



2 August 2024

Rhys Hurley
rhys@taxpayers.org.nz

Kia ora Rhys

Your Official Information Act request, reference: GOV-033629

Thank you for your email of 9 July 2024, asking for the following information under the Official Information Act 1982 (the Act):

- *The name/purpose of any app owned and operated by your organisation.*
- *Please include the date this app was launched*
- *The total spent on this app.*
- *Please break this down by year and individual costs per year.*
- *The total downloads to date.*
- *The reasoning for the creation of the app and whether any pre-existing website was considered sufficient.*
- *Including any business case.*

Apps owned and operated by ACC: Kia Mārama

ACC only owns and operates one mobile app called Kia Mārama.

Kia Mārama is designed to assist ACC staff to build their confidence, knowledge, and capability in learning about some fundamental aspects of Māori culture. As ACC staff often engage with Māori clients and providers across the motu, Kia Mārama provides a portable and easy to navigate application to support staff to learn key aspects of te Ao Māori including te reo Māori, tikanga/kawa, and waiata/karakia.

Kia Mārama was launched on 27 June 2022. As of 24 July 2024, there were 2,291 total downloads onto mobile phones.

The total amount spent on Kia Mārama was \$38,000, which was spent in 2021 for the full product delivery. No annual fees are required to keep the app on its platform. Kia Mārama is available for download at all public app stores.

Other apps

ACC has provided funding for other apps, however, they are not owned by ACC and therefore do not fall in scope of your request.

As this information may be of interest to other members of the public

ACC may publish a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



Christopher Johnston
Manager Official Information Act Services
Government Engagement



6 August 2024

Rhys Hurley
rhys@taxpayers.org.nz

Tēnā koe Rhys Hurley,

Official Information Act request

Thank you for your email of 9 July 2024, requesting information about the names and purposes of apps owned by the Ministry of Social Development (the Ministry). I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

The Ministry has identified two apps in scope of your request, SuperGold and Kimihia.

SuperGold:

SuperGold app was launched on iOS and Android on 1 October 2019 as a way to source SuperGold offers. Since 30 June 2024 it has had 403,226 total downloads.

The reasoning behind the app was due to a need for an enhanced user experience optimised for mobile devices. This offered a more intuitive and smoother user experience while also leveraging native features of mobile devices such as GPS for the 'near me' functionality. Ease of access was also a key driver in the development of SuperGold, letting cardholders utilise the discounts on offer. The app's functionality also allows notifications to users of time limited offers. Personalisation was also another core tenant of the app, with users able to save favourite and preferred offers.

Alongside this, in many industries having a mobile app is standard, and a well-designed app can attract more users. While the SuperGold website serves many functions adequately, the decision making around the development of the app was driven by enhanced user functionality, increasing user engagement and offering advanced functions not provided by the website.

The costs are unable to be extracted from the costs of the SuperGold website (www.supergold.govt.nz) as they share a budget for maintenance and development. However these costs are available here: www.msd.govt.nz/documents/about-msd-and-our-work/newsroom/factsheets/budget/factsheet-supergold-card-2019.pdf

Kimihia:

Kimihia was launched on 12 September 2019, and is a learning resource for the Ministry. To date it has had 25,188 downloads in total (including re-installation events).

This app is focused on allowing users to engage with Māori cultural knowledge and build awareness of key Māori concepts, values, and practices. For more information about Kimihia, please see the following link: www.msd.govt.nz/about-msd-and-our-work/work-programmes/community/kimihia.html

Te Pae Tawhiti is the Ministry's overarching strategic approach to achieve better outcomes for New Zealanders. Te Pae Tata is the Ministry's Māori Strategy and Action Plan focused on improving outcomes for Māori clients and staff through a variety of work programmes, policies and initiatives.

The Kimihia App is one initiative to support Ministry staff to develop a greater awareness of Te Ao Māori (Māori world view) and provide the opportunities to use this learning in the workplace. It includes information on te reo Māori, tikanga and kawa (language, customs and protocols) and the narratives associated with mana whenua (local iwi). Utilization of pre-existing websites and resources were considered however they were not specific to the needs of the Ministry.

The costs related to this app is outlined in the table below:

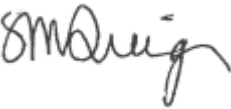
Financial Year	GST Exclusive Amount
2020	\$30,457.39
2021	\$0.00
2022	\$2,480.00
2023	\$10,000.00
2024	\$391.00
Total	\$43,328.39

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request for information on Ministry owned and operated apps, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services



OIA24-0487

20 August 2024

Rhys Hurley
rhys@taxpayers.org.nz

Dear Rhys Hurley

Thank you for your email of 9 July 2024 requesting information relating to apps owned and operated by the Ministry for Primary Industries (MPI). Your request has been considered under the Official Information Act 1982 (OIA).

You requested the following:

- *The name/purpose of any app owned and operated by your organisation.*
 - *Please include the date this app was launched*
- *The total spent on this app.*
 - *Please break this down by year and individual costs per year.*
- *The total downloads to date.*
- *The reasoning for the creation of the app and whether any pre-existing website was considered sufficient.*
 - *Including any business case.*

The Ministry for Primary Industries (MPI) has interpreted your request to be for any mobile apps owned and operated by MPI.

