

## Survey of public sector information management 2019

The survey aims to provide a whole-of-system view of information management in the New Zealand public sector. The results will feed back into Archives New Zealand Te Rua Mahara o te Kāwanatanga's ongoing monitoring and reporting activities, enable us to identify gaps in advice and guidance, and plan future service delivery. Your organisation can use the survey and the published findings as a self-assessment to gauge its information management performance. This survey will be delivered annually to help track progress over time. All public offices and local authorities are included, except school boards of trustees, Ministers, Council Controlled Organisations (CCOs), Council Controlled Trading Organisations (CCTOs) and Local Government Organisations.

- It is estimated the survey will take between 30 and 40 minutes.
- For the purpose of this survey we use the acronym IM instead of 'information management'.
- Practices vary across organisations, which may make some questions unclear to you. Please use your best judgment to interpret each question for your circumstances.
- This survey has been built within the limitations of the SurveyMonkey tool. There is no menu allowing you to directly access a later page of the survey. Use only the PREV and NEXT buttons to navigate through; don't use the browser back or forward buttons!
- Once you have answered some questions, you can leave the survey and come back to it later on the same device or on a new device. The questions you have already answered will be automatically saved.
- On our new website, under Monitoring Framework > Survey, [a PDF version is available for download](#), if you want to work on the responses offline.
- All questions are mandatory. You can only move to the next question when you have answered the question you're on.
- Your organisation must submit only one survey response. However, it should be a collaborative effort. Some questions are designed to be answered by the Executive Sponsor, while others are designed to be answered by IM staff.

*This survey was developed by the Government Recordkeeping Directorate at Archives New Zealand. Extensive feedback was received from an internal group of subject matter experts, also from a number of public offices and local authorities, which was greatly appreciated. Email [rkexecutivesponsor@dia.govt.nz](mailto:rkexecutivesponsor@dia.govt.nz) if you have any queries. Thank you.*

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### Profile

1. What is the full legal name of your organisation?

2. Does your organisation operate under an alternative name?

- No
- Yes (please specify)

3. What type of organisation are you responding on behalf of?

- Public office (including central government departments, crown entities, state owned enterprises, offices of Parliament, non-public service departments, district health boards, tertiary education entities, etc.)
- Local authority

4. How many employees (full-time equivalent) currently work for your organisation?

- Less than 10
- 10-99
- 100-299
- 300-499
- 500-2999
- 3000-5999
- More than 6000

5. Please choose the statement that best describes your organisation's physical location(s)

- Single location - single office
- Single location - multiple offices in same town
- Multiple locations - head office and regional and / or international branches

## Survey of public sector information management 2019

### Core questions

***The following questions are in line with the principles and requirements of the Public Records Act 2005 and the Information and records management standard (16/S1).***

***We are asking these questions to get a better picture of the level of performance of IM in public sector organisations.***

6. What current drivers for good IM practice and processes are important to your organisation? You must provide an answer for all options.

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know
Business efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration across business groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compliance with legislative requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost rationalisation / savings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
External collaboration (i.e. collaboration with external organisations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other(s) (please specify)

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7. What current IM challenges are applicable to your organisation? You must provide an answer for all options.

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know
Lack of understanding / awareness of value of IM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IM not adequately addressed in planning phase of projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IM insufficiently funded / resourced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
'Silos' - lack of communication / collaboration across business groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information incomplete / not providing evidence of decisions, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information not easily searchable / retrievable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other(s) (please specify)



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8. Does your organisation have an active formal governance group in place for ensuring that IM requirements are considered at a strategic level?

*Explanatory note: A "formal governance group" is a group that has been officially set-up to provide direction, support and oversight at the executive level so the organisation meets business requirements as well as relevant laws and regulations. The group is responsible for making decisions so IM operational planning aligns with the corporate objectives and business activities of the organisation, also with all-of-government activities. An "active" group is one that meets a minimum of twice a year.*

- Yes
- In development
- No



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9. Is the Executive Sponsor and / or a member of the Information Management team part of this formal governance group?

