



InternetNZ Council October 2021

AGENDA

Council Meeting: Friday 15 October 2021

9:00am	Meeting start
10:15am	Morning tea / Video Break
11:20am	Meeting close (tentative)

Section 1 – Meeting Preliminaries

9:00am	1.1	Council only (in committee)
9:10am	1.2	Council and CE alone time (in committee)
9:20am	1.3	Karakia, apologies, intros, interests register, agenda review

Section 2 – Strategic Priorities

9:25am	2.1	Overarching Paper
	2.2	Our role in dealing with Dangerous Speech
	2.3	Structural racism review
	2.4	Te Ao Māori
	2.5	Diversity, and communicating these changes
10:15am	-	Morning tea / Video Break

Section 3 – Matters for Decision

10:30am	3.1 3.1a	Audit & Risk - Health Safety, Wellbeing update (Confidential) <ul style="list-style-type: none"> September HSW report (Confidential) Matter arising - Council's responsibilities re COVID-19
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Section 4 – Matters for Discussion

10:45am	4.1	President's Report CE Review Committee report <ul style="list-style-type: none"> CE Review process document CE Position Description
10:50am	4.2	Management Items for Discussion

Section 5 – Consent Agenda

11:05am	5.1	Confirm the Minutes August 2021
	5.2	Actions Register
	5.3	E-vote Ratification
	5.4	<p>Quarterly and Operational Reports</p> <ul style="list-style-type: none">• 5.4.1 Quarterly Report• 5.4.2 Membership Update• 5.4.3 Project Mimosa Update <p>The following quarterly reports will be shared after the Council Meeting on the usual schedule:</p> <ul style="list-style-type: none">• Financial Reports• DNCL Quarterly Report

Section 6 – Other Matters

11:15am	6.1	CONTINGENCY (for any overflow)
	6.2	Matters for communication – key messages
	6.3	General business
	6.4	Meeting review
11:20am	6.5	Meeting close (karakia or waiata)

Council Register of Interest

Officers and Councillors are required to register any interests, commercial, political or organisational, which they believe may be relevant to the perception of their conduct as a Councillor or Officer. Officers and Councillors are, however, still required to declare a Conflict of Interest, or an Interest, and have that recorded in the Minutes.

Officers and Councillors receive the following annual honoraria:

President - \$35,470

Vice President - \$22,169

Councillor - \$17,735*

**Sub-Committee Chairs also receives additional 10% of their honoraria*

Name: Joy Liddicoat

Position: President, InternetNZ

Term: AGM 2021 - AGM 2024

Declaration Date: 29 July 2021

Interests:

- Trustee and Chair of the Peter Rule Foundation
- Holder of .nz domain name registrations
- Member of the New Zealand Law Society
- Member Otago Women Lawyers Society
- Member of the Non Commercial Users Constituency of ICANN
- Founding Director and Shareholder of Oceania Women's Satellite Network (OWNSAT) PTE Limited. OWNSAT is a shareholder in Kacific Broadband Satellite
- Affiliate of the Centre for Law and Policy in Emerging Technologies, Faculty of Law, University of Otago.
- Senior Corporate Counsel, Silver Ferns Farms (part-time position)
- Member of the Association for Progressive Communications

Name: Jay Daley

Position: Vice President, InternetNZ

Term: AGM 2021 - AGM 2024

Declaration Date: 4 August 2021

Interests:

- Employed as IETF Executive Director
- Member of the Board of Whare Hauora
- Registrant of multiple domains.

Name: Sarah Lee

Position: Councillor, InternetNZ

Term: AGM 2014 - AGM 2022

Declaration Date: 24 August 2018

Interests:

- Member of New Zealand Māori Internet Society
- Receives additional honoraria for being Chair of the Māori Engagement Committee

Name: Richard Hulse

Position: Councillor, InternetNZ

Term: AGM 2021 – AGM 2024

Declaration Date: 29 July 2021

Interests:

- Employee of GS1 New Zealand
- Holder of .nz domain name registrations
- Receives additional honoraria for being Chair of the Audit and Risk Committee for InternetNZ.