New Zealand Fishing Rules app

The New Zealand Fishing Rules app was launched in 2011 and is a resource that Fisheries New Zealand, a business unit of MPI, offers to fishers to promote compliance with recreational fishing rules. The app is a valuable tool to help ensure fishers take only their share and do their part to protect New Zealand's fisheries for future generations.

The app provides vital information about fish handling, fishing methods, bag, and size limits as well as food safety risks associated with algal blooms and the latest regional closures and restrictions. The app is free to download.

Use of the app continues to increase every year with 426,791 downloads between its launch in 2011 and 31 July 2024. When launched by the Ministry of Fisheries, a predecessor organisation of MPI, the app project cost was \$41,700 excluding GST. This cost included the development, design, launch, content production and communications for the app.

The total cost for the 12 years from MPI's formation in 2012 to 2024 show the operating costs, on-going hosting, content, and support costs for the app average \$63,000 a year. The app needs to be constantly updated throughout the year to ensure fishers have up to date information on fishing rules, catch sizes and limits.

Te Kākano Puāwai app

Māori are significant participants in the primary industries and an important partner for MPI. Most recent estimates show the Māori-owned agriculture, forestry and fisheries asset base is more than \$23.4 billion with a \$2.4 billion contribution to New Zealand's GDP. This asset base is growing, and almost all (post-settlement iwi) have assets in the primary industries including fishing, forestry, farming and horticulture.

The Te Kākano Puāwai app was developed in March 2020 by KIWA Digital with specialist advisory support from within MPI. The app was built on a template KIWA Digital had used when building the app for other government agencies.

As at 1 July 2024, MPI has 3525 FTE staff. The app helps MPI staff improve their understanding of Te Ao Māori and boosts their confidence when speaking Te Reo Māori. The app provides the opportunity to learn and practice the pronunciation of Te Reo words which may be used in conversation across MPI and with stakeholders, alongside promoting an understanding of correct protocol.

The total cost to develop, implement and roll out the Te Kākano Puāwai app was \$24,000. In 2022, MPI undertook an upgrade that cost \$7,800. The upgrade provides additional functionality and the ability to add more content specific to MPI. There is no ongoing cost of running the app.

As at 31 July 2024 the app has been downloaded 4,071 times since launch.

Fit for Transport app

MPI launched a mobile app in May 2017 to help farmers, transporters, stock agents and veterinarians determine whether an animal is fit for transport.

Developed with industry and vets, the app is an easy and efficient tool to help people make the right decision for the welfare of animals. An app was considered the best solution because the target audience (farmers, livestock transporters, stock agents and vets) who will benefit from the app are often on the go and need access to fitness for transport information on the spot.

The app was built by an internal MPI team at no cost and has no dependencies on any other systems.

As at 31 July 2024 the app has been downloaded 8,779 times since launch.

Should you have any concerns with this response, I would encourage you to raise these with the Ministry for Primary Industries at Official.InformationAct@mpi.govt.nz. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Contact details are: Office of the Ombudsman, PO Box 10152, Wellington 6143 or at info@ombudsman.parliament.nz.

Nāku noa, nā



Emma Bannock
Director Engagement & Information



15 November 2024

Ref: DOIA 2425-0101

Rhys Hurley
Researcher, New Zealand Taxpayers' Union
rhys@taxpayers.org.nz

Tēnā koe Rhys

Thank you for your email of 9 July 2024 to the Ministry of Business, Innovation and Employment (MBIE) requesting the following information under the Official Information Act 1982 (the Act):

1. *The name/purpose of any app owned and operated by your organisation*
2. *Please include the date this app was launched*
3. *The total spent on this app.*
4. *Please break this down by year and individual costs per year.*
5. *The total downloads to date.*
6. *The reasoning for the creation of the app and whether any pre-existing website was considered sufficient.*
7. *Including any business case.*

Thank you for responding to our request for clarification, which we sent on 17 July 2024. In your clarification, you confirmed that you were seeking information about:

- *apps available for public download primarily phones*
- *I would like both ones MBIE holds the license for or has copyright over.*

In a further clarification around financial data sent on 23 July, we asked, with regard to questions 3 and 4, which financial years that you wished for us to retrieve information about. In a reply sent on the same day, you advised that 'the yearly costs will be enough'.

For this reason, my answer to this question captures the operational costs for each app across the 2023/24 financial year only.

Scoping and interpretation

NZ Relay

This app is being treated as out of scope of your request, as it is not owned or operated by MBIE.

The NZ Relay app is delivered by Concentrix Services (New Zealand) Limited, and forms part of the NZ Relay Service, which is contracted by MBIE using funding from the Telecommunications Development Levy. More information on these services, and the role that MBIE plays in delivering them, can be found at:

- Information about the app itself can be found at www.nzrelay.co.nz/index, the app's official website, and
- Information about services funded by the Crown for people with communications disabilities can be found on our website, at www.mbie.govt.nz/science-and-technology/it-communications-and-broadband/our-role-in-the-ict-sector/telecommunications-relay-service.

