the story.	May 22 2020
22 May 2020	Story sent to Oneroo for loading	
27 May 2020	Story published on 'our new Auckland' hub	
29 May 2020	Arena announced as labour candidate for Manurewa (this date was not known by Kāinga Ora at any time).	
8 June 2020	Move to Covid-19 Alert Level 1	
8 June 2020	Election Guidance sent to executive team by Rachel Kelly, Manager Government Relations. Story put on intranet with FAQs.	Email from Rachel Kelly to Executive Team re pre-election guidance
18 June 2020	Arena Williams called s9(2)(a) Facebook to ask for the freelance writer's contact details as she needed to confirm some detail and had forgotten the name of the writer. This was a very short call, in s9(2)(a) simply told her she'd pass on the details of the freelance writer.	
19 June 2020	Pre-election period started. Email sent to all Kāinga Ora people to advise it marked the first day of the election period and referred them to guidance on the Kāinga Ora intranet.	Leadership Update email to all Kāinga Ora people, including "General Election". 19 June 2020
12 August 2020	Internal communications team asked to include reminder about election protocol in upcoming Leaders Updates	
17 August 2020	Election Day re-schedule announced	
9 September 2020	Government Relations asked internal comms for a repeat of the intranet story on pre-election guidance with updates to dates and referring to new Public Service Commission. Internal comms to update the original story and do a push in the Leaders Update. Republished 10 September.	Frequently Asked Questions – 2020 Election (pulled from Kāinga Ora intranet)
19 September 2020	Election original scheduled date	
28 September 2020	Republish story on pre-election guidance	
September 2020	Shaping Kāinga Ora – decision Changes to reporting lines Place-based approach	
17 October 2020	Election Day	

Date	Event	Reference in this document
14 May 2021	Presentation to UDD and UPD teams. “Overview of Government Relations presentation”	Presentation from the Government Relations team – 14 May 2021
19 June 2021	Ad Hoc Briefing, “Advertising our homes for sale” to Minister of Housing regarding Hobsonville Point and similar advertising	
23 June 2021	Oral Parliamentary Question – Nicola Willis to Minister of Housing regarding OneRoof advertising	
23 June 2021 (pm)	Iain Duncan email exchange. Iain asked who Arena disclosed possibility of standing and who was involved in internal discussion. s9(2)(a) advised that she had discussed with s9(2)(a) (General Manager of Marketing and Communications at the time). Also discussed including other participants in the story.	
29 June 2021	OIA from Nicola Willis requesting the NZME advertising agreement. Response sent 24 August 2021.	
24 June 2021	OIA from s9(2)(a) information about the Hobsonville Point article (featuring Arena Williams). Response sent 5 August 2021.	
28 June 2021	OIA from s9(2)(a), reporter requesting NZME advertising agreement and associated correspondence. Response sent 23 August 2021.	
17 June 2021	WPQs from Nicola Willis to Minister of Housing regarding OneRoof advertising and Hobsonville Point article about Kāinga Ora control over the creation and publishing on OneRoof. The questions also asked about the Minister’s awareness of OneRoof and the article. Replies sent to Minister’s Office 22 June 2021. 25371-25376, 25394, 25397, 25400, 25401, 25404-25409	
29 June 2021	Nicola Willis complaint to Advertising Standards Authority	
30 June 2021	WPQs from Nicola Willis regarding the NZME contract and the procurement process. Response sent to Minister’s Office 2 July 2021. 27393, 27395	

2 July 2021	Teams meeting – internal discussion of OneRoof “activity”	
2 August 2021	s9(2)(a) OIA – draft response to Minister’s Office	
4 August 2021	David Durie forwarded an email from Ben Cunliffe (Ministerial Advisor to Minister Woods) – advising that emails in the response did not meet the Minister's expectations. Al Witcombe, Director Governance, forwarded the email to Rowan Macrae, copied to Sarah Butler and Nita McFadzean.	
5 August 2021	OIA response to s9(2)(a)	Response to OIA request from s9(2)(a) of 24 June 2021
9 November 2021	WPQs from Nicola Willis asking about advertising spending and build partner contributions. Replies sent to Minister’s Office 11 November	
11 November 2021	OPQ (2) Nicola Willis and Brooke van der Velden about the use of political candidates in advertising and actions taken.	
11 November 2021	Minister’s Office request for information	
19 November 2021	PSC letter received about investigation into disclosure of sponsored article	

Media Statements

To Tova O'Brien, Political Editor, NewsHub, 10 November 2021

Please attribute the statement to a Kāinga Ora spokesperson:

The story that ran on One Roof was very clearly about community work at Hobsonville Point. It featured a Hobsonville Point resident who was involved in the work. Kāinga Ora made this clear in its response to an OIA from Newshub on the subject.

In the latter stages of the story being put together Kāinga Ora was made aware of the fact that one of the story's main interviewees was potentially going to be a political candidate. A Kāinga Ora staff member made a personal judgement call that as the story was about a Hobsonville Point community response to helping out Hobsonville Point residents, this did not matter. The story clearly has no political reference or bias.

Kāinga Ora takes its responsibility regarding political neutrality seriously. The article was written and published prior to Arena William's candidacy being announced. However, as a result of this matter, to make sure Kāinga Ora maintains its neutral position as a government agency under the Public Service Code of Conduct, the relevant staff were reminded to check with senior management to ensure all the necessary steps are taken to fulfil those obligations.

To Jem Traylen, Reporter, Business Desk, 10 November 2021

Note: a revision to this statement was sent to Jem on Traylen on 11 November – see next statement

The story that ran on One Roof (in May 2020) was very clearly about community work at Hobsonville Point. It featured a Hobsonville Point resident who was involved in the work. Kāinga Ora made this clear in its response to an OIA from Newshub on the subject (in June 2021)

In the latter stages of the story being put together, Kāinga Ora was made aware of the fact that one of the story's main interviewees was potentially going to be a political candidate. A Kāinga Ora staff member made a personal judgement call that as the story was about a Hobsonville Point community response to helping out Hobsonville Point residents this did not matter. The story clearly has no political reference or bias.

Kāinga Ora takes its responsibility regarding political neutrality seriously. The article was written and published prior to Arena William's candidacy being announced. However, as a result of this matter, to make sure Kāinga Ora maintains its neutral position as a government agency under the Public Service Code of Conduct, the relevant staff were reminded to check with senior management to ensure all the necessary steps are taken to fulfil those obligations.

To Jem Traylen, Reporter, Business Desk, 11 November 2021

To be attributed to Andrew McKenzie, Chief Executive, Kāinga Ora – Homes and Communities

Kāinga Ora takes its responsibility regarding political neutrality seriously. Our employees are made aware of their responsibility to be politically impartial when they start with us and are reminded of these obligations from time to time as appropriate.

While the article in question was politically neutral, one of our people made a personal judgement call that the story was about a Hobsonville Point community response and was being published prior to Arena William's candidacy being announced. This situation should have been handled better, and as Kāinga Ora takes its responsibilities around political neutrality very seriously, the employees involved were reminded about their obligations under the Public Service Code of Conduct.

This was done via an in person meeting with the employees. In addition targeted training was given to this team in person by the Government Relations Manager and information on the Public Service Act provided.

Everyone involved, and Kāinga Ora has learnt from this to prevent these types of situations from happening again. Kāinga Ora is confident that our employees uphold the Public Service Commission's standards of integrity and conduct and that we maintain political neutrality.

To Henry Cooke, Political Reporter, Stuff, 12 November 2021

Kāinga Ora welcomes the decision today by the Public Service Commissioner. We will be fully cooperating with the process. We are unable to provide any further information until after the Commissioner's work is completed.

Internal Documents

Response to OIA request from s9(2)(a) of 24 June 2021

5 August 2021

s9(2)(a)

Parliamentary Communications, Research, and Policy Advisor
Office of Nicola Willis MP
joshua.smith@parliament.govt.nz

Dear s9(2)(a)

Thank you for your email of 24 June 2021 requesting the following information under the Official Information Act 1982 (the Act):

- *All communication between Kāinga Ora (and its agents and subsidiaries) and Arena Williams in April and May 2020*
- *All communications sent and received by Kāinga Ora officials and contractors (and those of its agents and subsidiaries) relating to the article "[How Hobsonville Pt's community spirit became an antidote to Covid-19](#)". This includes any meeting notes, agenda items, txt messages etc.*
- *All communication between Kāinga Ora officials and contractors (and those of its agents and subsidiaries), and Hon Dr Megan Woods and her staff, relating to the article "[How Hobsonville Pt's community spirit became an antidote to Covid-19](#)"*

Where information is withheld, I request you provide the title and date of the communication/document withheld, the reason for refusal and the grounds in support of that reason.

Please find attached the information requested. Some information has been withheld under section 9(2)(a) of the Act to 'protect the privacy of natural persons'. The withheld information includes personal details and information relating to other people approached to be involved in the story.

Kāinga Ora takes its responsibility regarding political neutrality seriously. The article was written and published prior to Arena William's candidacy being announced. The information being provided shows that Arena Williams was approached to take part in the article because of her involvement in the community and Kāinga Ora only became aware of her potential candidacy during the writing process. Kāinga Ora chose to not include any reference to the potential candidacy in the final article to ensure political neutrality.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Yours sincerely



Nick Maling
General Manager National Services

From: [redacted]
Subject: Re: Urban Development Media Coverage Report - 8 May 2020
Date: Tuesday, 12 May 2020 9:45:43 AM
Attachments: [image001.png](#)
[image0.png](#)

Haven't quite got Arena over the line but hopefully she comes back to me soon with a contact. [redacted] her husband, on the HPRS committee)



Sent from my iPhone

On 12/05/2020, at 9:04 AM, [redacted] > wrote:

Oh wow, how lovely. Fingers crossed Arena's open to it or can connect us.

Re The Front Step Project - I think this would make a lovely Facebook post with a few select pics, with the permission of participants. If you're keen let me know & I'll contact [redacted].

On Mon, May 11, 2020 at 11:00 AM [redacted] wrote:

This is great content – thanks heaps for sharing!

If you don't mind contacting her first to check seeing as you have the relationship that would be awesome.

[redacted] below. [redacted] make contact first to see if she is happy for us to contact her.