Name: Jeff Montgomery

Position: Councillor, InternetNZ

Term: AGM 2021 – AGM 2022

Declaration Date: 8 August 2021

Interests:

- No declarations to advise.

Name: Don Stokes

Position: Councillor, InternetNZ

Term: AGM 2017 – AGM 2023

Declaration Date: 6 December 2019

Interests:

- Shareholder/Director, Knossos Networks Ltd, an authorised .nz registrar
- Shareholder / director of several inactive companies
- Registrant of .nz and .net domains
- Consultant of Liverton Security

Name: Kate Pearce

Position: Councillor, InternetNZ

Term: AGM 2017 – AGM 2023

Declaration Date: 15 February 2019

Interests:

- Employee of TradeMe
- Member of the New Zealand Labour Party
- Holder of .nz, .com, .org, .net domain registrations
- Member of NZ Internet Task Force
- Board Member of New Zealand Internet Task Force (NZITF)
- Member and Co-leader of Aotearoa Tech Union
- Receives additional honoraria for being Chair of the .nz Policy Committee

Name: aimee whitcroft

Position: Councillor, InternetNZ

Term: AGM 2019 – AGM 2022

Declaration Date: 17 August 2020

Interests:

- Employee of Waka Kotahi NZ Transport Agency
- Holder of .nz domain names
- Open Data Charter Board Member
- Organiser for unconferences and related events
- Have previously been employed by InternetNZ on contractual basis
- Have previously been awarded an InternetNZ conference grant
- Wildlife.ai Board Member

Name: Melissa Davies

Position: Councillor, InternetNZ

Term: Appointed 2020 – 2022

Declaration Date: 8 August 2020

Interests:

- Own .com and .nz domains
- Owner/Principal SilverDelta
- Owner/CEO Holdmine Ltd
- Co-Owner Bolstur Ltd

- Independent Director - Canterbury Employer's Chamber of Commerce
- Independent Director - Canterbury A&P Association
- Independent Director - Motus Health
- New Zealand Rugby - Board Committee - Commercial and Technology

Name: Anthony Bow

Position: Councillor, InternetNZ

Term: Appointed 2020 – 2022

Declaration Date: 18 May 2021

- Holder of .nz and .com domain names
- Director of Whai Rawa Fund Ltd
- Director of Maungaharuru-Tangitū Ltd
- Deputy Chair and Board Member of the Medical Radiation Technologists Board.
- Chair and Director of Medical Sciences Secretariat Ltd
- Director and Shareholder of Waimana Capital Ltd
- Shareholder in private companies; Big Splash Ltd and Talent Propeller Ltd

The register was last updated in August 2021.

Summary: Te Ao Māori, Dangerous Speech & systemic racism

ITEM NO: 2.1

AUTHOR: Jordan Carter, Chief Executive

PURPOSE: This cover paper sets out the context & summarises more focused papers following up the August 2021 Council meeting's discussion of a paper on Te Ao Māori, Dangerous Speech and InternetNZ.

DATE WRITTEN: Friday 8 October 2021

Introduction and context

At its August meeting, Council received a paper from staff on a range of follow up actions relating to our relationships within Te Ao Māori; our capacity to work in Te Ao Māori and with other diverse communities; the need to investigate claims of systemic racism problems in the organisation and associated matters.

Council didn't make immediate decisions on the matters raised in that paper. It instead invited staff to do further work on all of these issues and report back to Council on how they could be implemented.

This paper provides a high level summary on the areas of work and their impact in terms of what happens to other work, financial impact and risk management. It also sets out the importance of clear and thorough communication on this set of issues.

What is covered in the set of papers

There are four papers in this agenda as follows:

2.2 Dangerous Speech	Outlines the policy and funding work we propose in this area, and the testing of the approach we plan with communities facing these challenges.
2.3 Structural Racism Review	Suggests five key dimensions for this review that will help determine its scope, and explains proposed next steps.