NZTD (New Zealand Travellers' Declaration)

The NZTD app is also being treated as out of scope of your request as New Zealand Customs is the lead agency for this. The NZTD app provides visitors to the country the ability to fill out their New Zealand Traveller Declaration (NZTD) before arriving onshore. It was launched in June 2023 and has had 400,000 downloads (with a daily average of 3,000 "Active Users"). Please note that a number of updates have been released since the original and, as such, this can impact the download statistics, as it is not always possible to identify how many individual users or devices have downloaded one of more versions.

Links to published documents about the app can be found here, on the Customs' website:

- www.customs.govt.nz/globalassets/documents/cabinet-material/reconnecting-new-zealanders-funding-for-the-development-of-a-traveller-health-declaration-system-part-1.pdf
- www.customs.govt.nz/globalassets/documents/cabinet-material/reconnecting-new-zealanders-funding-for-the-development-of-a-traveller-health-declaration-system-part-2.pdf
- www.customs.govt.nz/globalassets/documents/cabinet-material/reconnecting-new-zealanders-funding-for-the-development-of-a-traveller-health-declaration-system-part-3.pdf
- www.customs.govt.nz/globalassets/documents/cabinet-material/reconnecting-new-zealanders-funding-for-the-development-of-a-traveller-health-declaration-system-part-4.pdf
- www.customs.govt.nz/globalassets/documents/cabinet-material/reconnecting-new-zealanders-funding-for-the-development-of-a-traveller-health-declaration-system-part-5.pdf
- www.customs.govt.nz/globalassets/documents/cabinet-material/new-zealand-traveller-declaration---update-on-implementation-progress-and-next-steps.pdf

Your request

Question 1 Name and purpose of apps owned by your organisation

Question 2 Date apps were launched

Question 5 Downloads as at 9 July 2024

Information that responds to these question is contained in the table below.

Name	Purpose	Launch	Downloads	Data notes
Kōra MBIE	Provides information on te reo Māori (the Māori language), tikanga (customs), mātāpono me ngā ūaratanga (principles and values), whakatauki (proverbs and sayings) and waiata (songs), to help users understand more about our shared cultural heritage. This app assists staff to build confidence, knowledge and capability to work effectively with Māori in their roles at MBIE. This app is also available for public download.	August 2019	5,450 (estimated)	Data is across Android, iOS and Windows platforms as at August 2024
NZeTA (New Zealand Electronic	Allows visitors to the country to request and purchase an electronic visa for a stay under three months, and pay the	August 2019	2,333,579	Data as at 31 July 2024.

Name	Purpose	Launch	Downloads	Data notes
<i>Travel Authority)</i>	International Visitor Conservation and Tourism Levy.			Download figure is the combined total for iOS and Android versions of the app.
NZAUConnect	Allows users to simultaneously search both the New Zealand Companies Office (NZCO) and the Australian Securities and Investment Commission (ASIC) company and business names registers.	June 2013	51,395	Data as at 21 July 2024 Download data not available for iOS downloads before 1 April 2015, or Android downloads before 1 January 2017.
NZ Regions	Displays essential information on New Zealand regions, including information on regional incomes, rents, house prices, employment, and other key indicators of regional performance.	2019	15,573	Data as at 21 Jul 2024 Download figure is the combined total for iOS and Android versions of the app.

Question 3 total spend on the app

Question 4 total by year and costs per year

Name	2023/24 financial year cost
Kōra MBIE	For the 2023/24 financial year, there were no costs associated with maintaining the app. The only fee paid relating to the app was the Apple store fee of \$60.
NZeTA (New Zealand Electronic Travel Authority)	We have interpreted your request for 'total spent on this app' as being the total costs in the 2023/24 financial year paid to the NZeTA vendor to run and make improvements to the NZeTA app and web platform. This total is \$734,237 (ex GST).
NZAUConnect	The application vendor is paid \$3,000 (ex GST) per month to support various Companies Office systems, including the NZAUConnect mobile app and app server. This cost is not broken down per work stream as such we are unable to confirm the exact amount which is related to work to support NZAUConnect. During 2023/24 financial year \$7,350 (ex GST) was spent to upgrade the app server operating system and \$4,800 (ex GST) for work to upgrade the app to use the latest version of the NZBN business search service.
NZ Regions	For the 2023/24 financial year, \$12,240 (ex GST) was paid to support the NZ Regions app.

Question 6 Reasoning for development of an app; and
Question 7 Business cases

I am refusing your request for the business case for the NZeTA app under section 18(d) of the Act, as this information was published on our website, and can be found here www.mbie.govt.nz/assets/2ec5af1453/eta-business-case.pdf.

Please refer to the table in Appendix A for a list of business cases, and my decisions regarding their release. These documents also contain information in scope of Question 6.

Please note, Kōra is a customised version of software produced by Kiwa Digital Ltd, that is able to be branded, customised and updated according to individual agencies' needs at the time.

Because of this, Appendix A lists my decisions regarding the release of the original Statement of Work with Kiwa Digital, showing the approval to purchase the Kōra app, as well as the original creative brief for the app, which was provisionally called *Waharoa* (Gateway) before its launch.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact OIA@mbie.govt.nz.