Yes

No

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10. Does your organisation have any commitments related to Te Tiriti o Waitangi / the Treaty of Waitangi?

- No
- Don't know
- Yes - Relationship agreement / Whakāetanga with post-settlement iwi
- Yes - Another type of agreement with iwi / Māori (e.g. Memorandum of understanding)
- Yes - Other(s) (please specify)

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11. In the past 12 months, what activities has your organisation undertaken to ensure its IM meets Te Tiriti o Waitangi / the Treaty of Waitangi commitment arrangement(s)? Tick all that apply.

*Explanatory note: "Appropriate protocols" are those defined by an agreement.*

- None
- Don't know
- Applied appropriate protocols for the management of information about whanau, iwi or hapū
- Applied appropriate protocols for the use / reuse of iwi / Māori related information
- Applied appropriate access controls for information that is of high interest to iwi / Māori
- Implemented metadata in Te Reo Māori (i.e. bilingual metadata)
- Implemented metadata for iwi / Māori concepts (i.e. concepts that are unique to the Māori worldview)
- Included in organisation-wide information strategy and / or policy
- Other(s) (please specify)



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12. In the past 12 months, what activities has your organisation undertaken to self-monitor its compliance with Archives New Zealand's requirements? Tick all that apply.

*Explanatory note: For the purpose of this question, "Archives New Zealand's requirements" include the Public Records Act 2005, the mandatory Information and records management standard , and other regulatory guidance issued or adopted by the Chief Archivist.*

- None
- Don't know
- Benchmarking exercise
- Independent assessment (i.e. assessment by a third party)
- Internal audit or review
- Process review
- Risk assessment
- Other (please specify)

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13. In the past 12 months, what activities has your organisation undertaken to self-monitor its compliance with its own IM strategy, policy and processes? Tick all that apply.

- None
- Don't know
- Benchmarking exercise
- Independent assessment (i.e. assessment by a third party)
- Internal audit or review
- Process review
- Risk assessment
- Other (please specify)

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14. What has the Executive Leadership Team and / or the IM Governance Group done with the findings from self-monitoring?

- Not applicable (i.e. we have not done any self-monitoring)
- Don't know
- Considered recommendations and begun a resourced action plan
- Considered recommendations but no action to be taken
- Considered recommendations but action deferred
- Considered recommendations but further analysis work required
- Recommendations yet to be considered

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### 15. How many dedicated IM staff (full-time equivalent) are currently working in your organisation?

*Explanatory note: For the purpose of this question, "dedicated IM staff" exclude geographic information system (GIS), business intelligence (BI), data management and medical records staff. Some organisations, particularly small sized ones, may have another role(s) with responsibility for IM operations, e.g. a Business Support Assistant. If so, choose "None".*

- None
- 1 FTE or less
- More than 1 - up to 3 FTE
- More than 3 – up to 6 FTE
- More than 6 – up to 10 FTE
- More than 10 FTE

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16. In the past 12 months, what professional development activities have dedicated IM staff undertaken that helped them meet business needs? Tick all that apply.

- None
- Don't know
- Attended a conference (or similar event)
- Presented at a conference (or similar event)
- Training course (face-to-face and / or online)
- Secondment or another on-the-job training opportunity
- Studied towards a recognised qualification / professional accreditation or certification
- Other(s) (please specify)

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17. How does your organisation communicate their IM responsibilities to staff (including contractors and consultants) at all levels? Tick all that apply.

- IM responsibilities are not communicated
- Don't know
- Contract / Code of conduct
- Job descriptions
- Induction training (face-to-face and / or online)
- Refresher training (face-to-face and / or online)
- Performance development plans / agreements
- Other(s) (please specify)



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18. Is your organisation undertaking any of the following activities to transition from paper-based to digital business processes? Tick all that apply.