2.4 Te Ao Māori	Seeks Council agreement to the goal of becoming a Te Tiriti o Waitangi honouring organisation, sets out the development path and resources required for the team the Chief Advisor Māori needs, and the need for capability and skills development for Council and staff.
2.5 Embedding these changes	Outlines other areas of capability and internal policy development related to these subjects, and outlines the importance of strong strategic communications about this work for external and internal audiences.

Assessing the impact on existing work plan

From Council's decisions on the papers in this area of the agenda, we will be able to determine the scale of work required and the resources available to do it. From this we will then have the basis to assess the impact on the work plan agreed by Council at its plan and budget meeting in March 2021.

Our judgement is that all of the work in this set of papers is high priority, which will lead to a number of other projects being taken out of the work plan. We will make re-prioritisation decisions with the intent of keeping work with the biggest public-facing impact, and keeping work associated with the top priorities otherwise agreed (particularly the Registry Replacement Project).

We will report back on this to the next meeting, in early December.

Financial impact

The overall financial impact of committing to this work cannot yet be determined, because some depend on scope. In the areas above we estimate, at the time of writing, the following implications:

Area	Cost area	2021/22 implications
Dangerous Speech	Work is within existing budgets, unless additional Community Funding is committed.	None applicable.
Structural Racism Review	Conducting the review.	To be determined based on scope agreed at this meeting.
Te Ao Māori	Māori Design Group costs. Team Build (principal advisor salary and recruitment, recruitment of one other role). Support for Chief Advisor. Internal training & dev't.	\$132,500 \$150,000 To be determined. Current budget.
Diversity, and communicating these changes	Diversity and sensitivity training. Relationship development. Communication.	\$50k tbc. Current budget. \$50k.
	Known maximum in 2021/22	\$382,500

I invite Council's high-level views about how best to manage this expenditure.

One option is to authorise an envelope within which we manage costs.

Another is to manage these together as a transparent expense line outside budget limits for the remainder of this financial year.

Risks

There are a number of risks arising from this work for Council members to bear in mind as you consider this package:

Reputational risks include:

- the need to deliver on the commitments made in August¹ - mitigated by this package of work being approved.
- the need for clear communication to assure various audiences of progression in delivering the work - mitigated by assigning sufficient resources to do this from our team.

The financial risk arising is that this is a large new cost area which will affect our year-end financial result and put pressure on budgets from 2022/23 onwards. This will in the current year be partly mitigated by the need to defer other projects to allow time to do this work, which will come with cost savings. In the outyears it will be addressed by decisions about the budget for 2022/23 and beyond.

Recommendations

THAT Council note this paper including the areas covered in subsequent papers and the significant people and financial commitments involved in these important areas of work.

Jordan Carter

Group Chief Executive

¹ See "[Council Report Back - August 2021 meeting](#)"

COUNCIL MEETING - OCTOBER 2021

Our role in dealing with Dangerous Speech

ITEM NO: 2.2
AUTHOR: Kim Connolly-Stone, Policy Director
FOR: Council
PURPOSE: To set out for Council decision and acknowledgement our intended approach to dealing with Dangerous Speech, which focuses on policy work and community funding, and also to secure agreement that we will not seek a mandate for a new operational role in dealing with this challenge.
DATE WRITTEN: 04/10/2021

Background

At the August Council meeting we presented a paper with ideas on how InternetNZ could respond to issues around dangerous speech and te ao Māori. We were asked to do further work on what each of these might entail and the resourcing required. This paper reports back on two of those areas:

- **Policy work** on dangerous speech. As part of this we were asked to share what we know about the current regulatory environment and the gaps.
- Directing our **community funding** to organisations and communities with lived experience of dangerous speech online, helping to support community driven approaches.