You have the right to seek an investigation and review by the Ombudsman if you are unhappy with this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā



Richard Griffiths
Deputy Secretary
Corporate Services, Finance & Enablement

Appendix A - List of business cases in scope

Information has been redacted from these documents under the following sections of the Act:

- 9(2)(a), to protect the privacy of natural persons, including that of deceased natural persons; and
- 9(2)(b)(ii), to prevent prejudice to the interests of the source or subject of commercial information.

I do not consider that the withholding of this information is outweighed by public interest considerations in making the information available.

Doc	Date	Title	App	Redactions
1	Nov 2012	0046C NZCO ASIC Mobile Business Search Business case	NZAUConnect	Nil
2	Mar 2015	2055 Regional Economic Activity Report 2015 Web Tool and Mobile App Business Case	NZ Regions	9(2)(b)(ii)
3	Mar 2019	Kora Document – Government Model Contract for Services	Kōra	9(2)(a)
4		Kora supporting document	Kōra	Nil



Government Model Contract for Services

Cultural Intelligence Digital Tools for MBIE's Working Environments

The Parties

Ministry of Business, Innovation and Employment **(Buyer)**

PO Box 1473

Wellington 6140

and

Kiwa Digital Ltd **(Supplier)**

PO Box 911 152, Victoria Street West

Auckland 1142

The Contract

Agreement

The Buyer appoints the Supplier to deliver the Services described in this Contract and the Supplier accepts that appointment. This Contract sets out the Parties' rights and obligations.

The documents forming this Contract are:

- | | |
|--|------------|
| 1. This page | Page 1 |
| 2. Contract Details and Description of Services | Schedule 1 |
| 3. Standard Terms and Conditions | Schedule 2 |
| 4. GMC Form 1 SERVICES Schedule 2 (2nd Edition) available at: www.procurement.govt.nz | |
| 5. Any other attachments described at Schedule 1. | |

How to read this Contract

- Together the above documents form the whole Contract.
- Any Supplier terms and conditions do not apply.
- Clause numbers refer to clauses in Schedule 2.
- Words starting with capital letters have a special meaning. The special meaning is stated in the Definitions section at clause 17 (Schedule 2).

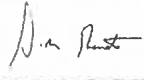
Acceptance

In signing this Contract each Party acknowledges that it has read and agrees to be bound by it.

For and on behalf of the **Buyer**:


(signature)

For and on behalf of the **Supplier**:


(signature)

name: Hinemaua Rikirangi

position: Te Tumu Whakarae – Executive Director

date: 4/3/19

name: Steven Renata

position: Chief Executive Officer

date: 4/3/19

Schedule 1: Contract Details and Description of Services

Start Date	Upon signing	Reference Schedule 2 clause 1
End Date	28 June 2019	Reference Schedule 2 clause 1

Contract Managers	Buyer's Contract Manager	Supplier's Contract Manager
Reference Schedule 2 clause 4		
Name:	Hinemaui Rikirangi	Steven Renata
Title / position:	Executive Director – Te Tumu Whakarae	Chief Executive Officer
Address:	PO Box 1473, Wellington 6140	PO Box 911 152, Victoria Street West, Auckland 1142
Phone:	04 901 1618	09 925 5035
Fax:		
Email:	Hinemaui.rikirangi@mbie.govt.nz	steven@kiwadigital.com

Addresses for Notices	Buyer's address	Supplier's address
Reference Schedule 2 clause 14		
For the attention of:	Keriata Royal-Taeao	Steven Renata
c.c. Contract Manager	Hinemaui Rikirangi	
Delivery address:		
Postal address:	PO Box 1473, Wellington 6140	PO Box 911 152, Victoria Street West, Auckland 1142
Fax:		
Email:	Keriata.royal-taeao@mbie.govt.nz	steven@kiwadigital.com

Description of Services

Context

Kiwa Digital is one of the leading production houses for experiential digital books. We are engaging Kiwa Digital to support the growth of cultural capability within MBIE through the creation of a digital application which internal MBIE staff members can access on their devices.

Description of Services

Kiwa Digital will provide MBIE with a customised application which supports cultural capability programme development. The app will make it more efficient for MBIE staff to engage with learning materials and cultural intelligence tools.

Deliverables

Kiwa Digital will provide the following deliverables:

- Provide a creative proof (based on up to 30 hours of creative consultancy with Te Kupenga)
- A Kiwa book with up to 45 pages and has IOS and Android capability
- 1 x audio production
- Testing of App on Multi-Platform Devices
- Management of application including maintenance in perpetuity
- App push notifications as deployed via App Owner
- 1 x launch collateral

Production Schedule:

- Pre-Production - Sign-off of contract, creative brief, receipt of working assets, and 1st drawdown: 14–21 days
- Audio Production: 2 days
- Overall Production Time - start to finish: 10 days
- Upload 1st Draft to Client with turnaround for client feedback - within 6 days of commencement: 2 days
- Implementation of Client feedback and changes - within 2 days of change request: 1 day
- Deliver application to client for final approval - within 1 day of completion of changes: 1 day
- Upload to iTunes: 1 day
- Allow 14 days for the app to be approved by Apple and made available on iTunes for distribution: 14 days

Specific code of conduct / health & safety / legislative requirement

The Supplier and its Personnel must comply with the Buyers' Safety and Wellbeing Management Policy and any other relevant codes of conduct notified by the Buyer to the Supplier from time to time.