[redacted]

From: [redacted]
Sent: Monday, 11 May 2020 10:45 a.m.
To: [redacted]
Subject: Re: Urban Development Media Coverage Report - 8 May 2020

I just saw this post from Arena too which summarises it nicely (this is from her personal page, I added her as a friend before lockdown) - do you want me to flick her a note to ask if one of our team can get in touch with her? I also think this could be a cool story for NZME depending on how it turns out.

Also, loads of people in the are are taking part in the #frontstepsproject (my family included!) i wonder if there's a really cool future opportunity for these pics to become fence banners or something.

<image001.png>

Sent from my iPhone

On 8/05/2020, at 6:32 PM, s9(2)(a) wrote:

s9(2)(a)

Hope you've had a great week!

The other day on one of our zoom catch ups you mentioned there were some nice neighbourly engagements happening around HP where people were dropping off activity packs (?) in to letter boxes as well as reaching out to elderly neighbours? I thought this would be a great story to include in an HP edm. Was the Residents' society behind it/have any involvement do you know?

Have a great weekend!

s9(2)(a)

From: s9(2)(a)
Sent: Friday, 8 May 2020 1:40 p.m.
Subject: Urban Development Media Coverage Report - 8 May 2020

Good afternoon,

Here is today's media report:

<https://app.mediaportal.com/#/custom-report/9d6d5455-4e7f-42b7-bcc2-a774be1fb099>

Ngā mihi,

s9(2)(a)

<image001.jpg>

s9(2)(a)

Senior
Communications
Advisor
Urban
Development - Delivery

Mobile: s9(2)(a)

Email:

s9(2)(a)

Mainline: s9(2)(a) | Kāinga Ora - Homes and
Communities

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s9(2)(a)

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s9(2)(a)

al form ti

From: [REDACTED]
To: [REDACTED]
Subject: Re: Urban Development Media Coverage Report - 8 May 2020
Date: Friday, 15 May 2020 4:14:03 PM
Attachments: [image001.png](#)

Thanks so [REDACTED], this is great. Our writer [REDACTED] briefed on all of this and will be in touch with Arena (thanks for the heads up re: pronunciation - I would have definitely busted out the stadium version!)

On Fri, May 15, 2020 at 11:37 AM [REDACTED]:

I've convinced Arena that it's all good to call her, and we'll bulk up the story with one more interview subject if that's ok - I'll get hold of [REDACTED] and come back to you with contact details for that asap.

Arena is happy to take a call today. Also, FYI her name isn't pronounced like the word meaning stadium, it's the Maori pronunciation Arana with emphasis on the first syllable = AH-rana. Learned that the awkward way!

Her number is [REDACTED]

Have also promised we'll let her look at the draft if that's ok, especially considering we're likely earmarking this for NZME too. She's understandably nervous about people perceiving this as her electioneering ahead of her campaign announcement. But I think having another interview subject will balance it out as a good news story about a bunch of local community members starting a grassroots movement, and obviously all the questions won't have any political framing anyway, we can just act as though we don't know anything!

T

From: [REDACTED]
To: [REDACTED]
Subject: RE: Urban Development Media Coverage Report - 8 May 2020

[REDACTED] She was worried that putting herself out there in the media might suddenly seem like she's helping coordinate some publicity for herself. I assured her it wasn't a problem in my view and we could proceed as though we didn't know about her impending announcement. In my view it is very apparent to anyone in the community that she was very much involved in this work, but also I told her I would understand if she wanted to keep her powder dry. She said she'd love to talk about this work, and how covid was really just the start of a really cool grassroots community movement that continues to gain momentum, and she just wanted to let me know in the interests of full disclosure.

I can go down the track of getting [REDACTED] details, but I wonder if we still progress this with her, maybe get some quotes from both her and [REDACTED] to "balance it"?

And if we can promise to show her the copy for approval, she might get some additional comfort from that.

What do you think?

From: [REDACTED]
To: [REDACTED]
Subject: Re: Urban Development Media Coverage Report - 8 May 2020

Lovely, thanks!

On Thu, May 14, 2020 at 3:28 [REDACTED]:

Good reminder, she never got back to me! Will check now and ask for [REDACTED] details instead, if that's her preference.

From: [REDACTED]
To: [REDACTED]
Subject: Re: Urban Development Media Coverage Report - 8 May 2020

Hi team

Any joy getting Arena over the line for the community story? If not, could we speak to [REDACTED]?

Our writer will need to make a start making calls tomorrow or Monday at the latest if we're going to get the EDM out next week.

Thanks

[REDACTED]

On Tue, May 12, 2020 at 9:59 [REDACTED] wrote:

You've got my permission when we get ours done tomorrow ☺

From: [REDACTED]
To: [REDACTED]
Subject: RE: Urban Development Media Coverage Report - 8 May 2020

Definitely keen. Thank [REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Re: Urban Development Media Coverage Report - 8 May 2020

Oh wow, how lovely. Fingers crossed Arena's open to it or can connect us.

Re: The Front Step Project - I think this would make a lovely Facebook post with a few select pics, with the permission of participants. If you're keen let me know & I'll contact [REDACTED]

On Mon, May 11, 2020 at 11:00 AM [REDACTED] wrote:

This is great content - thanks heaps for sharing!

If you don't mind contacting her first to check seeing as you have the relationship that would be awesome.

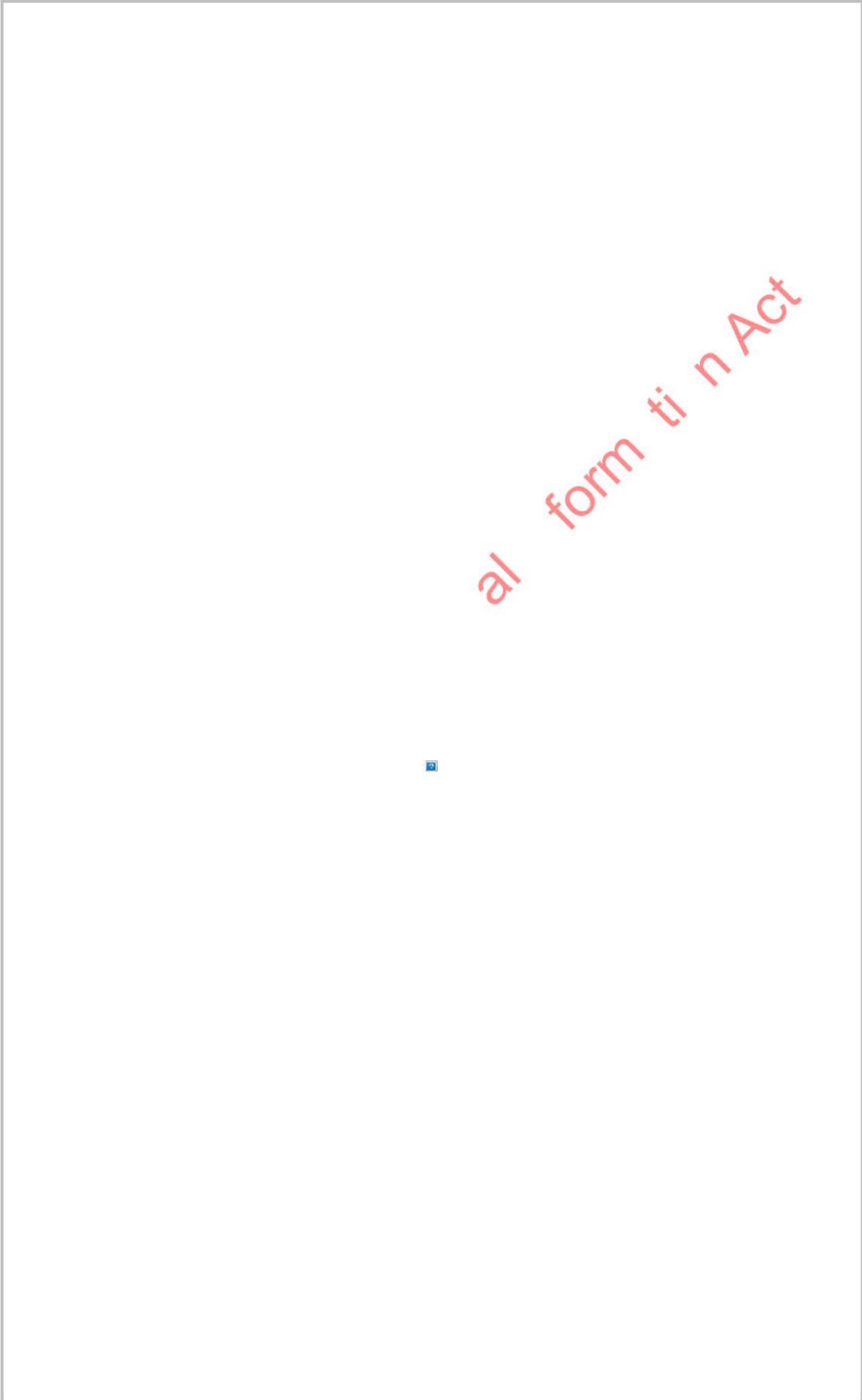
[REDACTED] see below [REDACTED] will make contact first to see if she is happy for us to contact her.

[REDACTED]

[REDACTED]

I just saw this post from Arena too which summarises it nicely (this is from her personal page, I added her as a friend before lockdown) - do you want me to flick her a note to ask if one of our team can get in touch with her? I also think this could be a cool story for NZME depending on how it turns out

Also, loads of people in the area are taking part in the #frontstepsproject (my family included!) i wonder if there's a really cool future opportunity for these pics to become fence banners or something



Sent from my iPhone

On 8/05/2020, at 6:32 [REDACTED] wrote:

[REDACTED]

Hope you've had a great week!

The other day on one of our zoom catch ups you mentioned there were some nice neighbourly engagements happening around HP where people were dropping off activity packs (?) in to letter boxes as well as reaching out to elderly neighbours? I thought this would be a great story to include in an HP edm Was the Residents' society behind it/have any involvement do you know?

Have a great weekend!

