



OFFICIAL INFORMATION RELEASE POLICY

Policy Name	Release of Official Information Policy
Policy Owner	General Manager Corporate Services
Approval	30 July 2025
Publication	On FHL website

Ferry Holdings Limited (FHL) is subject to the Official Information Act 1982 (OIA).

FHL is a Crown entity under Schedule 4A of the Public Finance Act 1989. This means information that FHL holds is official information that can be requested for release or proactively released by FHL.

Similar rules for redaction apply to information that is proactively released and information released as requested under the Official Information Act 1982.

This policy outlines FHL's approach and processes for managing proactive release and requests made under the Official Information Act.

[OIA Requests](#)

How to make a request

- Put your request in writing; and
- Specify that it is a request for official information under the OIA.

You can email us directly at info@ferryholdings.co.nz.

We prefer email. If you do post it, our address is OIA Requests, Ferry Holdings Limited, PO Box 650, Wellington 6140

Requests should include:

- your name
- your postal address
- preferred email address
- details of the information you want.

Your request should be as clear and specific as possible. If your request does not contain the necessary level of detail, or if the information requested is held by another government organisation, FHL will assist you to make your request in the proper way or will transfer it to the appropriate organisation. You can specify the format you want the information presented in – for example by email or in hard copy.

How long will it take?

We will aim to release official information as quickly as practically possible.

You have the right to ask that your information request be treated as urgent. If so, you must give suitable reasons for seeking the information urgently. If you do request urgency, FHL will assess the provision of the material requested under urgency using the following criteria:

- reasons for the request of urgency
- whether it would be reasonable to give a request priority over other requests and existing work
- the volume of information to be considered
- the nature of the information requested and how it is held
- whether consultations are needed before a decision can be made, and
- whether giving priority to an urgent request would unreasonably interfere with the operations of FHL.

In accordance with our obligations within the OIA, the maximum time limits set out in the OIA to extend, transfer and make a decision on an urgent request remain the same as a standard OIA request. However, FHL will endeavour to process your request as soon as possible.

We'll acknowledge your request as soon as practicable and are required by law to respond no later than 20 working days after we receive it. For large requests or those requiring consultation, the Act allows for a reasonable extension to this time limit. If so, we'll let you know and give you a specific due date.

If you amend your request, the 20 working days will start from the day after this amendment has been received. If we need to clarify your request and do so within the first seven working days, the 20-working day timeframe will begin again once the clarified request is confirmed. This is because we'll be unable to process your request until it is clear.

This is Ferry Holdings Limited-related only

This covers Ferry Holdings Limited's information only. We cannot supply information from other agencies such as The Treasury, KiwiRail, CentrePort Wellington or Port Marlborough New Zealand. You will need to send such a request to them.

Withholding information

The OIA says information should be made available unless there is good reason to withhold it. We may withhold information only for specific reasons allowed under the OIA and if there is no greater public interest favouring release. For example, information may be withheld if it is commercially sensitive or if it would breach the privacy of another person by releasing it. If we do withhold information, we will state such reasons why.

Charges

Government approved guidelines for charging for official information can be read at <https://www.justice.govt.nz/about/official-information-act-requests/directory-of-official-information/charging-guidelines-for-oia-requests/>

Read the Act

You can read the Official Information Act at <http://www.legislation.govt.nz/act/public/1982/0156/latest/DLM64785.html>

Complaints

If you are unhappy with our response, you have the right to complain to the Office of the Ombudsman, but the Chief Ombudsman recommends contacting us in the first instance to see if we can resolve the issue.

Publication of responses

We may publish some of the responses to OIA requests here, when they are considered to be of interest to the public. When publishing these responses, the names of individual requestors will be withheld to protect their privacy.

Proactive Release

From time-to-time FHL may decide to proactively release documents which are deemed to be of public interest.

Proactive release falls into two categories:

- publishing Annual Reports, Statements of Intent, Statements of Performance Expectations and other briefings, without any request from the public, or
- publishing information that has previously been released to an individual requester under the OIA.

FHL will make the final decisions about what will be proactively released.

If the information being released is a response to OIA request, publication will be made after the information has been released to the requester. The requester will be notified of the expected publication timelines at the time.