Supplier's Reporting Requirements Reference Schedule 2 clause 5	Report to:	Type of report	Due date
	Contract Manager	Interim Progress Report	30 March 2019
		Project completion report	28 June 2019

CHARGES: The following section sets out the Charges. Charges are the total maximum amount payable by the Buyer to the Supplier for delivery of the Services. Charges include *Fees*, and where agreed, *Expenses* and *Daily Allowances*. The Charges for this Contract are set out below.

Fees Reference Schedule 2 clause 3	The Supplier's Fees will be calculated as follows: Fixed Fee A fixed Fee of \$26,500 plus GST.
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ExpensesReference Schedule 2
clause 3

No Expenses are payable.

InvoicesReference Schedule 2
Subject to clauses 3 and
11.7

The Supplier must send the Buyer an invoice for the Charges at the following times:

On the following dates subject to completion of the relevant Deliverables:

Deliverable/Milestone	Due date	Amount due (exc GST)
<i>Execution of the Agreement</i>		\$9,500
<i>Workshop session with Kiwa Creative team on App</i> <i>Design and interactive enhancements; and</i> <i>delivery of a Creative Brief for approval</i>	30 March 2019	\$8,500
<i>Creation and delivery of CQ App in iOS and Android versions for upload to Stores</i>	28 June 2019	\$8,500
Total (exc GST)		\$26,500

Address for invoicesReference Schedule 2
clause 3

Buyer's address

For the attention of:	Keriata Royal-Taeao
Email:	mbie.invoices@mbie.govt.nz keriata.royal-taeao@mbie.govt.nz

Insurance Reference Schedule 2 Clause 8.1	INSURANCE: (clause 8.1 Schedule 2) During the term of the Contract and for a period of three years following the End Date or termination of the Contract, the Supplier will, at its own expense, ensure that it maintains adequate insurance in respect of its potential liability for loss or damage under this Contract, but as a minimum the Supplier must hold public liability insurance of at least \$1,000,000 per occurrence and professional indemnity insurance of at least \$1,000,000 per occurrence. The Supplier will, at the Buyer's request, promptly provide satisfactory evidence that it has complied with its obligations in this clause.
Changes to Schedule 2 and additional clause/s	Schedule 2 of this Contract is amended as follows: <u>Changes</u> 1. Clause 1.1 is amended by inserting the following at the end of the second sentence: <i>"however if Services are delivered before the Start Date with the Buyer's approval this Contract shall be deemed to apply."</i> <u>Additional Clauses</u> 2. Rights to Compensation and Indemnity <i>"The Supplier must compensate the Buyer for any loss, expense or damage that the Buyer suffers, and indemnify the Buyer against any liability the Buyer incurs, which results from any breach, delay, or failure to comply with this Contract by the Supplier or any of the Supplier's agents."</i> 3. Immigration Status <i>"The Supplier must ensure that its staff, agents, sub-contractors, their replacements or substitutes, and any other personnel involved in delivering the Services are lawfully entitled to work in New Zealand under the Immigration Act 2009".</i> 4. Good Employer <i>"The Supplier must ensure that it operates policies and systems that promote fair and proper treatment of employees in all aspects of their employment. This includes providing good and safe working conditions, equal employment opportunities, impartial selection procedures, and opportunities for employee personal development."</i> 5. Contract and Commercial Law Act 2017 <i>"Nothing in this Contract shall confer any benefit on any person who is not a Party to this Contract unless otherwise stated".</i> 6. If Part of Contract Ruled Invalid <i>"If any part of this Contract is ruled to be invalid or unenforceable, it will be deemed to be deleted and will not affect the validity or enforceability of the rest of this Contract".</i> 7. Health and Safety <i>"The Supplier will:</i> <i>a. consult, cooperate and coordinate with the Buyer to the extent required by the Buyer to ensure that the Buyer and the Seller will each comply with their respective obligations under the Health and Safety at Work Act 2015 as they relate to the Contract</i> <i>b. perform its, and ensure that its Personnel perform their, obligations under the Contract in compliance with its and their obligations under the Health and Safety at Work Act 2015</i> <i>c. comply with all reasonable directions of the Buyer relating to health, safety, and security</i> <i>d. report any health and safety incident, injury or near miss, or any notice issued under</i>

the Health and Safety at Work Act 2015, to the Buyer to the extent that it relates to, or affects, the Contract."

8. Confidentiality

"The Supplier will ensure that its Personnel are bound in writing by the duty of confidence that is owed by it to the Buyer in a form reasonably acceptable to the Buyer, an original of which will be delivered by the Supplier to the Buyer for retention in the Buyer's files"

9. Reports

"If the Provider's Personnel require access to MBIE's facilities and IT systems to provide the Services the Provider must provide the following evidence of the suitability of the relevant Personnel:

- a. Ministry of Justice criminal record check (MoJ Check);*
- b. clearance to work in New Zealand; and*
- c. credential and reference check from at least two references (the Evidence).*

The Evidence must not be more than 6 months old.