[REDACTED]

[REDACTED] 2020 1:40 p.m.
Subject: Urban Development Media Coverage Report - 8 May 2020

Good afternoon,

Here is today's media report:

<https://app.mediaportal.com/#/custom-report/9d6d5455-4e7f-42b7-bcc2-a774be1fb099>

Ngā mihi,

[REDACTED]

<image001.jpg>

[REDACTED]

Senior Communications Advisor
Urban Development - Delivery

Mobile: [REDACTED]

[REDACTED]
(a)

Mainline: (09) 261 5054 | Kāinga Ora - Homes and Communities
PO BOX 84143 Westgate | New Zealand Government | www.kaingaora.govt.nz

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--

[REDACTED] [REDACTED]
Lion's Share lionsshare.co.nz

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--

[REDACTED] [REDACTED]
Lion's Share lionsshare.co.nz

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--

[REDACTED] [REDACTED]
Lion's Share lionsshare.co.nz

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--

[REDACTED] [REDACTED]
Lion's Share lionsshare.co.nz

From: s9(2)(a)
Subject: Re: Urgent-ish - Arena Williams | Front Steps Project etc
Date: Monday, 18 May 2020 5:49:39 PM

All sorted s9(2)(a) thanks for following up. All good re Arena, we discussed those issues – done. Yay!

Cheers



On Mon, 18 May 2020 at 15:46, s9(2)(a) > wrote:

s9(2)(a),

Just touching base to check you got hold of everyone you needed for the story? Let me know if I still need to do any chasing!

Also, I promised Arena she could take a look at the copy too (presuming you end up interviewing her) so please factor that into your deadline. She's a little nervous as there are some sensitivities around her impending political announcement and doesn't want any story to be seen as campaigning.

s9(2)

From: s9(2)(a) >
Sent: Monday, 18 May 2020 11:08 AM
To: s9(2)(a) >
Subject: Re: Urgent-ish - Arena Williams | Front Steps Project etc

Ooh, s9(2)(a) sounds like a great contact. Will call s9(2)(a) now, and hopefully Arena will get back to me soon. :-)

Cheers



On Mon, 18 May 2020 at 11:00, s9(2)(a) wrote:

Oh and if you think you need a third person to fill out any detail in the story, s9(2)(a)

[Redacted text block containing several lines of greyed-out content]

s 9(2)(a)

Cheers

s9(2)

From: s9(2)(a)

Sent: Monday, 18 May 2020 10:56 AM

To: s9(2)(a)

Subject: RE: Urgent-ish - Arena Williams | Front Steps Project etc

No worries. She's a little nervous at the prospect of being the HPGR 'spokesperson' – she just volunteered to help, so Arena should have more of the background on how it all came together. s 9(2)(a)

From: s9(2)(a)

Sent: Monday, 18 May 2020 10:50 AM

To: s9(2)(a)

Subject: Re: Urgent-ish - Arena Williams | Front Steps Project etc

Woohoo! Just on the phone to Salash Deli ... will do. Thanks very much s9(2)

Cheers



s9(2)(a)

Lion's Share

s 9(2)(a)

lionsshare.co.nz

On Mon, 18 May 2020 at 10:49, s9(2)(a) > wrote:

s 9(2)(a)

s 9(2)(a)

From: s9(2)(a) >

Sent: Monday, 18 May 2020 10:38 AM

To: s9(2)(a) >

Subject: Re: Urgent-ish - Arena Williams | Front Steps Project etc

s9(2)(a) you're a marvel. Thank you!

Cheers



s9(2)(a)
Lion's Share

s 9(2)(a)
lionsshare.co.nz

On Mon, 18 May 2020 at 10:38, s9(2)(a) >
wrote:

s9(2)(a)

I will text her now. Also, her email is s 9(2)(a) . s 9(2)(a)

[Redacted text]

I think I might try s 9(2)(a) as our second interviewee – s 9(2)(a)

[Redacted text]

Cheers

s9(2)

From s [Redacted] .co.nz>
Sent: Monday, 18 May 2020 10:31 AM
To: s9(2)(a) .govt.nz>
Subject: Urgent-ish - Arena Williams | Front Steps Project etc

Kia s9(2)(a)

I've been trying to get hold of Arena to interview her about her FB page, the Front Steps Project and other initiatives for the upcoming online newsletter. No luck. I've called a few times and messaged her but don't have an email - and I can't text (as she requests in her phone message) as I'm in rural Matakana with no cell reception! Any chance you can try texting her? My home number is s 9(2)(a)

Also trying to contact s 9(2)(a) but time is running out - deadline is Wednesday. Any other ideas?

Nga mihi



s9(2)(a)
Lion's Share

s 9(2)(a)
lionsshare.co.nz

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From: s9(2)(a)
To: [Redacted]
Subject: Fwd: Arena Williams article / pics
Date: Tuesday, 19 May 2020 7:06:14 PM
Attachments: [HPGR FINAL.docx](#)
[ArenaBoxesMotion.jpg](#)
[ArenaFamFrontSteps.jpg](#)
[ArenaPackingBoxes.jpg](#)

Sorry, here tis

----- Forwarded message -----

From: s9(2)(a)
Date: Tue, May 19, 2020 at 3:46 PM
Subject: Arena Williams article / pics
To: s9(2)(a)

s9(2)(a) see what you think of this...

Feels hard to cut it down for me, but if it does need to be smaller, or given paragraph headlines, let me know!

Pics attached too.

She has signed off on it.

Cheers



s9(2)(a)
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s 9(2)(a)
lionsshare.co.nz

--



s9(2)(a)
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s 9(2)(a)
lionsshare.co.nz



al form ti

help-it.
ASTM level 2
face mask
general purpose
ear loop

TEACH STICKERS
over 300 stickers

Jumbo Scrapbook
eenymeeny





From: s9(2)(a)
To: s9(2)(a)
Cc: [Ellen Williams](#)
Subject: RE: Arena Williams article / pics
Date: Tuesday, 19 May 2020 7:02:48 PM

Oh how interesting, perhaps I misread her reticence! Or perhaps she was just interested in giving me full disclosure and leaving it up to us. I had assured her that we were fine and the story would be geared towards her community work – so perhaps pull out the last paragraph. We're getting close to the pre-election period where it's stipulated that: The neutrality of the public service and other agencies in the state sector must be protected throughout the pre-election period.

So, while it's technically safe to publish now, removing the last para does keep us in the safe neutral space, especially as most people won't know about these rules.

And sorry, I didn't realise there were two stories being drafted on all the community activity, had assumed this was being bundled together with Front Steps Project and the other community engagement stuff. Will leave the insertion of any comment from s9(2)(a) in your court.

Cheers

s9(2)

From: s9(2)(a)
Sent: Tuesday, 19 May 2020 6:13 PM
To: s9(2)(a)
Cc: s9(2)(a)
Subject: Re: Arena Williams article / pics

PS - I know you both said to me that Arena was leery of being seen to be campaigning and I was open with her about this - [REDACTED]

[REDACTED] But if you mean that Kainga Ora would rather not be seen to be leaning either way, that's another matter and I'm happy to explain that to her and take it out and I'm sure she'd be fine with that. Mind you, with recent polling... I'm sure no one would be surprised, ha ha.

PS article actually attached now. :-)

Cheers



s9(2)(a) [REDACTED]
Lion's Share lionsshare.co.nz

On Tue, 19 May 2020 at 18:07, s9(2)(a) [REDACTED] > wrote:

[REDACTED]

[REDACTED]

s9(2)(a) can you resend the attachment?

Without reading, yes please do remove any mention of her labour candidacy from this - it keeps Kāinga ora's powder dry too! s9(2)(a)

Sent from my iPhone

On 19/05/2020, at 5:06 PM, s9(2)(a) wrote:

s9(2)(a) What a powerhouse of a woman Arena is! It's great, but I wonder if we need a quote from one or two other participants (e.g. s9(2)(a) so it doesn't seem too much like the Arena Show? Although really that was more Arena's concern than ours, so if she's signed off on it, I think we're probably good to go. Though perhaps it might be best to drop the mention of her candidacy, so it doesn't come across as campaigning.

s9(2)(a) do you have any thoughts on this? (this is the story for the HP website/Facebook/newsletter, not NZME)

On Tue, May 19, 2020 at 3:46 PM s9(2)(a)

s9(2)(a) wrote:

s9(2)(a) see what you think of this...

Feels hard to cut it down for me, but if it does need to be smaller, or given paragraph headlines, let me know!

Pics attached too.

She has signed off on it.

Cheers



s9(2)(a)
Lion's Share

s 9(2)(a)
lionsshare.co.nz



s9(2)(a)
Lion's Share

s 9(2)(a)
lionsshare.co.nz

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Please consider the environment before printing this email.

From: s9(2)(a)
To: [redacted]
Subject: Re: Arena Williams article / pics
Date: Wednesday, 20 May 2020 9:08:29 AM
Attachments: [ArenaPackingBoxes.jpg](#)
[ArenaFamFrontSteps.jpg](#)

Yes, got a couple of great ones - attached. Have sent s9(2)(a) and also asked who took it for a photo credit. Waiting to hear.

Cheers



On Wed, 20 May 2020 at 09:05, s9(2)(a) <[redacted].nz> wrote:

s9(2)(a)

Did Arena also share a suitable pic? I know she got a lovely one taken as part of the Front Steps project.

T

From: s9(2)(a)
Sent: Tuesday, 19 May 2020 8:37 p.m.
To: s9(2)(a)
Cc: s9(2)(a)
Subject: Re: Arena Williams article / pics

OK – consider it done, and I'll talk to s 9(2)(a) tmrw.

Cheers



On Tue, 19 May 2020 at 19:16, s9(2)(a) <[redacted]> wrote:

Oh, whoops - somehow missed the rest of the chain, sorry!

Ok, let's remove the bit about her candidacy. Might be worth adding a quote from s 9(2)(a) specifically about her involvement in the HPGR group s 9(2)(a)

s9(2)(a) after speaking with s 9(2)(a) and others, s9(2)(a) felt like the Front Step Project warranted its own story. I think it'll work really nicely as a Facebook post showcasing some of the best images. But we could also potentially look at including it as another example in the NZME story.

On Tue, May 19, 2020 at 7:05 PM s9(2)(a) <[redacted]> wrote:

Sorry, here tis

----- Forwarded message -----

From: s9(2)(a)
Date: Tue, May 19, 2020 at 3:46 PM
Subject: Arena Williams article / pics
To: s9(2)(a)

s9(2)(a) see what you think of this...

