


22 November 2023



Tēnā koe 

**LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT Request: 2023-80**

Thank you for your email 1 November 2023 to Carterton District Council requesting the following information:

1. *“Are any people blocked or subject to moderation in their electronic communications with your council”*
2. *If so, how many people are either blocked or subject to moderation?*
3. *Does your council have an electronic communications policy in relation to individuals it wishes to manage contact with?*
4. *If your council has such a policy could you please send me a copy or written description of it.*
5. *What circumstances would trigger your council to implement its policy to manage a person's communications?*
6. *In general, how many emails would your council consider to be excessive from one individual?*
7. *Has your council ever referred an electronic communication from a member of the public to the police?*
8. *Is there anything else you'd like to say about managing electronic communications with the public?”*

Your request has been considered under the Local Government Official Information and Meeting Act 1987 (the Act).

Our response is as follows:

1. *Are any people blocked or subject to moderation in their electronic communications with your council*

Response: No-one is currently blocked or subject to direct moderation in their electronic communication with the council.

2. *If so, how many people are either blocked or subject to moderation?*



Response: Not applicable

3. *Does your council have an electronic communications policy in relation to individuals it wishes to manage contact with?*

Response: No

4. *If your council has such a policy could you please send me a copy or written description of it.*

Response: Not applicable

5. *What circumstances would trigger your council to implement its policy to manage a person's communications?*

Response: Not applicable

6. *In general, how many emails would your council consider to be excessive from one individual?*

Response: Currently there is no figure flagged.

7. *Has your council ever referred an electronic communication from a member of the public to the police?*

Response: We have referred four instances of electronic communication to the New Zealand Police. All four instances were suspected fraudulent applications made to the Cyclone Gabrielle Wairarapa Mayoral Relief Fund.

8. *Is there anything else you'd like to say about managing electronic communications with the public?*

Response:

Due to the nature of electronic communication and its use by parties from around the world for more than just basic communication, service providers have implemented filters and service checks which may mean that some emails do not get through to their intended recipient. This includes but is not limited to - limits on the size of the email, particular attachment types which are classed by a third party as dangerous, or email sender addresses that have already been flagged as global malicious email senders. The Council has no control over these global settings, but it does review the communication logs sent in by the service providers to ensure that any communication that has been incorrectly blocked by third parties is released if possible, and the communication gets through to the correct person.

Please note, the Council now proactively publishes LGOIMA responses on our website. As such, we may publish this response on our website after five working days. Your name and contact details will be removed.

Thank you again for your email. You have the right to ask an Ombudsman to review this decision. You can do this by writing to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or Office of the Ombudsman, PO Box 10152, Wellington 6143.

**28 Holloway Street, Carterton, Wairarapa | PO Box 9, Carterton, 5743 |**  
**[lgoima@cdc.govt.nz](mailto:lgoima@cdc.govt.nz) | 06 379 4030 | [www.cdc.govt.nz](http://www.cdc.govt.nz)**

LGOIMA ID:

If you have further questions, please feel free to contact our media team in the first instance at [comms@cdc.govt.nz](mailto:comms@cdc.govt.nz). If you are unsatisfied with my response, you have the right to ask an Ombudsman to review it. You can do this by writing to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or Office of the Ombudsman, PO Box 10152, Wellington 6143.  
Nāku noa, nā/yours sincerely



**Geoff Hamilton**  
**Chief Executive**  
**Carterton District Council**

RELEASED UNDER LGOIMA