Policy work - summary

Appendix One provides a more detailed assessment of:

- What we currently know about the existing regulatory environment, the actors and the policy processes that are in train.
- A summary of the issues we are seeing, including gaps in the current regulatory regime
- Opportunities, constraints and risks for the InternetNZ policy team working in this area
- Work we already have on the go or have done
- What we can do (subject to current constraints).

We provide a summary here but recommend you read the appendix.

The regulatory environment

Appendix One provides information about the relevant legislation, the responsible agencies and the policy reviews the Government has underway. Here is a snapshot:

Legislation	Harmful Digital Communications Act 2015 Films, Videos and Publications Classification Act 1993 Privacy Act 2020 Human Rights Act 1993 Unsolicited Electronic Messaging Act
Responsible agencies	NetSafe CERT NZ Police Office of Film and Literature Classification Human Rights Commission Privacy Commissioner DIA Digital Safety Team Broadcasting Standards Authority Media Council Advertising Standards Authority Department of Prime Minister and Cabinet Department of Internal Affairs Ministry of Justice Ministry of Social Development Ministry for Culture and Heritage
Policy reviews underway	Incitement of hatred and discrimination Social cohesion Content regulatory system review

Issues and gaps

This year we have seen a dramatic increase in visible public online hate and violent extremism targeted towards marginalised communities in New Zealand. While this is in no way a new phenomenon, what has become clear is that Aotearoa New Zealand's current systems are unequipped to adequately support victims of online hate, violent extremism, and targeted abuse and threats.

The appendix considers the following issues:

- Public online hate is on the increase
- Dangerous speech reflects structural racism in our society
- Fringe extremists are organising online and seeding disinformation across society

- Legislation addresses individual posts and people, but harms can be systemic
- Discrete pieces of content often fail to meet a threshold where social media platforms or government agencies will act
- Context is required to understand the harm and the risks of speech
- Reporting content to government agencies is complicated, and is often a dead end for victims
- Social media platforms hold most of the power and are hard to influence
- The regulatory system is poor at dealing with the intersection of online and offline harm - dangerous speech is leading to physical danger and fear
- These problems disproportionately affect communities who are already overburdened and under-resourced and can be retraumatised when consulted on policy changes.

We need to play to our strengths and be aware of constraints

InternetNZ has a specialist in-house Internet policy team which works with government and community stakeholders. We have a unique role as an independent Internet focused policy voice, and key audiences look to us to do this. Our team has strong working relationships across government, tech, academic and community sectors (eg Inclusive Aotearoa Tāhono, Islamic Women's Council, Tohatoha). We are good at raising and explaining issues and amplifying the voices of others. That said, there is relationship repair work to be done with Māori stakeholders following recent events.

We also have to be realistic about the extent to which an NGO policy shop can influence government policy, and how quickly this can be done. Even those working in government find it extremely difficult to get reforms on the legislative programme, and the timeframe from start to finish is usually a minimum of three years. Government has the levers and the responsibility.

Our policy work on dangerous speech

We have already been engaging with government on dangerous speech and related issues through policy processes and law reform work it has on the go, and this work will continue. Examples include:

- Consultations on incitement of hatred and discrimination and social cohesion
- Internet filtering issues in the Bill to amend the Films Videos Publications Classification Act
- Preparatory work on the content system regulatory review, and planned engagement with a range of stakeholders
- Membership of the Police hate crime working group.

There is more work we could do to identify, understand and propose responses to the issues talked about in the appendix.

We could also help others to navigate and engage with the current environment, for example by producing an explainer of reporting harms under existing legislation.

Our ability to do this new work depends on three things:

- Feedback from others on whether proposed activity would be useful and whether InternetNZ is best placed to do it. We won't know this until we get going.
- Having internal capacity to do the work. A recent resignation means the team will have constrained capacity until gaps are filled. There are also capacity and morale issues after 18 months of working in a pandemic. Funding isn't the issue here.
- Relationships with Māori being addressed by the organisation after recent events.

Community funding

Current activity

Since the Council last met we have launched an on demand funding round to support communities affected by the rising incidence of online extremism, racism, transphobia, and hate motivated abuse online ('dangerous speech').

