



27 October 2022

[REDACTED]  
[REDACTED]

Ref: OIA-2022/23-0255

Dear [REDACTED]

**Official Information Act request for communications on the handling of media queries**

Thank you for your Official Information Act 1982 (the Act) request received on 21 October 2022. You requested:

*“Can you please forward any communications between 1 September 2022 and 19 October 2022:*

- 1) Between your chief executive or other executive manager and your communications/media staff regarding how media queries are dealt with.*
- 2) From the office of your relevant minister regarding how media queries are dealt with. Please note this is a request for the entirety of any communications captured, not just any parts deemed “in scope”.*

*If there have been oral discussions that have not been documented, please briefly summarise what was said, and by whom.”*

On 25 October 2022, one of our staff contacted you to clarify your request. Following this clarification, you confirmed that you are seeking communications regarding the process used to respond to media queries, as opposed to emails regarding the management of individual requests.

This response is on behalf of the Department of the Prime Minister and Cabinet (DPMC), which also includes the National Emergency Management Agency (NEMA), a departmental agency hosted by DPMC.

The principles DPMC and NEMA apply in relation to our media engagement are that it is constructive and timely and respects the rights and interests of the media. In addition, NEMA works closely with broadcast media partners to ensure critical life safety information is provided proactively and in a timely manner during emergencies.

I can confirm that during the period identified in your request, there have not been any communications or discussions of the nature you describe regarding our processes. Therefore, I am refusing your request under section 18(e) of the Act, as the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response may be published on the Department of the Prime Minister and Cabinet's website during our regular publication cycle. Typically, information is released monthly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

Yours sincerely



Clare Ward  
**Executive Director,  
Strategy, Governance and Engagement**