Feels hard to cut it down for me, but if it does need to be smaller, or given paragraph headlines, let me know!

Pics attached too.

She has signed off on it.

Cheers

 s9(2)(a) s 9(2)(a)
Lion's Share lionsshare.co.nz

--

 s9(2)(a) s 9(2)(a)
Lion's Share lionsshare.co.nz

--

 s9(2)(a) s 9(2)(a)
Lion's Share lionsshare.co.nz

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From: s9(2)(a)
To:
Cc:
Subject: Sponsored story - Lockdown brings out the best in Hobsonville Point locals
Date: Friday, 22 May 2020 12:56:49 PM
Attachments: [ArenaBoxesMotion.jpg](#)
[ArenaFamFrontSteps.jpg](#)
[image003.jpg](#)
[DRAFT Lockdown brings out the best in Hobsonville Point locals NZME copy.docx](#)

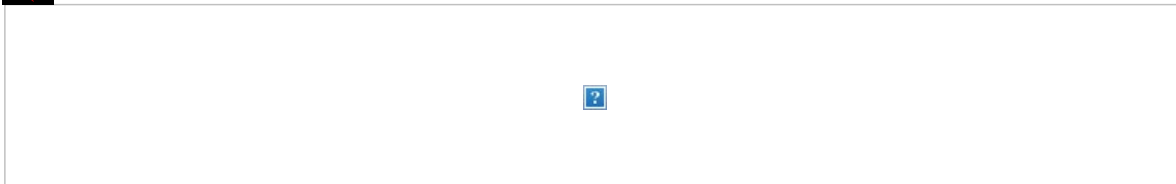
s9(2)

It's been a slog, but here's a story! Attached. And attached a couple of pictures to go with it too.

Let me know if you need anything else on this.

Cheers

s9(2)



s9(2)(a)

Senior Communications Advisor
Urban Development - Delivery

Mobile: s 9(2)(a)

Email s9(2)(a).nz

Mainline: s9(2)(a) | Kāinga Ora - Homes and Communities

PO BOX 84143 Westgate | New Zealand Government | www.kaingaora.govt.nz

al form ti

From: s9(2)(a)
To: [Redacted]
Cc: [Redacted]
Subject: RE: Sponsored story - Lockdown brings out the best in Hobsonville Point locals
Date: Monday, 25 May 2020 2:29:28 PM
Attachments: [ArenaFamFrontSteps.jpg](#)
[image001.png](#)
[image002.jpg](#)
[ArenaPackingBoxes.jpg](#)
[UDG20 - Hobsonville community TL edits.docx](#)

s9(2)

Attached are some photos and a couple of minor edits to the article. I know my draft called them 'friends' who got together, but on reflection I think the emphasis should be on the fact that these are just good neighbours who wanted to do this for the community rather than by virtue of being friends – the friendship is a by-product of the neighbourly spirit, if that makes sense.

Captions for photos:

- **Arena Williams packs home-schooling kits for Hobsonville Point families with young children.**
- **Hobsonville Point resident Arena Williams, with her partner s9(2)(a) and their two children.**

Hope that works for you!

And I've got one more story that's being tidied up/approved internally now...

Cheers

s9(2)

From: s9(2)(a)
Sent: Monday, 25 May 2020 2:15 PM
To: s9(2)(a)
Cc: s9(2)(a)
Subject: RE: Sponsored story - Lockdown brings out the best in Hobsonville Point locals

s9(2)

s9(2) subbed your article for you.. let me know if its all good to go and I can load this up ASAP.

Also, do you have any images handy?

Thanks,

s9(2)

) (a)

COMMERCIAL PROJECT AND OPERATIONS MANAGER - TEAM ORANGE

D s 9(2)(a) M: s 9(2)

E s9(2)(a)



From: s9(2)(a)

Sent: Friday, 22 May 2020 12:57 PM

To: s9(2)(a) <[Redacted]@nzme.co.nz>

Cc: s9(2)(a) <[Redacted]@nzme.co.nz>

Subject: Sponsored story - Lockdown brings out the best in Hobsonville Point locals

s9(2)

It's been a slog, but here's a story! Attached. And attached a couple of pictures to go with it too.

Let me know if you need anything else on this.

Cheers

s9(2)



s9(2)(a)

Senior Communications Advisor
Urban Development - Delivery

Mobile: s 9(2)(a)

Email: s9(2)(a)

Mainline: (09) 261 5054 | Kāinga Ora - Homes and Communities

PO BOX 84143 Westgate | New Zealand Government | www.kaingaora.govt.nz

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al form ti

From: s9(2)(a)
To: [redacted]
Cc: [redacted]
Subject: RE: Sponsored story - Lockdown brings out the best in Hobsonville Point locals
Date: Tuesday, 26 May 2020 12:58:57 PM
Attachments: [image001.png](#)
[image002.jpg](#)

s9(2)(a), appreciate the speedy fix!
And that's a question for s9(2)(a) let her respond to the ad loading.
Cheers

s9(2)(a)

From: s9(2)(a)
Sent: Tuesday, 26 May 2020 12:58 PM
To: s9(2)(a)
Cc: s9(2)(a)
Subject: RE: Sponsored story - Lockdown brings out the best in Hobsonville Point locals
Ok I think I've fixed it all. Now, what digital ads do you want me to use for this article?
<https://www.oneroof.co.nz/news/37953>

s9(2)(a)
COMMERCIAL PROJECT AND OPERATIONS MANAGER - TEAM ORANGE
D: s 9(2) M: s 9(2)
E: s9(2)(a)

From: s9(2)(a)
Sent: Tuesday, 26 May 2020 12:49 PM
To: s9(2)(a)
Cc: s9(2)(a)
Subject: RE: Sponsored story - Lockdown brings out the best in Hobsonville Point locals

s9(2)
Thanks for getting the story up so quickly. Can we get someone in your team to run through the article and add some spaces to the text? I think every line has at least two words where the space has been deleted, which I know is an issue when you convert the word docs into the website. <https://www.oneroof.co.nz/news/an-antidote-to-the-virus-37953>
Let me know if I should continue to supply copy in word or if you would prefer a different format to alleviate this issue!
Cheers

s9(2)

From: s [redacted] .co.nz>
Sent: Monday, 25 May 2020 2:15 PM
To: s9(2)(a) [redacted] @kaingaora.govt.nz>
Cc: s9(2)(a) [redacted] zme.co.nz>
Subject: RE: Sponsored story - Lockdown brings out the best in Hobsonville Point locals

s9(2)
s9(2) subbed your article for you.. let me know if its all good to go and I can load this up ASAP.
Also, do you have any images handy?

Thanks,

s9(2)(a)

COMMERCIAL PROJECT AND OPERATIONS MANAGER - TEAM ORANGE
D: s 9(2) M: s 9(2)
E: (s9(2)(a) @nz) s9(2)(a)

From: s9(2)(a)
Sent: Friday, 22 May 2020 12:57 PM
To: s9(2)(a) >
Cc: s9(2)(a)
Subject: Sponsored story - Lockdown brings out the best in Hobsonville Point locals

s9(2)
It's been a slog, but here's a story! Attached. And attached a couple of pictures to go with it too.
Let me know if you need anything else on this.

Cheers

s9(2)



s9(2)(a)

Senior Communications Advisor
Urban Development - Delivery

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Email: s9(2)(a)

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Arena Williams



11/05/2020, 11:18

Morena Arena! Hope you and your family are keeping well. I spotted your Facebook post (great #FrontSteps pic! We've booked ours for Wednesday) and it really summed up what a cool community we have here, and the incredible effort that went into keeping everyone connected when it could have been easier for everyone to isolate mentally as well as physically. The Hobsonville Point Development team would love to get in touch with you to do a story on this, probably for the Hobsonville Point website but maybe even to send to NZ Herald/OneRoof? We have a relationship with NZME and can put out "sponsored" stories. (Like advertorial but written by news writers and you can approve copy etc). Let me know if you'd be interested in helping out and I'll connect you with the team 😊

Hmmhmmhmmhmmhmmmm I'm VERY keen to promote HP (I'm a total HP cheerleader any time, not just now) but let me talk to Max and get back to you!

s 9(2)(a)

But I'll come back to ya later!

all good, totally understand and very happy for you to forward on to whoever is best placed. I'm a total cheerleader for our neighbourhood too and am forever nudging my colleagues to highlight some of this stuff proactively so the media shares some of this great news instead of making headlines around washing lines. talk soon 😊

14/05/2020, 15:32

Hiya, hope you're well! Just touching base on this - can I sway your interest in an interview on this? Or if you think s 9(2)(a) are a better fit to talk to the community's Covid mobilisation that's cool too, just let me know (or even better, any introductions/ contact details would be hugely appreciated before I do some casual Facebook stalking!) also I see s 9(2)(a) was possibly involved? s 9(2)(a)

s 9(2)(a)

Can you call me on s 9(2)(a) for a quick chat? Just watching the budget eg procrastinating

15/05/2020, 11:07



Can you call me on s 9(2)(a) for a quick chat? Just watching the budget eg procrastinating

15/05/2020, 11:07

Hiya! Our GM reckons there are no big red flags if we interview you for this story - we'll also bulk it up with interviews with s 9(2)(a) too so I'll get onto contacting them. And happy to let you take a look at the draft too. Our view is that whatever political announcements may follow don't have any bearing on the significant work you've done for HP as a community member. And we're well in advance of the election blackout period too so it's still BAU good community stories worth sharing. Hope that sounds ok! 👍



Ok neat! I'll look out for a call or email from a writer then?

Thank you! I'll pass on your number. I think they're keen to call today or this weekend 😊

Donna Jennings

From: s9(2)(a)
Sent: Wednesday, 23 June 2021 1:45 PM
To: EXT Iain Duncan; GRU Jobs; Rachel Kelly; Don Badman; s9(2)(a)
Subject: Re: Arena Williams article

15 May. It was also communicated back to Arena Williams that day that we didn't foresee any issues with going ahead with an interview. At the time We had discussed including other interview subjects as part of the story but this fell away when the freelance writer managed the interviews and resulting story.