We will prioritise funding initiatives from groups who support and are led by tāngata whenua, Pasifika peoples, migrants and refugees, faith-based communities, the rainbow community and gender minorities, and people with disabilities.

Our funding pool of \$1m for 2021/22 is accounted for as follows:

- Supporting existing strategic partnerships, including work with Tohatoha on misinformation.
- On Demand funding of \$100,000, for grants up to the value of \$10,000. This will be distributed by March 31 2022, focused on the issues described above. This has been deliberately scoped as a means of informing a future, full project grants round on these issues. We are currently meeting with prospective grantees to build relationships and help identify potential projects and partners.
- Full grants round on Digital Inclusion topics, to be announced and launched in November and completed by the end of the financial year.

Future possibilities

We intend to focus community funding on issues relating to dangerous speech in the 2022/23 financial year, on the assumption that the community funding budget will continue at current levels. You will have the chance to consider this as part of the budget and plan for 2022/23, at your meetings in February and March 2022.

We do not recommend increasing the allocation for this current financial year to fund more activity on the areas in this paper as that would stretch the capacity of both the Community team and the Funding Panel to meet it.

The approach we are taking here allows us to honour current relationships, including work in this area particularly with Tohatoha, while also laying the groundwork for further and larger funding allocations through our approach to On Demand funding.

The approach we propose is to play to our strengths

The policy and community funding work discussed in this paper allows us to play to our strengths in the dangerous speech area. We can:

- Contribute to the policy process: we can do analysis, support others to participate, and inform and influence government policy decisions and law reform. We don't have the levers to change the system to solve the problems, but we can help those who do.
- Support and fund efforts across the community to understand and address issues, especially by those most affected.

We can also be a voice urging government to think carefully about the way it deals with policy and practice relating to these issues, in particular by encouraging them to work with affected communities, centring their voices and experience in the work that needs to be done. We have been doing this in recent months and intend to continue.

We should not, however, seek a new operational role in dealing with dangerous speech.

In simple terms, we don't have capacity or capability to take on an operational role in the reporting or take down of dangerous speech.

To go in this direction would require us to enter an area of contested mandates (see above the list of involved agencies), seek a mandate for an operational role, and then develop a new function and capability from scratch.

This would not be playing to our strengths and would divert attention and resource from the things we can do well and are already set up to do.

Recommendations

THAT Council:

1. **note and discuss** the following in relation to policy work and dangerous speech:
 - the scan of the existing regulatory framework
 - the problems we have identified with that framework
 - the policy work we already have on the go

- the new work we would like to do, subject to feedback from others, capacity constraints, and relationships with Māori being addressed.
2. **Note** an on demand funding round is underway to support communities affected by the rising incidence of online extremism, racism, transphobia, and hate motivated abuse online ('dangerous speech').
 3. **Note** that the on-demand funding round will be all the community funding resourcing that we dedicate to this area in the current year, but that we plan to focus community funding in this area in 2022/23.
 4. **Agree** we will play to our strengths by providing policy and funding support for dangerous speech work and will not seek a mandate to establish a new operational role.

Kim Connolly-Stone

Policy Director

Appendix One: more detailed information on policy work and dangerous speech

Purpose

This paper provides material for the discussion at the Council strategy session on policy issues and dangerous speech. It includes:

- **An environment scan:** what we currently know about the existing regulatory environment, the actors and policy processes that are in train.
- **A summary of the issues we are seeing:** including gaps in the current regulatory regime.
- **A SWOT analysis:** opportunities, constraints and risks for the InternetNZ policy team working in this area.
- **Work we already have on the go or have done**
- **Where to next:** what we could do (working with others) to identify gaps in the frameworks and systems used by government and platforms and propose improvements.

The regulatory environment

In this section we provide a high level environment scan of the current law that relates to dangerous speech and other harmful content, behaviour and information, together with the government bodies who have operational and policy responsibilities in this area, and the current policy processes underway.