Apart from the MoJ Check, the Provider must provide the Evidence when the Personnel are proposed to provide the Services.

The Provider must provide the MoJ Check to the Buyer as soon as possible and no later than 20 business days after the Contract has commenced.

On request by the Buyer, the Provider must provide additional evidence of the suitability of the Personnel performing the Services such as a credit check.

For other Personnel providing the Services, the Provider, on request by the Buyer, must provide evidence of the suitability of the Personnel performing the Services. This evidence is to be in the form of the following background checks which are not to be more than 6 months old:

- a. Ministry of Justice criminal record check;*
- b. clearance to work in New Zealand;*
- c. credential and reference check; and*
- d. credit check.*

The Provider will immediately notify the Buyer of any change it is aware of to the suitability of the Personnel during the term of this Contract."

Attachments

Reference 'Contract documents' described at Page 1

1. Confidentiality Deed (attached to this agreement)
2. Safety and Wellbeing Management Policy available here:
<http://thelink/how/Documents/Forms/MBIE%20Policy.aspx>



Confidentiality Deed

DATE:

APPROVED PERSONNEL : Steven Renata, of PO Box 911 152, Victoria Street West,
Auckland 1142

I acknowledge that the Ministry of Business, Innovation and Employment (the **Ministry**) is willing to disclose to me information that may be relevant to the Digital Tools for Cultural Capability Programme, the Māori Economic Development Unit and other areas of the Ministry that I support (**Projects**). I will also have access to information of the Ministry in the course of my engagement with it. Such information may include, but is not limited to:

- a. information and data, whether written or oral, related in any way to the Ministry's requirements for the Projects or the Ministry's existing processes, procedures or systems; and
- b. processes, personnel, policies, business strategies, plans, ideas, know how, concepts, technologies, methodologies, reports, documents, and other information whether of a business, financial, technical, non-technical or other nature and whether existing in tangible form, electronic form or otherwise which is made available by the Ministry to me; and
- c. other information of the Ministry which becomes known to me in the course of my engagement with it,

but excludes:

- d. publically available information; or
- e. information that becomes known to me from a third party who is not in breach of any obligation of confidentiality to the Ministry,

(Confidential Information).

I acknowledge that the Confidential Information is highly sensitive and confidential in nature, and is disclosed on the understanding that it will be kept confidential and used solely for the purpose of enabling me to perform, design, develop, supply and deliver services and deliverables in relation to Projects (the **Permitted Purpose**).

Accordingly, I undertake as follows:

1. Confidentiality

- 1.1 I will keep all Confidential Information strictly secret and confidential and shall use the Confidential Information for the Permitted Purpose only. I acknowledge that the Confidential Information remains the property of the Ministry. I will not contest or dispute the Ministry's ownership of the Confidential Information at any time.

2. Use and Disclosure

- 2.1 I will not use any Confidential Information disclosed by the Ministry in any manner which is, or may be, detrimental to the Ministry's interests.

- 2.2 I will not disclose, or permit to be disclosed, the Confidential Information other than:

- a. to the extent required by law (including the rules of any stock exchange to which I am

- b. subject); or
- c. to the extent required by a court order; or
- d. to the extent required by a regulatory authority acting under a statutory power to require disclosure of information; or
- e. with the Ministry's prior written consent in each instance.

2.3 Before disclosing Confidential Information under clause 2.2, where practical I must:

- a. promptly notify the Ministry of the requirement; and
- b. use all reasonable endeavours to obtain, from the person requiring the information, assurances that the Confidential Information will be treated as confidential.

3. Completion of Purpose

3.1 The obligations under this Deed continue to apply after the completion of the Permitted Purpose.

3.2 At the Ministry's reasonable request I must:

- a. return or destroy the Confidential information in my possession and control; and
- b. confirm in writing my compliance with this clause 3.2a.

4. Term of Deed

4.1 I acknowledge and agree that this Deed, and my obligations under it, will continue in full force and effect without limit of time unless otherwise agreed in writing by the Ministry.

5. Indemnity

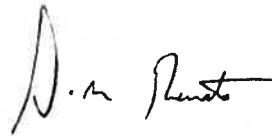
5.1 I indemnify the Ministry against all costs, losses and damages (including legal costs on a solicitor-client basis) that may be incurred by the Ministry should I breach any of my obligations under this Deed. I agree that I am responsible for any act or default of any third party to whom I disclose any Confidential Information.

6. Governing Law

6.1 This Deed is governed by New Zealand law and the parties submit to the non-exclusive jurisdiction of the New Zealand courts.

SIGNED AND DELIVERED AS A DEED by
Steven Renata in the
presence of:

)
)
)



Signature

Witness signature: 

Witness name: Jill Tattersall

Witness address: 

File No: 03 04 02L
Document No: 29783594
Enquiries to: Jennie Cox
Client ID: REQ211587



17 September 2024

Private Bag 3038
Waikato Mail Centre
Hamilton 3240
New Zealand

waikatoregion.govt.nz
0800 800 401

Rhys Hurley
NZ Taxpayers Union
via email

Tēnā koe Rhys

Response REQ211587 App development

Council received your request for information on 31 July 2024 regarding Apps for council.