Get [Outlook for iOS](#)

From: Iain Duncan <Iain.Duncan@parliament.govt.nz>
Sent: Wednesday, June 23, 2021 1:39 PM
To: s9(2)(a) GRU Jobs; Rachel Kelly; Don Badman
Cc: s9(2)(a)
Subject: RE: Arena Williams article

What date did this take place?

From: s9(2)(a)
Sent: Wednesday, 23 June 2021 1:37 PM
To: Iain Duncan <Iain.Duncan@parliament.govt.nz>; GRU Jobs <mb-grujobs@kaingaora.govt.nz>; Rachel Kelly <rachel.kelly@kaingaora.govt.nz>; Don Badman <Don.Badman@kaingaora.govt.nz>
Cc: s9(2)(a)
Subject: RE: Arena Williams article

To me.

I discussed with s9(2)(a) who was my General Manager of Marketing and Communications at the time.

Cheers

s9(2)(a)

From: Iain Duncan <Iain.Duncan@parliament.govt.nz>
Sent: Wednesday, 23 June 2021 1:36 PM
To: GRU Jobs <mb-grujobs@kaingaora.govt.nz>; Rachel Kelly <rachel.kelly@kaingaora.govt.nz>; Don Badman <Don.Badman@kaingaora.govt.nz>
Cc: s9(2)(a)
Subject: Arena Williams article
Importance: High

Urgent request for the following:

15 May Arena Williams disclosed possibility of standing - to whom? That was s9(2)(a) wasn't it?
KO internal discussion took place when and between who??

Iain Duncan | Private Secretary (Housing)
iain.duncan@parliament.govt.nz DDI: s 9(2)(a) Cellphone: s 9(2)(a)

Office of Hon Dr Megan Woods

CAUTION: External email. Do not click or open attachments unless you recognise the sender and know the content is safe. If unsure use the Report Phishing button.

www.govt.nz - your guide to finding and using New Zealand government services

Any opinions expressed in this message are not necessarily those of Kāinga Ora. This message and any files transmitted with it are confidential, may be legally privileged, and are solely for the use of the intended recipient. If you are not the intended recipient or the person responsible for delivery to the intended recipient, you have received this message in error.

Please:

- (1) reply promptly to that effect, and remove this email, any attachment and the reply from your system;
- (2) do not use, disclose or act on this email in any other way. Thank you.

CAUTION: External email. Do not click or open attachments unless you recognise the sender and know the content is safe. If unsure use the Report Phishing button.

Due to Requestor: 5 August 2021

To Nick Maling, General Manager, National Services
From Donna Jennings, Senior Advisor, Government Relations
Date 29 July 2021
Subject Communications relating to article about Hobsonville Point and Arena Williams

Summary of Correspondence

On 24 June 2021, s9(2)(a), Parliamentary Communications, Research and Policy Advisor in the Office of Nicola Willis MP sent an Official Information Act request to Kāinga Ora – Homes and Communities.

- *All communication between Kāinga Ora (and its agents and subsidiaries) and Arena Williams in April and May 2020*
- *All communications sent and received by Kāinga Ora officials and contractors (and those of its agents and subsidiaries) relating to the article "[How Hobsonville Pt's community spirit became an antidote to Covid-19](#)". This includes any meeting notes, agenda items, txt messages etc.*
- *All communication between Kāinga Ora officials and contractors (and those of its agents and subsidiaries), and Hon Dr Megan Woods and her staff, relating to the article "[How Hobsonville Pt's community spirit became an antidote to Covid-19](#)"*

Where information is withheld, I request you provide the title and date of the communication/document withheld, the reason for refusal and the grounds in support of that reason.

Proposed response

The attached proposed response provides s9(2)(a) with the information requested, which includes copies of the following:

- emails between Kāinga Ora and NZME and/or Lions Share,
- Facebook messages between s9(2)(a) and Arena Williams
- one email exchange between Kāinga Ora, Hon Dr Megan Woods and her staff.

While there are 68 pages involved with this release, the bulk of these are duplicated emails.

Some information is being withheld to protect the privacy of natural persons. This includes names and information about the people contacted to be a part of the story. However, the final story did not include input from these other people.

Risk Assessment

There is a medium risk associated with this response because of the media and political interest in the relationship between Kāinga Ora and NZME. The Hobsonville Point

advertising campaign is of interest because of the involvement of Arena Williams, a resident of Hobsonville Point, who is now a Labour MP. Arena Williams has been consulted about this request and the proposed response, and is comfortable with the proposed approach.

The information proposed for release shows that Arena Williams did disclose her potential candidacy at the time the article was written, and that the article was created and published prior to her candidacy being announced.

Our Media team are aware of this proposed release and have confirmed they are prepared to answer any subsequent media-related issues.

Potential reputational risk for Kāinga Ora

Some of the information to be released are copies of email exchanges between Kāinga Ora staff and Lionshare (contractor) staff. Some of these exchanges are very informal and may reflect negatively on Kāinga Ora in the following ways:

- Kāinga Ora staff member was FaceBook friends with Arena Williams before the COVID-19 lockdown period – could be a perceived conflict of interest as this staff member was involved in the decision-making process for the published article
- Arena Williams was clear with Kāinga Ora about her pending political aspirations and the potential conflict with her being the focus of this article – the response of Kāinga Ora staff to this declaration could be viewed as overly relaxed, and in some cases, that we may have tried to hide this fact. E.g:
 - email dated 8 May 2020 on page 11 - *‘we could proceed as though we didn’t know about her impending announcement’;*
 - email dated 19 May 2020 on page 40 *‘please do remove any mention of her labour candidacy from this – it keeps Kāinga Ora’s powder dry too!’*
 - *email dated 19 May 2020 on page 40 ‘it’s great but I wonder if we need a quote from one or two other participants, so it doesn’t seem too much like the Arena Show?.....;perhaps it might be best to drop the mention of her candidacy, so it doesn’t come across as campaigning’*
- Potential negative perception that Kāinga Ora did not carefully manage the risks around publishing an article promoting the activities of a potential political candidate in the article.
- Some of the emails include contact between Kāinga Ora staff and its contractor from LionShare (an advertising agency) – some of the contractor’s comments are also very informal and could be perceived/used in a negative way. E.g:
 - Email dated 14 May 2020 on page 11 - *‘any joy getting Arena over the line for the community story?’*
 - Email dated 19 May 2020 on page 50 – *‘Ok, let’s remove the bit about her candidacy’*

The proposed response reinforces that the approach to Arena Williams to be included in the article was prior to being aware of her potential candidacy and that Kāinga Ora

made the decision to not include any reference to Arena Williams being a potential candidate in the final article to ensure political neutrality.

Consultation

- s9(2)(a) Senior Marketing Manager Place and Sales
- s9(2)(a) Marketing Manager Projects and Sales
- Graeme Mowday, Director Marketing
- Quentin Bright, Senior Media Advisor

Donna Jennings

Senior Advisor, Government Relations

Date signed: ____ / ____ / ____

Rachel Kelly

Manager, Government Relations

Date signed: ____ / ____ / ____

Nick Maling

General Manager, National Services

Date signed: ____ / ____ / ____

Email from Rachel Kelly, Manager Government Relations, to Executive Team, "Election 2020 guidance". 8 June 2020

Sarah Butler

From: Rachel Kelly
Sent: Monday, 8 June 2020 3:20 PM
To: Executive Team
Cc: Ryan Jones
Subject: Election 2020 guidance
Attachments: Election period guidance.docx

Good afternoon

Election 2020 – what does it mean for Kāinga Ora? What does it mean for you and your role? When is it? What is an pre-election period?

You may remember that on 28 February 2020, the Prime Minister announced the election date will be 19 September 2020. This means that the election period will commence on 19 June 2020.

During an election the State Services Commission (SSC) provides guidance to agencies to assist all staff to understand their roles and responsibilities on matters of integrity, neutrality and conduct during an election year. This guidance is available on the SSC website: <https://www.ssc.govt.nz/parliamentary-elections>.

We have also put together the attached guidance to help inform you about political neutrality and expectations in the lead up to the general election. Guidance will be going out to managers and staff beginning 10 June 2020, and will include a link to the guidance document provided by the SSC.

My team is also available to answer any questions about the election guidance, and can be contacted through grujobs@kaingaora.govt.nz.

Thanks

Rach



Rachel Kelly

Manager, Government Relations
Governance

DDI: s9(2)(a)

Mobile s9(2)(a)

.govt.nz

Freephone: 0800 801 601 | Kāinga Ora - Homes and Communities

PO BOX 2628 Wellington 6140 | New Zealand Government | www.kaingaora.govt.nz

IE 20 056

8 June 2020

Executive Team

Election 2020 information

Purpose

1. This paper provides you with information about political neutrality and expectations in the lead up to the general election.
2. The information contained in this paper will be used to inform Kāinga Ora staff about political neutrality and expectations during the pre-election period.
3. Internal communications conveying this information will begin on 10 June 2020.

Executive Summary

4. On 28 February 2020, the Prime Minister announced the election date will be 19 September 2020. This means that the election period will commence on 19 June 2020.
5. During an election the State Services Commission (SSC) provides guidance to agencies to assist all staff to understand their roles and responsibilities on matters of integrity, neutrality and conduct during an election year. This guidance is available on the SSC website: <https://www.ssc.govt.nz/parliamentary-elections>.

Background

6. State servants have an ongoing responsibility to work in a politically neutral way. They have the same political rights and freedoms as other New Zealanders, but must retain the political neutrality required to work with current and future governments. In short, State servants must keep their jobs out of their politics and their politics out of their jobs.
7. In an election period the ordinary business of government continues. However, during this period there are more restraints on government decision making and increased media interest in the activities of government and the behaviour of State servants.
8. This heightened awareness means that State servants must take additional care to ensure that their activities are not seen in any way to be party political. This is particularly important with respect to Official Information Act requests, interaction with Members of Parliament (MPs) and electoral candidates, public speaking engagements, appointment processes, programme promotions, and the release of discussion documents.
9. On 28 January 2020, the Prime Minister announced the election will be held on 19 September 2020. This means that the election period will commence on 19 June 2020.

Guidance for the 2020 Election Period

10. During an election the State Services Commission (SSC) provides guidance to agencies to assist all staff to understand their roles and responsibilities on matters of

integrity and conduct during an election year. This guidance is available on the SSC website: <https://www.ssc.govt.nz/parliamentary-elections>.