Legislation

- **Harmful Digital Communications Act 2015 (HDCA)** responds to electronic communications that cause serious emotional distress to individuals, with mediation through NetSafe, prosecution, and procedural responses.
- **Films, Videos and Publications Classification Act 1993 (FVPCA)** criminalises making and sharing objectionable publications online or offline.
- **Privacy Act 2020** provides a framework for the collection and use of personal information, including new rules for breach reporting and compliance notices.
- **Human Rights Act 1993** responds to discrimination against protected groups, including offences for incitement of racial disharmony.
- **Unsolicited Electronic Messaging Act** enforces an opt-out on electronic messages.

Responsible agencies

Operational	Policy
<ul style="list-style-type: none">• NetSafe• CERTNZ• Police• Office of Film and Literature Classification• Human Rights Commission• Privacy Commissioner• DIA Digital Safety Team• Broadcasting Standards Authority• Media Council• Advertising Standards Authority	<ul style="list-style-type: none">• Department of Prime Minister and Cabinet• Department of Internal Affairs• Ministry of Justice• Ministry of Social Development• Ministry for Culture and Heritage

Current policy processes

- The **social cohesion** work being led by the Ministry of Social Development. [Social cohesion programme to address incitement of hatred and discrimination](#)
- The review of law on **inciting hatred and discrimination** being lead by the Ministry of Justice. [Proposals against incitement of hatred and discrimination in Aotearoa New Zealand: Public submissions are now closed | New Zealand Ministry of Justice](#)
- The **content regulatory system review** being undertaken by DIA with MCH support. <https://www.dia.govt.nz/media-and-online-content-regulation> The review aims to create a new modern, flexible and coherent regulatory framework to mitigate the harmful impacts of content, regardless of how it is delivered. The Department of Internal Affairs is currently engaging in targeted consultation (including with InternetNZ) to identify problems, issues and potential options, so as to recommend a scope for the review.

The issues we are seeing

In this section we summarise the issues we are seeing that are not addressed by the existing regulatory framework, or that fall between the cracks. The issues include:

Public online hate is on the increase

This year we have seen a dramatic increase in visible public online hate and violent extremism targeted towards marginalised communities in New Zealand. While this is in no way a new phenomenon, what has become clear is that Aotearoa New Zealand's current systems are unequipped to adequately support victims of online hate, violent extremism, and targeted abuse and threats.

Dangerous speech reflects structural racism in our society

The violent extremism we have seen against Māori this year is a part of a culture of white supremacy that permeates society. For example, Judith Collins raised the profile ‘He Puapua’¹ and suggested it was “Māori separatism by stealth”. This has now become a part of fringe conspiracies and racism online, and was used to justify online attacks against wāhine Māori.

Groups like the ‘Free Speech Union’ will use this as an excuse to fight against any responses to dangerous speech online.

Fringe extremists are organising online and seeding disinformation across society

Much of the most harmful content reaching New Zealanders online and offline is seeded from a handful of people in fringe extremist groups coordinating online through facebook pages, blogs, and platforms like Gab, Parler, or Telegram. There are known people at the core of these networks. The ideas they are spreading are often grounded in white supremacy, Islamophobia, transphobia, and conspiracy thinking about COVID-19 or QAnon. Aotearoa is a high trust society, but this coordinated behaviour puts our high levels of social cohesion at risk.

Police may be monitoring some of this activity, but they are less aware of the issues and actors than people in the community who do this work on a voluntary basis. These community actors face threats and abuse intended to deter their activity.

Legislation addresses individual posts and people, but harms can be systemic

Laws like the HDCA and FVPCA focus on individual victims, perpetrators, and posts. But some online harms cannot be properly understood just by looking case-by-case. Some harmful behaviours have serious impacts that can only be understood at a systemic level, for example people spreading misinformation can undermine trust in shared institutions like elections, whether or not they intend to. Coordinated efforts by extremists can combine with more conventional online behaviours to create an environment that normalises expressions of misogyny, racism, and transphobia, creating systematic barriers to diverse participation that laws struggle to address.

