



5 February 2025

s 9(2)(a)

### Official information request

Our ref: R00680

Tēnā koe s 9(2)(a)

Thank you for your official information request received on 13 December 2024. You requested:

1. *How many calls have been made to the tipline in total?*
2. *How many calls have been made to the tipline from people in Waikato?*
3. *Are any regulations under review now in the wake of a tip, and if so can you say how many?*
4. *Are there any regulations that are being mentioned more often via the tipline?*

On 3 February 2025, we extended the timeframe to respond to respond to your request by two days, to 5 February 2025.

#### Items one and two

The Ministry for Regulation does not have a phone number for members of the public to call the Ministry to raise a red tape issue, instead the public are invited to make a submission via an online web form which we refer to as the 'online portal'. This was launched on the Ministry for Regulation website on 19 November 2024.

While I must refuse your request for "calls" to the tipline under section 18(e) of the OIA as the information does not exist, we have instead provided information relating to submissions received via the Ministry's online portal since its launch.

As at 27 January 2025, the Ministry had received a total of 489 submissions via the red tape tipline online portal. Of those, a total of 44 have self-identified their regional location as Waikato.

#### Items three and four

Where possible, regulations are reviewed as part of an initial screening and triage process and could be under review at any stage of our assessment and investigation of the submissions raised. Submitters can self-select a relevant industry sector when making their submission and signal specific regulations that apply. Not all submitters complete this information, and we have found this self-selected data does not always match the issue raised or the actual regulations relevant to the issue.

This means we cannot answer your request for how many specific regulations are under review, or those that are being mentioned more often via the tipline and must refuse this part of request under section 18(g) of the OIA, as the information is not held by the Ministry for Regulation, and we do not believe it is held by another agency.

However, we can provide you with a number of themes we have seen in initial submissions and advise that approximately 160 issues to date have been agreed to be progressed to investigation.

These are some of the top themes the Ministry has identified in submissions received via the online portal to date:

1. Small food manufacturers and retailers
2. Temporary traffic management
3. Anti-Money-Laundering compliance obligations
4. Building consents
5. Resource Management Act and Zoning

### **Additional information**

We will soon be releasing quarterly reporting with more information about themes and the types of submissions that we are receiving, which will include submissions received outside of the online portal. We anticipate this reporting to also include information on regulations that have been reviewed as part of closed or resolved investigations and expect the first report to be published in February 2025.

The Ministry for Regulation was involved in some investigations prior to the launch of our red tape issues online portal. Information about some of the issues we have investigated to date is available on the Ministry for Regulation website:

- <https://www.regulation.govt.nz/assets/Uploads/Flour-dust.pdf>
- <https://www.regulation.govt.nz/assets/Uploads/Buy-Now-Pay-Later.pdf>

### **Right of review**

If you wish to discuss this decision with us, please contact [hello@regulation.govt.nz](mailto:hello@regulation.govt.nz).

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that we may publish this response (with your details removed) on the Ministry for Regulation website.

Ngā mihi

s 9(2)(a)

Aisling Risdon  
**Head of Ministerial Services**  
**Ministry for Regulation**