11. The following information outlines the guidance that will be provided for Kāinga Ora

Political rights and obligation of neutrality

12. Staff should discuss with their managers any political activities in which they intend to be involved in a personal capacity and consider conflict of interest issues.
13. It is not acceptable for staff to encourage electors to vote, or not vote, for specific parties, policies, or candidates. Staff must take care to ensure, even in their private lives, that their role is not being used to validate a political party.
14. Staff are entitled to campaign for election to Parliament in their private lives. If they intend to seek selection as candidates they must inform their employers. The Electoral Act 1993 sets out which State servants are required by law to take leave from their positions from Nomination Day if standing for Parliament.
15. For most staff, participation in party politics is not likely to affect the confidence that the Government has in us or undermine our ability to work effectively with future governments.
16. Senior staff, and those who engage directly with Ministers, should exercise careful judgement when considering involvement in overtly political activities.
17. Staff involved with a political party, or who intend to comment publicly on political matters, should be careful they do not:
 - a. reveal advice given to Ministers
 - b. disclose information they are not authorised to disclose
 - c. criticise ministerial policy with which they have been professionally involved
 - d. purport to express an agency view when they are giving their own view.
18. Staff should discuss with their managers any political activities in which they intend to be involved in a personal capacity.

Government advertising

19. Government advertising is defined as “any process for which payment is made from public funds for the purpose of publicising any policy, product, service, or activity provided at public expense by the government.”
20. The guidelines require government advertising to be presented in a manner that is:
 - a. accurate, factual, and proper
 - b. fair, honest, and impartial
 - c. lawful and proper
 - d. informing the public about government policies or services, advising the public of their entitlements or responsibilities, or encouraging the public to adopt some kinds of behaviour that is in the public interest (eg, road safety advertising)
 - e. undertaken only where there is an identified and justifiable need for information
 - f. language which is unbiased and objective language, and free from partisan promotion of government policy or political argument.
21. Publicity and advertising campaigns that inform people about Government policy, their rights, and obligations do not need to stop during the election period. However, we

need to carefully consider if campaigns or advertising could be perceived as 'party political' and be certain that the advertising is appropriate at that time.

Communicating with the media

22. Media interest in the activities of government and its agencies increases during the election period.
23. Enquiries of a political nature should be handled by the Minister's office, and operational matters should be handled by us.

Interacting with social media

24. As always, staff who contribute to social media in a private capacity must not harm the reputation of Kāinga Ora or of the state services.
25. Social media posts are covered by the Electoral Act 1993 rules on political advertising. Political comments made by individuals who express their views on their own website or through social media are exempt from the rules, as long as they do not make or receive payment in relation to the publication of those views.

Contact with Members of Parliament and political parties

26. Staff should follow established protocols for contact with MPs and political parties.
27. Apart from responding to constituency concerns raised by local MPs, contact in a work setting should only take place with prior ministerial approval.
28. Kāinga Ora protocols for engaging with MPs and political parties are as follows:
29. constituent matters should be dealt with by Area and Regional Managers. The Chief Operating Officer should be advised of queries and any issues of concern
30. policy queries from MPs should be addressed to the Minister
31. requests from MPs wanting to look around Kāinga Ora homes or programmes, or to visit regions should be referred to the Minister's Office in the first instance
32. oral or written contact with MPs on non-constituent matters should not be initiated without the prior knowledge and consent of the Minister
33. enquiries from political parties should be directed to the Minister's Office
34. MPs should be invited to play an appropriate role at events in their electorates, but this needs to be managed through the Minister's Office. The Minister needs to know when her parliamentary colleagues are attending events related to her portfolio.

Use of agency resources

35. Kāinga Ora resources must not be used in a way that could be seen as breaching the principle of political neutrality.
36. Kāinga Ora premises must not be used to display material or to carry out any activities that could reasonably be regarded as party political in nature.
37. Kāinga Ora staff should not provide their workplace contact details to political organisations or receive political material through their work email or internet facilities.

Tenant political hoardings/signage

38. Hoardings refers to billboards and signage that may be related to general and local authority elections and that may advocate a particular position or view.
39. Tenants can, if they wish, place political hoardings/signage at their Kāinga Ora tenancies, but they must not be attached to the building.
40. The exception to this rule is if the hoarding/signage is not located at an individual tenancy. Any political signage placed at a Kāinga Ora complex or block of flats must be removed.
41. Before erecting any hoardings/signage, tenants also need to make sure that they consult with the relevant local authority/council and Transit New Zealand to make sure that any application procedures they have are followed.
42. Hoardings/signage must be removed or covered before election day.
43. Tenants must make sure that the tenancy is returned to its original condition after removal of the hoardings/signage. Tenants will be charged for any damage.

Timeline

Date	Action
Tuesday 28 January 2020	Prime Minister announced the date for the 2020 general election.
Tuesday 12 May 2020	Prime Minister confirmed that the general election will be held in Alert Level Two or below.
Friday 19 June 2020	Regulated period for election advertising expenses begins.
Wednesday 12 August 2020	Dissolution of Parliament
Sunday 16 August 2020 (Writ day)	The Governor-General issues the formal direction to the Electoral Commission to hold the election. Electoral Rolls are closed for printing. Candidate and party television and radio advertising may start. Nominations for candidacy open.
Friday 21 August 2020 (Noon)	Nominations for candidacy close.
Friday 18 September 2020 (Midnight)	Regulated period ends. Enrolments close. All political advertising ceases and election signs must be taken down.
Saturday 19 September 2020	Election day. Polling booths open from 9am to 7pm. Preliminary election results to progressively become available from 7pm onwards.
Thursday 15 October 2020 (Return of Writ)	The Governor-General returns the Writ to the Clerk of the House and official results for the general election and referendum are declared (including special votes).

Next steps

44. Guidance will be going out to managers and staff beginning 10 June 2020, and will include a link to the guidance document provided by the SSC.

Leadership Update email to all Kāinga Ora people, including “General Election”. 19 June 2020

From: From The Executive Team
Sent: Friday, 19 June 2020 5:09 PM
Subject: Leadership Update



Leadership Update

Kia ora tātou,

As an organisation we have done exceptionally well to move through the COVID-19 Alert Levels. And in this week's update you can also read the range of ways we have continued to deliver great outcomes for our customers, build and development partners and suppliers.

Connecting our communities

We are continuing to deliver for our communities. Watch the [Greys Avenue](#) flyover – it shows how we're transforming the old and creating the new. This sits alongside the [Galway Street](#) Development in Onehunga. We've got a new [financial products](#) video too – it's a user-friendly way to show how financial products can help support home ownership.

People and Homes

We're also progressing our Healthy Homes Programme approach – see the [new escalation process](#) so we can be proactive at key points. And our new national maintenance contract, Te Mahi Ngātahi, goes live on 01 July – training is in full swing. Keep an eye on Atamai for more on this in the coming days.

What's ahead for the Shaping Kāinga Ora Programme

On the week starting 29 June, Andrew McKenzie will host in-person Shaping Q&A Sessions across the country as part of the Phase Two consultation process. There will also be Deep Dive Sessions with the Shaping Kāinga Ora Programme team via Zoom. More information on the sessions is outlined below and available on [Atamai](#).

General Election

Today marks the start of the election period. Read [Atamai](#) to understand what this means for you and your work.

Mā pango, mā whero ka oti te mahi – through cooperation and everyone working together the work will be done.

Ngā manaakitanga

Kāinga Ora Leadership Team



Shaping Kāinga Ora

[The Consultation Process](#)

- Phase 1 Consultation: If you haven't already, please login to www.considerthis.co.nz/shapingfeedback to provide your feedback on Phase 1 and our [draft values](#).
- Phase 2 Consultation: Phase 2 Consultation begins on Thursday 25 June. On 25 June you will be able to Login to [ConsiderThis](#) to share your feedback.
- Shaping Kāinga Ora Q&A Sessions with Andrew: Andrew Mckenzie will host in-person Shaping Q&A Sessions. Follow the links to register: [Wellington](#) (29 June), [Auckland](#) (1 July) and [Christchurch](#) (2 July). Register by Wednesday 24 June.
- For anyone who can't attend a Shaping Q&A Session in person, Andrew will live stream a Q&A session so you participate online. Sessions will also be recorded. Links to the sessions will be shared on the Shaping Kāinga Ora landing page.
- For our teams in regional offices and Customer Support Centre teams: Andrew will be holding Shaping Q&A Sessions for these teams the week starting the 6 July. Dates and times for these visits are being finalised and will be communicated next week.
- Deep Dive Sessions: The Shaping Kāinga Ora Programme Team and Design Representatives will host Deep Dive Sessions via Zoom on key elements of the proposed structure. You will be able to register for these sessions next week.
- How to find out more: Visit our [Shaping Kāinga Ora page](#), or feel free to send any questions through to the Shaping Kāinga Ora Programme Team at SKOfeedback@kaingaora.govt.nz.



Rolling Forward

Alert Level 1 – Working in 205 and Boulcott

- If you want to work in either 205 Great South Road (Auckland) and 80 Boulcott Street (Wellington) you can – you just need to be mindful there is limited space in both offices and they're operating as shared spaces until the move to new offices.
- If you're wanting to work or arrange a meeting in either office then you'll need to make sure that there is space for you.
- If you've firstly discussed this with your People Leader, please liaise with Facilities (Shelley Dela Cruz in Auckland or Antony Lawless in Wellington) who will ensure there is space available.
- You will need to take your mobile devices with you as there is presently limited tech in either office. **Please cross reference this with the On the Move section.**

Microsoft 365 Working together while working from home demo sessions

- A few more dates/times have been added for demo sessions to meet the demand – Click [here](#) to register.
- The Microsoft 365 *Working together while working from home* demo will show what Teams and Yammer can do for you and your business group/team.
- If you are part of the Customer Support Centre team, this demo will be scheduled by your workforce planning representatives.

Alert Level 1 - Good habits to keep

- As we settle in to Alert Level 1 it's still important to keep up good hygiene habits.
- Continue to wash hands and sneeze into our elbows to protect ourselves and others from not only COVID-19, but also other infectious diseases such as the flu.
- Check out the [Good Habits to Keep guide](#).