- None
- Don't know
- The organisation is already fully digital
- Making "digital-by-default" an underlining principle of organisational strategies
- Re-designing business processes and services to remove paper component
- Introducing digital authorisation and / or approval in business processes
- Scanning paper-based information at point of receipt as part of workflow
- Back-scanning of paper-based information (where the digital version becomes the authoritative version)
- Other(s) (please specify)

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### 19. Do you have an Information Asset Register that is current and in use?

*Explanatory note: An Information Asset Register is defined as "a simple way to help organisations to document and manage their information assets and the risks to them. Also referred to as an Information Asset Catalogue" (Source: [16/F17 Key definitions](#)). For more details see [Identifying and managing information assets \(17/F23\)](#).*

- Yes
- In development
- In planning phase
- No



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20. Has your organisation identified its top high value and / or high risk information?

*Explanatory note: "High value information" may include the information critical to core business, e.g. information about how the organisation performs legislated functions. "High risk information" may be information that, if missing or inaccessible, would put at risk the way the organisation operates. For further details, see [High value and high risk information and records \(16/F2\)](#).*

- Yes
- No
- Don't know

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21. In the past 12 months, what activities has your organisation undertaken to actively manage its high value and / or high risk information? Tick all that apply.

- None
- Don't know
- Developed / implemented a Risk Mitigation Plan
- Created / reviewed a Business Continuity Plan
- Created / updated an Information Asset Register
- Planned / implemented new business system(s)
- Improved access and use controls
- Migrated information into new file formats and / or to long-term storage environment
- Other(s) (please specify)

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22. What key risks to its information has your organisation identified? Tick all that apply.

- None
- Don't know
- Lack of offsite backup
- Information stored on obsolete or at-risk mediums (e.g. floppy disks) / file formats (e.g. WordStar files)
- Lack of contextual information to enable discovery and interpretation
- Information stored on business systems which are out-of-support
- Inadequate access and use controls for privacy and security
- Deterioration (of physical information and / or digital information stored on physical mediums)
- Storage failure (i.e. loss and / or corruption of data, inaccessible data, etc.)
- Other(s) (please specify)

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23. Are requirements for creating, managing, storing and disposing of information built into your organisation's new business information systems (i.e. automated systems that create or manage data about your organisation's activities)?

*Explanatory note: This question covers business information systems such as Human Resources Information Systems (HRIS), financial systems, specialised databases, etc. For the purpose of this question, a new system is defined as any system implemented since July 2016, i.e. after the introduction of the Information and records management standard.*

- Yes
- Partially
- No
- Don't know

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24. Which of the following represent challenges for ensuring that requirements for creating, managing, storing and disposing of information are built into those business information systems? Tick all that apply.

- Don't know
- Number of systems in use
- Age of systems in use
- Lack of awareness amongst vendors responsible for designing / upgrading systems
- Lack of capability / awareness amongst internal staff responsible for system build
- Lack of IM staff consultation in new systems being acquired / implemented
- Lack of management support / buy-in
- Other(s) (please specify)

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25. Does your organisation's current document and records management system (Enterprise Content Management, Electronic Document and Records Management, and / or Document Management systems) meet Archives New Zealand's Minimum requirements for metadata (16/G7)?

- Yes
- Partially
- No
- Don't know
- Not applicable (i.e. the organisation does not have a document and records management system)

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26. In the past 12 months, what activities has your organisation undertaken to make sure digital information of long-term value (i.e. required beyond ten years) remains reliable, usable and complete over time? Tick all that apply.

- None
- Don't know
- Developed / implemented a digital storage management plan
- Addressed long-term retention and access requirements during system changes
- Migrated to new file formats
- Migrated to long-term digital storage environment
- Monitored integrity of static information using checksums
- Tested capability of systems to create and maintain information and associated metadata
- Other(s) (please specify)



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27. Does your organisation hold any digital information that it can no longer open?

- Yes
- No
- Don't know



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28. What are the main reasons you cannot open that digital information? Tick all that apply.