Request Details:

This is a request for official information under the Official Information Act 1982 in relation to developed apps. We request the following information:

- ***The name/purpose of any app owned and operated by you. -Please include the date this app was launched***
- ***The total spent on this app. -Please break this down by year and individual costs per year.***
- ***The total downloads to date.***
- ***The reasoning for the creation of the app and whether any pre-existing website was considered sufficient. -Including any business case.***

We do not wish to cause unnecessary expense or burden for your agency. Should clarification be required, please call or email. Similarly, if a request proves unnecessarily burdensome in form and we are likely to be able to adjust that request to be more specific or better suited to your information systems without losing the benefit of what is sought, please get in touch. If there is likely to be a delay in the assembly or provision of some of the information requested, please provide the balance as it becomes available. In any place where possible, data that can be presented in an excel format is preferred to other methods of presentation e.g. PDF. To avoid unnecessary printing and postage costs, we ask that you send a confirmation of receipt, the response and any other correspondence related to this email address.

Council Response

Kawe Kōrero

- ***The name/purpose of any app owned and operated by you. Please include the date this app was launched***

Kawe Kōrero was launched 2017.

- ***The total spent on this app. -Please break this down by year and individual costs per year.***

The cost for the development of the app was \$29,488.00+ GST.

•The total downloads to date.

Total app installs: 1 Sept 2017 to 26 August 2024

Android - 3,288

IOS - 3,948

Windows – 438

•The reasoning for the creation of the app and whether any pre-existing website was considered sufficient. -Including any business case.

Rationale

- To complement and support Māori language, tikanga, and engagement capability training of WRC staff.
- Prior to 2017, there were no websites available for use. Kiwa Digital had done similar apps for other organisations, but nowhere near the usefulness of Kawe Kōrero.
- It set the benchmark for Māori language apps in usability for some time after.
- With increasing need for Māori cultural capability in New Zealand, it remains an outstanding tool.

Nāku noa, nā

Jennie Cox

Official Information And Privacy Advisor, Democracy



Re: LGOIMA 1860: Ki Uta App

From Upper Hutt City Council Official Information Team <OIA.Requests@uhcc.govt.nz>

Date Thu 27/03/2025 11:43 AM

To Rhys Hurley <rhys@taxpayers.org.nz>

Tēnā koe Rhys

Decision on your official information request

I refer to your official information request dated 24 February 2025 for information in relation to Upper Hutt City Council's Ki Uta App.

The information you have requested is as follows:

- The total cost to develop and launch the Ki Uta app, including any external contractor fees, marketing, and ongoing maintenance costs.

The total cost for the development and launch of the Ki Uta app to date is \$38,172.32

- Any available statistics on the public uptake and usage of the app, including but not limited to the number of downloads and active users.

February 2024				+
	iOS	Android	TOTAL	
GENERAL				
First release	13th June 2023	13th June 2023		
Current version	1.1	1		
Territory	Worldwide	Worldwide		
DOWNLOADS*				
Total downloads	1,626	74	1700	
Impressions	3,383	n/a	3,383	
Product page views	110	145	255	
Conversion rate	20.3%	51.03%	-	
USABILITY*				
Session per active Devices	1.77	n/a	1.77	
Sessions	23	n/a	23	
Active devices	3	60	63	
Crashes	0	2	2	
Deletions	1	3	4	

- Any reports, reviews, or internal discussions regarding the effectiveness and uptake of the app.
- Details on whether any reporting has been requested or conducted on app usage since its launch.

For both of these questions – key involved staff had access to an app usage statistics portal to view this information which I have pulled the above data from. Beyond this we have not been able to find any reports, reviews or discussions about the app usage or effectiveness.

- Information on whether the app was made mandatory for installation on Upper Hutt City Council devices and the reasoning behind this decision.

The app was created to encourage the learning and understanding of te reo Māori and te ao Māori by making it more accessible to staff and the local community.

The app was included in the UHCC organisational apps portal, making it available to all UHCC managed iPhones for use at the phone user's discretion but it was not installed on all Council devices in a default or mandatory manner.

It was promoted to all staff with information on how to install it and has been promoted on the UHCC facebook page and public website.

- Any budget reallocation decisions that have impacted community events, services, or staff numbers in relation to the funding or prioritisation of the Ki Uta app.

Officers are not aware of any budget reallocation occurring. There was an initial budget allocation for the project and then the ongoing licences are allocated out of the standard Digital Information Services operational budget.

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

Please feel free to contact us if you wish to discuss this decision or have any further questions about this request.