Staying well in Alert Level 1

- The impact of COVID-19 affects us all in different ways and if you need to reach out for support check out [Staying well in Alert Level 1](#) for a range of organisations that can help.
- We've launched a Wellbeing campaign building a toolkit with guest speakers and information – see the story on [Atamai](#).



We're on the Move

ON THE MOVE!

Auckland

- The pack up and decluttering of Sultan Street, 308 and 205 Great South Road is complete.
- Carlton Gore Road will be ready for the first early adopters to move in early July –people are being supported with key information to make the transition.

Wellington

- The decluttering and packing up process is nearly there across the four sites of Hunter Street, the Todd Building, the Annexe and Boulcott Street.
- The target date is mid-September to move in Early Adopters, with everyone relocated by late October. Planning is progressing well for this move.



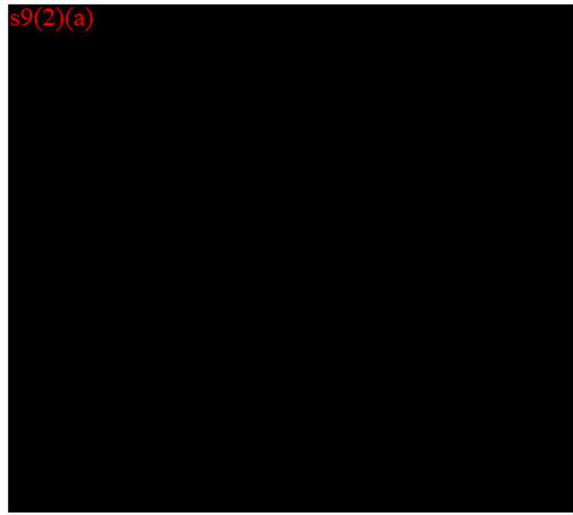
Our People

Te Kurutauo have been going full tilt planning and just recently hosted its first wānanga with Kāinga Ora Board members – [learn more on Atamai](#) and meet some of our Board.



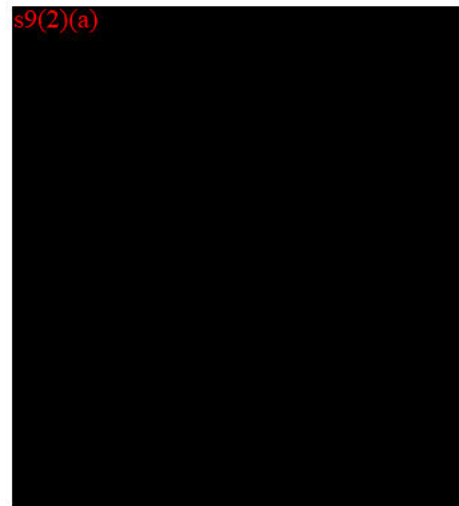
Meet Di Harwood - our sole [Tenancy Manager on the West Coast](#) – being a sole contact for an area isn't always easy but it's people like Di who make it look as though it is!

s9(2)(a)

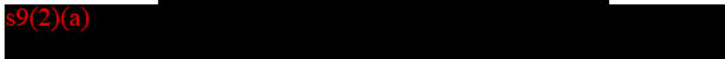


[Our Northern tenancy team](#) came together to thank colleagues around the country for their fabulous efforts during COVID-19 too – let's keep things at bay from here!

s9(2)(a)




s9(2)(a)



s9(2)(a)



s9(2)(a)



Frequently Asked Questions – 2020 Election (pulled from Kāinga Ora intranet)

Election 2020 - Frequently Asked Questions

On 17 August 2020, the Prime Minister announced that the general election will be moved to 17 October 2020 to ensure that a safe and accessible election is achievable. Please note that the pre-election period has already commenced, following the dissolution of Parliament on 6 September 2020.

Media & OIAs

1. Am I still able to make statements to the media in my official capacity during this period?

- Yes. If part of your role is to give comment to the media, you can continue to do so. These statements must be strictly factual and impartial.

2. How should I manage Official Information Act (OIA) requests during this period?

- The Official Information Act 1982 has an important role in ensuring the government of the day and its agencies are transparent and accountable to the general public.
- Official information should continue to be released in a timely manner to enable a well-informed electorate.
- As always, state servants must not become involved in assessing the political consequences of releasing information.

Tenant rights

3. Can Kāinga Ora tenants host election hoardings/signage at their property?

- Tenants can, if they wish, place political hoardings/signage at their Kāinga Ora tenancies, but they must not be attached to the building itself.
- The exception to this is if the hoarding/signage is not located at an individual tenancy. Any political signage placed at a Kāinga Ora complex or block of flats must be removed.
- Tenants should also consult their local territorial authority before installing any hoardings to ensure it complies with local bylaws.
- All political hoardings/signage must be removed before election day.

Staff rights

4. Am I allowed to participate in the political process during the election period?

- Yes. You can be politically active during the election in a personal capacity. However, as state servants we must keep our jobs out of our politics and our politics out of our jobs.

5. Can I express my political views on social media?

- Yes, as long as your activity does not undermine the political neutrality of the Kāinga Ora and the wider state services.
- For example, state servants must not link their personal political comments to their LinkedIn work profile or refer to their work or employer in their comments.
- There must be a clear separation between state servants' work role and their personal use of media.

Kāinga Ora site visits

6. Can Ministers, Members of Parliament or candidates in the general election attend Kāinga Ora sites (ie a building site) during the election period?

- During this period, the business of government continues and this may include, for example, the opening of new developments. That means Housing Ministers will continue to attend these events as part of business as usual.
- Particular care is needed around ceremonial events to avoid perceptions of being associated with any political aspects of such events, particularly if candidates are attending the events with Ministers.

Advertising

7. Can Kāinga Ora advertise its services during the election period?

- During the election period, state servants must be alert to the heightened political sensitivity around government advertising and any perceived risk that government funds are being used to pay for publicity for political parties.

Follow up questions

8. If I'm still not sure about things, where can I go for more guidance?

- Contact your Government Relations team at Kāinga Ora: mb-grujobs@kaingaora.govt.nz

Leadership Update email to all Kāinga Ora people, including “Your role in this year’s General Election”. 4 September 2020

From: From The Executive Team
Sent: Friday, 4 September 2020 4:12 PM
Subject: Leaders Update

 **Leadership Update**

Kia ora tātou,

As Andrew said in his [update](#) yesterday, we all have a very important role to play in the Government’s pandemic response, supporting the wider strategy of eliminating COVID-19 both through our work roles and in our personal lives.

Helping mitigate the social, economic and other health impacts associated with the virus is a key focus for the public service in all its forms. For us at Kāinga Ora, the work we do building homes, providing pathways to home ownership, and supporting our tenancy customers to live well in our homes has never been more important.

The COVID-19 environment brings a requirement for rapid response and taking positive actions. However complex or simple these actions are, they all centre on a need to work together as a community, look out for each other and support those less able to help themselves. They speak to our values of Manaakitanga (People at the Heart) and Mahi Tahi (Better together).

Helping to stop the spread of COVID-19

As the Prime Minister said in her update today, when she confirmed we would stay at current Alert Levels until they are reviewed on Monday 14 September, a cautious approach is the best long term strategy for New Zealand as the best economic response is a strong public health response.

In addition to keeping up good hygiene practices like hand-washing and tracking your movements with the NZ COVID Tracer app, wearing a mask or face covering is one of the simple things we can all do to help stop the spread of the COVID-19. That is why it is encouraged whenever people are out and about in public places as well as being mandatory when on public transport.

As explained in the [Business Alert](#) this week, we are distributing masks to all Kāinga Ora work locations for people who engage face-to-face with customers, contractors and the public to use when carrying out work-related activities. It is **your choice if you want to wear a mask or face covering in the office**. You may choose to wear your own mask or face covering, or access the mask supplies stored at our locations.

Masking up

The Prime Minister was taken on a [development tour and progress update in Māngere](#) earlier this week and our team were spotted in a range of masks and face coverings. We’ve put a ‘masked montage’ together for you under ‘Our People’ so you can take a look for yourself.

Development and Construction Matters

The [latest Development and Construction Matters bulletin](#) is out. This month’s bulletin covers how our build partners have been working under the various COVID-19 Alert Levels, superlot and home

purchase opportunities and flying the flag for suicide prevention in the construction industry, so do have a read.

A light on Finance

Congratulations to our Finance team for getting to the finals of the 2020 New Zealand CFO Awards held yesterday. We had three finalists up for awards (the most finalists from any organisation) - Treasurer Sam Direen (Emerging Financial Manager of the Year category), DCE Finance Matthew Needham (CFO of the Year category) and the Kāinga Ora Finance Team (Finance Team Culture & Talent Management Award).

Your role in this year's General Election

With this year's election day rescheduled for 17 October it's timely to remind each other of what to be aware of as we go about our day to day work.

Te Kawa Mataaho (the Public Service Commission) have produced [guidelines](#) (which take into account COVID-19) to help us understand in more detail what is expected of us as public servants pre-election, during the election and post-election, and preparing for an election as a government agency.

Golden Rules

We loved the [video on Facebook from Manatū Hauora \(Ministry of Health\)](#) featuring the very talented John Junior Panatahi Firmin with his Golden Rules to keep COVID-19 at bay.