- Don't know
- Inadequate metadata to easily locate information
- Information stored in obsolete file format(s)
- Information stored in personal systems which are inaccessible to the organisation (e.g. One Drive)
- Software needed to access information no longer available
- Physical deterioration of the medium (e.g. CD-ROMs)
- Storage failure
- Other(s) (please specify)

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29. In the past 12 months, has your organisation had difficulty responding to requests for official information under the *Official Information Act 1982* or the *Local Government Official Information and Meetings Act 1987* because (you must provide an answer for both options):

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know
The information did <b>not</b> exist (i.e. the record had <b>not</b> been created)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information existed but could <b>not</b> be found?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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30. In the past 12 months, what major system, service and / or other business change has your organisation undergone that had implications for IM? Tick all that apply.

*Explanatory note: For the purpose of this question, "Administrative Change" includes the changes mentioned in the Public Records Act 2005, under section 23. For more details, see [Managing information and records during administrative change \(17/G14\)](#).*

- None
- Don't know
- Established new function(s) (as a result of Administrative Change)
- Received and / or transferred information from / to another organisation (as a result of Administrative Change)
- Implemented new business system(s)
- Decommissioned business system(s)
- Implemented new service offering(s)
- Migrated information between systems and / or to a new storage environment
- Other(s) (please specify)

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31. Did your organisation take measures to guarantee security and preserve the integrity of the information impacted by those changes (as selected in the previous question)? You must provide an answer for all options.

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know
Established new function(s) (as a result of Administrative Change)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Received and / or transferred information from / to another organisation (as a result of Administrative Change)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implemented new business system(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decommissioned business system(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implemented new service offering(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Migrated information between systems and / or to a new storage environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other(s) (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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32. Do the facilities your organisation uses to store **physical** information have measures in place to protect against unauthorised access, alteration, loss and destruction? You must provide an answer for both options.

*Explanatory note: "Onsite" includes all storage locations managed by the organisation. "Offsite" includes all storage locations managed by an offsite storage provider such as Iron Mountain, Timg, etc.*

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
Onsite facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offsite facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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33. Do the systems and / or services your organisation uses to store **digital** information include mechanisms to protect against unauthorised access, alteration, loss, deletion and destruction? You must provide an answer for both options.

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
In-house / on-premise systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cloud services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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34. How much of your organisation's information over 25 years old has been classified as either open or restricted?

*Explanatory note: See Section 43 and Section 45 of the Public Records Act 2005 for the requirement to classify access status. Tick "Not applicable" if your organisation does not hold any information over 25 years old.*

100%	75% - less than 100%	50% - less than 75%	25% - less than 50%	1% - less than 25%	Don't know	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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35. What percentage of information created and maintained by your organisation is covered by applicable disposal authorities?

*Explanatory note: "Applicable disposal authorities" include current organisation-specific disposal authorities, as well as General Disposal Authorities (GDA6 and 7) and current local authority retention and disposal schedules.*

Full coverage	75% - less than 100%	50% - less than 75%	25% - less than 50%	1% - less than 25%	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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36. When does your organisation plan to appraise / identify and assess the value of the information **not** covered by applicable disposal authorities?

*Explanatory note: For details about appraisal, see our guidance on the [Appraisal process](#). "Applicable disposal authorities" include current organisation-specific disposal authorities, as well as General Disposal Authorities (GDA6 and 7) and current local authority retention and disposal schedules.*

We are currently appraising	In the next 12 months	In the next 1-3 years	In the next 4-5 years	In over 5 years time	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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37. In the past 12 months, what disposal activities has your organisation undertaken to implement the authorised disposal of information? Tick all that apply.

*Explanatory note: "Sentencing" is the term used to describe the process of applying a disposal authority / general disposal authority / retention and disposal schedule, and its disposal actions across an organisation's information and records (see [Disposal: sentencing \(16/G10\)](#)).*

- None
- Don't know
- Developed a disposal implementation plan
- Sentenced information in offsite storage
- Sentenced unstructured information in business information systems and / or shared drives
- Set-up automated disposal in Enterprise Content Management system (or similar)
- Used automated tools to analyse digital files in preparation for transfer (e.g. [DROID](#))
- Obtained approval to dispose of information from business owners
- Other(s) (please specify)

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38. What percentage of your organisation's information has been sentenced using applicable disposal authorities?

