



8 August 2025

[Redacted]

Reference: OIA-2025/26-0097

Tēnā koe [Redacted],

Official Information Act request relating to expression of negative sentiments regarding the Emergency Mobile Alerts issued on 30 July and 31 July 2025

Thank you for your Official Information Act 1982 (the Act) request received on 5 August 2025. You requested:

“All records where an expression of regret, frustration, sadness, or disappointment regarding the issuance of either / both alerts (those issued on 30-31 July 2025) is expressed or implied.

Please include the role title of those who issued the negative sentiment.”

We have interpreted your request as being for all communications between staff at the National Emergency Management Agency (NEMA) in which a ‘negative sentiment [...] is expressed or implied’ about the alerts issued on 30 and 31 July 2025. You have also asked for the role title(s) of any staff member(s) whose communications are identified as in scope of your request.

I have decided to refuse your request under section 18(f) of the Act, as the information cannot be made available without substantial collation and research. In order to respond to your request, NEMA would first have to identify all internal staff communications about the alert and then categorise and interpret these to determine whether “negative sentiment” is expressed or implied. This would involve subjective analysis of tone and intent, and may even require us to create new information such as analytical criteria to and then apply said criteria to all relevant communications. The Act does not require agencies to create new information in response to a request.

Prior to reaching this decision, we have considered whether your request could be refined to make it more manageable, whether by limiting the scope to formal written communications, or to advice authored by senior staff. However, even with these refinements, the subjective nature of the request would remain, and the burden of collation and research would still be substantial. We have also considered options under section 18A of the Act, including extending the timeframes or charging for the request, but these measures would not sufficiently reduce the burden to a manageable level.

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

This response will 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.

Nāku noa, nā,



Sarah Holland
Chief Advisor to the Chief Executive