Presentation from the Government Relations team – 14 May 2021

December 2020



Government Relations Team

- An overview of roles and responsibilities

Rachel Kelly
Manager Government Relations



Ministers responsible for Kāinga Ora portfolio



Hon Dr Megan Woods, Minister of Housing (Lead)

- * Kāinga Ora operational responsibility
- * Large scale projects
- * Government Policy Statement
- * Prioritisation, selection and acquisition
- * Home ownership products
- * Off-site manufacturing
- * Housing affordability / build programme

Hon Marama Davidson, Associate Minister of Housing (Homelessness)

- * Homelessness Action Plan
- * Transitional and Supported housing – operational policy



Hon Poto Williams, Associate Minister of Housing (Public Housing)

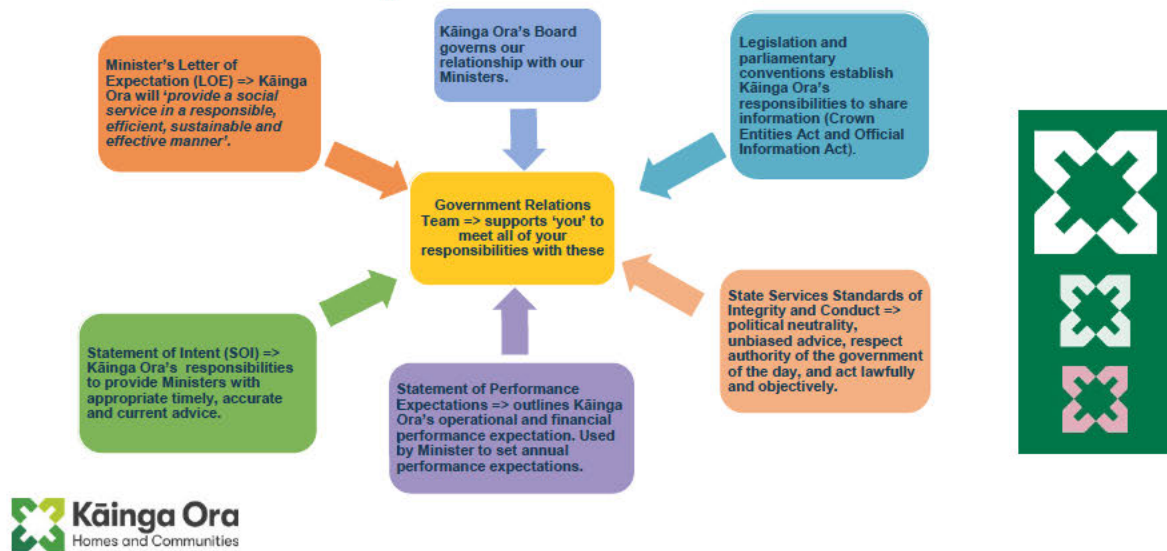
- * Residential Tenancy Act Reforms
- * Public Housing policy and operations
- * Community Housing Providers
- * Joint responsibility with Minister of Housing for Kāinga Ora

Hon Peeni Henare, Associate Minister of Housing (Maori Housing)

- * Maori Housing work programme



Government Relations – why we have this team



What Government Relations does – in a nutshell

- ❖ *'Information gateway'* - between Kāinga Ora, the Ministers of Housing, Parliament, and other government agencies, coordinating requests for information and advice.
- ❖ *'Collaboration'* – with subject matter experts and government relations experts, to tell Kāinga Ora's story.
- ❖ *'Quality and timely information'* - while balancing the legislative requirement for provision of information alongside Kāinga Ora's strategic goals.
- ❖ *'Managing reputational risk'* – experts in recognising reputational risks and responding by alerting senior leaders, and providing advice on demand.

Government Relations and the Ministers responsible for the Kāinga Ora portfolio

This team provides the Ministers with the following:

- ❖ *'Support with Parliamentary processes'* – Oral and Written Parliamentary Questions, briefings, answers to and briefings for Select Committee questions, and the provision of statutory reports.
- ❖ *'Support with business as usual'* - drafting of general correspondence including Official Information Act Requests, Ombudsman Act complaints, provision of weekly reports, responding to ad hoc requests for information, briefing papers, and facilitating the provision of meeting information and attendees.
- ❖ *'No surprises environment'* – ensuring our Ministers are provided with timely, quality advice on time, and where necessary, ahead of time.



Government Relations – Meetings with Ministers

There are currently three meetings scheduled:

- Hon Dr Megan Woods, Minister of Housing (weekly)
 - Combined Associate Ministers' of Housing (fortnightly)
 - Combined Ministers' Meeting led by Hon Woods (fortnightly)
- ❖ on request from our Ministers, the Government Relations team will manage:
- the agendas for these meetings and facilitate the provision of necessary briefings
 - arrange for meeting attendance by appropriate senior leaders
 - liaise with our partner agencies to ensure the sharing of information.
- ❖ Kāinga Ora also attends other meetings led by the Housing and Urban Development agency and the Ministry of Social Development.



Government Relations – Supporting Kāinga Ora’s Chief Executive

As well as providing support services for our Ministers, the Government Relations team supports the Chief Executive by providing:

- ❖ **‘Expert advice’** – on government processes and conventions.
- ❖ **‘Sharing information’** – ensuring the Chief Executive is regularly updated on any issues raising concern in the Ministers’ offices.
- ❖ **‘Reputational Risk’** – raising and assisting our teams to address issues in a way that enhances and maintains Kāinga Ora’s reputation as a responsible social landlord.
- ❖ **‘Select Committee’** – preparing briefings, drafting answers to questions, and preparing the Chief Executive, Board Chair, and other senior leaders as required, for presentation at Committee hearings.
- ❖ **‘General correspondence’** – drafting responses for the Chief Executive, including Official Information Act requests, Ombudsman Act complaints, and coronial enquiries.



Government Relations – skills and knowledge

- ❖ **‘Performance under pressure’** – we know how to pull information together from a variety of sources quickly to meet mandatory deadlines.
- ❖ **‘Ministers’ preferences’** – we understand what these are.
- ❖ **‘Broad organisational knowledge’** – we know where, and who to go to for information.
- ❖ **‘Issue resolution’** – with our risk mitigation focus we work hard to help make things right!
- ❖ **‘Collaboration’** – with internal business groups, and other government agencies.
- ❖ **‘Plain English experts’** – writing documents for different audiences using easy to read, clear language.



Government Relations – Value add

We put our broad understanding of the agency's business, along with our political awareness into action everyday to provide timely, accurate and appropriate information that addresses any reputation risks.



Business Alert to all Kāinga Ora people “Expressing a personal view”. 11 November 2021

From: Business Alerts
Sent: Thursday, 11 November 2021 4:57 PM
Subject: Expressing a personal view



Expressing a personal view
All our people

In light of Andrew McKenzie's presentation last week on COVID-19, we want to ensure we keep our people safe, respect each other, and continue to adhere to the PSC Standards of Integrity and Conduct.

Public Service Commission –Standards of Integrity and Conduct

As Public Servants, we must comply with the standards of integrity and conduct set out for us, which is to be **fair, impartial, responsible and trustworthy**.

If you have any questions about this, or what is required from us in our roles at Kāinga Ora, please refer to the [PSC – Standards of Integrity and Conduct](#)

You can also refer to Atamai for an [explanation of the standards](#).

Why is this important?

As a Crown Entity, we are in the public service. In the current environment the issues around COVID-19, and the approach on vaccination is really polarising for many New Zealanders. A key part of that is ensuring that our people show that we act in the interests of New Zealand and its citizens, and never for personal gain.

Personal views

As a person, we will all have our individual views, and rights to our personal opinions, however we need to consider the views of others and remember what the PSC Standards of Integrity and Conduct require from all public service employees.

Remaining impartial on a public level

Impartiality includes maintaining political neutrality and carrying out the functions of our organisation, unaffected by our personal beliefs.

If you want to express a personal view in the public arena that does not meet this criteria, such as on the COVID-19 response, for example at an event or on social media, please remember to remove anything that identifies you as a Kāinga Ora employee. Likewise, if out in public, please ensure you remove your lanyards or any Kāinga Ora branded clothing.

Respect and treating each other fairly

From a values approach, it is also important that our personal views are not to judge others in our Kāinga Ora whanau or our wider community; everyone is entitled to their own personal view. If you hear someone has a contrary view to yours then treat them with Manaakitanga and respect.

This business alert has been authorised by **Nita McFadzean, Director People**.

If you have any questions, please contact your People Leader. To access this or any other business alerts, go to the Atamai homepage or visit the [Business Alert](#) page on Atamai.

On-boarding Module Summary – Kāinga Ora induction

Onboarding Module Summary

The below table outlines the five learning modules new starters at Kāinga Ora are asked to do as part of their onboarding programme.

Module	Learning Objectives
Addressing bias	<ul style="list-style-type: none"> • What is bias • How your brain builds bias • How to identify bias • How unaddressed biases shape the world around us • Individual strategies to address them
Protecting our cybersecurity	<ul style="list-style-type: none"> • Understanding of the fundamental cybersecurity issues Kāinga Ora might face and how to mitigate these risks
Te Kawa Mataaho Public Service Commission	<ul style="list-style-type: none"> • What it means to be a public servant in Aotearoa New Zealand. • Preparing people to work within and across the wider public sector
Standards of integrity and conduct	<ul style="list-style-type: none"> • What can be considered a Conflict Of Interest • How to protect both yourself and Kāinga Ora
Protecting privacy and personal information	<ul style="list-style-type: none"> • What privacy and personal information is • Our legislative obligations around privacy • Our collective and individual responsibilities • The principles governing how we treat information • How to spot and report potential privacy breaches

Other documents

Response from Arena Williams re OIA – 23 July 2021

Sarah Butler

From: Donna Jennings
Sent: Wednesday, 1 December 2021 12:34 PM
To: Sarah Butler
Cc: Rachel Kelly
Subject: FW: OIA request - Hobsonville Pt article

From: Donna Jennings
Sent: Friday, 23 July 2021 1:11 PM
To: Arena Williams <Arena.Williams@parliament.govt.nz>
Subject: RE: OIA request - Hobsonville Pt article

Thanks Arena

I will ensure you views are considered during the review process to consider the material. We will keep you updated.

Kind regards
Donna

From: Arena Williams <Arena.Williams@parliament.govt.nz>
Sent: Friday, 23 July 2021 1:00 PM
To: Donna Jennings <Donna.Jennings@kaingaora.govt.nz>
Subject: Re: OIA request - Hobsonville Pt article

Hi Donna

Thank you for the opportunity to comment before you make your decision.

s9(2)(a)



<https://www.newsroom.co.nz/labours-louisa-wall-faces-challenge-for-manurewa-selection>

s9(2)(a)



s9(2)(a)

Thanks

Arena

From: Donna Jennings <Donna.Jennings@kaingaora.govt.nz>

Sent: Thursday, July 22, 2021 1:51:11 PM

To: Arena Williams

Subject: OIA request - Hobsonville Pt article

Dear Arena

s9(2)(a)



Donna Jennings
Senior Advisor
Government Relations
People, Governance & Capability

Mob: s9(2)(a)
National Office: (04) 439 3000
Email: Donna.Jennings@kaingaora.govt.nz