Ngā mihi
Angela

Upper Hutt City Council Official Information Team
Upper Hutt City Council Official Information Team



Te Kaunihera o Te Awa Kairangi ki Uta | Upper Hutt City Council

838 – 842 Fergusson Drive, Private Bag 907, Upper Hutt, 5140, New Zealand
DDI: +64 4 527 2169 | E: OIA.Requests@uhcc.govt.nz
W: upperhutt.govt.nz | F: [fb.com/UpperHuttCityCouncil](https://www.facebook.com/UpperHuttCityCouncil)

From: Upper Hutt City Council Official Information Team <OIA.Requests@uhcc.govt.nz>

Sent: Wednesday, 26 February 2025 10:39 am

To: Rhys Hurley <rhys@taxpayers.org.nz>

Subject: RE: LGOIMA

Tēnā koe Rhys

I am writing to acknowledge receipt of your official information request dated 24 February 2025 for information in relation to Upper Hutt City Council's Ki Uta App.

Our reference for your request is #1860.

We will endeavour to respond to your request as soon as possible and in any event no later than 24 March 2025, being 20 working days after the day your request was received. If we are unable to respond to your request by then, we will notify you of an extension of that timeframe.

If you have any queries or any additional factors come to light which are relevant to your request, please do not hesitate to contact us so that these can be taken into account.

Ngā mihi

Jacqui

Upper Hutt City Council Official Information Team
Upper Hutt City Council Official Information Team



Te Kaunihera o Te Awa Kairangi ki Uta | Upper Hutt City Council

838 – 842 Fergusson Drive, Private Bag 907, Upper Hutt, 5140, New Zealand

DDI: [+64 4 527 2169](tel:+6445272169) | E: OIA.Requests@uhcc.govt.nzW: upperhutt.govt.nz | F: fb.com/UpperHuttCityCouncil**From:** Rhys Hurley <rhys@taxpayers.org.nz>**Sent:** Monday, 24 February 2025 12:10 pm**To:** Upper Hutt City Council Official Information Team <OIA.Requests@uhcc.govt.nz>**Subject:** LGOIMA

This is a request for official information in relation to the Ki Uta app launched by Upper Hutt City Council in September 2023.

We request the following information:

- The total cost to develop and launch the Ki Uta app, including any external contractor fees, marketing, and ongoing maintenance costs.
- Any available statistics on the public uptake and usage of the app, including but not limited to the number of downloads and active users.
- Any reports, reviews, or internal discussions regarding the effectiveness and uptake of the app.
- Details on whether any reporting has been requested or conducted on app usage since its launch.
- Information on whether the app was made mandatory for installation on Upper Hutt City Council devices and the reasoning behind this decision.
- Any budget reallocation decisions that have impacted community events, services, or staff numbers in relation to the funding or prioritisation of the Ki Uta app.

We do not wish to cause unnecessary expense or burden for your agency. Should clarification be required, please call or email. Similarly, if this request proves unnecessarily burdensome in its current form and could be adjusted to be more specific or better suited to your information systems without losing the benefit of what is sought, please get in touch. If there is likely to be a delay in the assembly or provision of some of the information requested, please provide the balance as it becomes available.

Where relevant, please specify whether cost figures are inclusive or exclusive of GST.

Additionally, where possible, we prefer data in an Excel format rather than PDFs or other formats.

To avoid unnecessary printing and postage costs, please send confirmation of receipt, the response, and any other correspondence related to this request to this email address.

Please refer to “APP” in the subject line.

Best regards,

Rhys Hurley

4 December 2023



Rhys Hurley
New Zealand Taxpayers' Union
By email: rhys@taxpayers.org.nz

Tēnā koe Rhys

INFORMATION REQUEST – Te Ara Whanui app costs and usage

We write in response to your request for information dated 13 November 2023 in which you requested the following information:

in relation to the Te Ara Whanui app.

We request the following information:

The total cost of developing the app including staff hours, contracts, hireage and anything related to the development costs.

The total cost of marketing including staff hours, posters, billboards or anything relevant to marketing

The total cost of maintaining the app including contractors, staffing or any other relevant cost.

How many downloads has the app had since it was launched?

What is the average visited time on the app per day?

If known please state how much has been paid overall for the app and how much of this was paid by Tourism Bay of Plenty.

We have considered your request in accordance with the Local Government Official Information and Meetings Act 1987 ("LGOIMA") and respond as follows:

The total cost of developing the app including staff hours, contracts, hireage and anything related to the development costs.

We estimate 50 hours of staff time in developing the app. Tauranga City Council has paid \$45,500 to the developer which does not include the additional \$30,000 paid by Tourism Bay of Plenty.

The total cost of marketing including staff hours, posters, billboards or anything relevant to marketing

There were no costs as existing marketing channels were used. There were no posters or billboards.

The total cost of maintaining the app including contractors, staffing or any other relevant cost.

There are no maintenance costs beyond the initial build cost.

How many downloads has the app had since it was launched?

There have been approximately 2,200 downloads.

What is the average visited time on the app per day?

We do not collect this information so are unable to answer this question.

If known please state how much has been paid overall for the app and how much of this was paid by Tourism Bay of Plenty.

Tourism Bay of Plenty contributed \$30,000 to the development of this app.

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

We may publish this response on our website as your request may be of interest to others. All personal information will be removed and only the question and answers will be seen.

If you wish to discuss this decision with us, please feel free to contact the writer.

Ngā mihi



Kath Norris
Team Leader
Democracy Services