*Explanatory note: "Sentencing" is the term used to describe the process of applying a disposal authority / general disposal authority / retention and disposal schedule, and its disposal actions across an organisation's information and records (see [Disposal: sentencing \(16/G10\)](#)). "Applicable disposal authorities" include current organisation-specific disposal authorities, as well as General Disposal Authorities (GDA6 and 7) and current local authority retention and disposal schedules.*

100%	75% - less than 100%	50% - less than 75%	25% - less than 50%	1% - less than 25%	None	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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39. In the past 12 months, has your organisation undertaken (approved and authorised) destruction of information?

*Explanatory note: For the purpose of this question, "approved" means approved by the business owners; "authorised" means authorised by the Chief Archivist, or a business owner for local authority non protected records.*

- Yes - Physical only
- Yes - Digital only
- Yes - Both physical and digital
- No

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40. Which of the following challenges for undertaking regular (approved and authorised) destruction of information apply to your organisation? Tick all that apply.

*Explanatory note: For the purpose of this question, "approved" means approved by the business owners; "authorised" means authorised by the Chief Archivist, or a business owner for local authority non protected records.*

- Not applicable
- Don't know
- Lack of resources put towards sentencing activity
- Lack of confidence sentencing has been done accurately
- Cost of secure destruction / deletion through the storage provider
- Difficult to obtain approvals / sign-off from business owners
- Not seen as a priority for staff responsible for deletion of information in systems (e.g. IT staff)
- Systems have not been set-up to automate regular authorised destruction
- Other(s) (please specify)

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41. In the next 12 months, is your organisation planning to transfer any **physical** information (as identified for transfer in applicable disposal authorities)?

*Explanatory note: Public offices can transfer to an Archives New Zealand repository (except to the Wellington repository which is currently closed) or to an Approved Repository. Local Authorities can transfer to a Local Authority archive. "Applicable disposal authorities" include current organisation-specific disposal authorities, as well as General Disposal Authorities (GDA6 and 7) and current local authority retention and disposal schedules.*

- Yes - to an Archives New Zealand repository (Auckland, Christchurch, Dunedin)
- Yes - to an Approved Repository
- Yes - to a Local Authority archive
- No - no plan to transfer in the next 12 months
- Not applicable (plan to transfer but Wellington repository is closed)
- Not applicable (there is no Local Authority archive to transfer to)

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42. In the next 12 months, is your organisation planning to transfer any **digital** information (as identified for transfer in applicable disposal authorities) to the Government Digital Archive (if you are a public office) or to a Local Authority digital archive (if you are a local authority)?

*Explanatory note: "Local Authority digital archive" includes digital archives identified and managed in a current enterprise content management system, or similar. "Applicable disposal authorities" include current organisation-specific disposal authorities, as well as General Disposal Authorities (GDA6 and 7) and current local authority retention and disposal schedules.*

- Yes
- No
- Not applicable (there is no Local Authority digital archive to transfer to)

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43. Which of the following represent challenges for undertaking regular transfer of information by your organisation? Tick all that apply.

- Don't know
- Lack of resources put towards sentencing activity
- Lack of confidence that sentencing has been done accurately
- Not a priority for senior management
- Lack of resources and / or tools to prepare transfer
- Lack of experience / skills in doing physical transfers
- Lack of experience / skills in doing digital transfers
- Difficult to obtain approvals / sign-off from business owners
- Difficult to understand Archives New Zealand's processes and requirements
- Archives New Zealand's Wellington repository is not taking transfer of physical information
- No Local Authority archive to transfer to
- Other(s) (please specify)



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**Thank you - you have completed all of the questions, and now you need to submit the survey.**

**Remember that you are submitting the survey on behalf of your organisation.**

**Please click the "SUBMIT THE SURVEY" button below.**

**A report on findings will be published later this year.**

**For updates, check our website: [archives.govt.nz/whats-new](https://archives.govt.nz/whats-new).**