Discrete pieces of content often fail to meet a threshold where social media platforms or government agencies will act

Much of this content can be identified as “harmful,” but often won’t be overtly hateful, and won’t be illegal. It can cause harm through a cumulative effect, even if a specific piece of content may not seem harmful in isolation. This means it falls below the line for action by both social media companies, and New Zealand law enforcement. We understand this as ‘[dangerous speech](#)’, which is any form of expression (e.g. speech, text, or images) that can increase the risk that its

¹ He Puapua is a working group report on how New Zealand can realise the rights of indigenous people, as per our obligations under UNDRIP

audience will condone or participate in violence against members of another group. This is broader than hate speech, and can be seen online and offline.

Sometimes this content will be linked to more extreme fringe groups, or it is individual speech. Understanding this kind of content and possible responses is complex.

Context is required to understand the harm and the risks of speech

Part of the dangerous speech framework is understanding speech in context. The way social media is used will often mean that speech is decoupled from its context. To evaluate the harm of speech, one must understand the local context, political and social issues, and the slang and jargon used by communities.

Social media content moderators are often not resourced or supported to develop this contextual understanding, so reporting is not acted on. This issue is compounded when content moderators are not local.

Reporting content to government agencies is complicated, and is often a dead end for victims

Reporting online content is difficult and confusing for end users.

For example, Netsafe actively encourages people to report to NetSafe in the first instance, but they are not well resourced and are slow to respond. They will only act if the reported incident falls under the scope of the Harmful Digital Communications Act.

Social media platforms hold most of the power and are hard to influence

Social media platforms are diverse and numerous. They all have different approaches to content moderation, recommendation algorithms, and what their community guidelines are. They also vary greatly in their size and influence.

We have relationships with some of these platforms and they have local (NZ/AUS) representatives:

- Alphabet (Google, Youtube)
- Amazon (Twitch)
- Facebook (Whatsapp, Instagram)
- Tiktok
- Twitter

These companies have been involved in the Christchurch Call and the ongoing work of the Christchurch Call Advisory Network. Often their representatives are resistant to hearing about individual issues online, or are not empowered to deal with them. The focus is often on internal processes rather than the broader issues.

Many of the responses to dangerous speech online would require the platforms to act on a global scale. This requires international multistakeholder cooperation.

Who suffers? Marginalised communities

These problems disproportionately affect communities who are already overburdened and under-resourced. We know that the Government has been progressing several initiatives to improve these systems, and this has led to a constant ask of communities for their input to consultations. This can be time consuming, resource intensive, and retraumatising for communities.

What is the role of InternetNZ's policy work on these issues? A SWOT analysis.

InternetNZ has a specialist in-house Internet policy team which works with government and community stakeholders. In determining how InternetNZ can add value through policy work on dangerous speech, we need to consider opportunities and constraints.

SWOT analysis for InternetNZ policy work on dangerous speech

Strengths	Weaknesses
<ul style="list-style-type: none">• Unique role as an independent Internet focused policy voice• Key audiences look to us for thinking on Internet policy issues• Track record of working with community voices on key issues• The team has strong working relationships across government, tech, academic and community sectors (eg Inclusive Aotearoa Tāhono, Islamic Women's Council, Tohatoha).• Strong capabilities in raising and explaining issues, engaging and empowering stakeholders and New Zealanders, and coordinating to amplify diverse voices and influence decision makers.	<ul style="list-style-type: none">• It is very difficult to get new work on the government legislative programme - there is a long and resource intensive process to follow even if you are in government. We need to be realistic about the ability of any NGO to influence this.• Government agencies find it difficult to engage on systemic issues (and this is one).• No capacity or capability for operational work.• No regulatory powers (noting also Internet policy is independent from .nz operations).• Unresolved relationship work across InternetNZ is blocking our ability to engage with key people.• Staff capacity due to Covid-19 response and a recent resignation.

Opportunities	Threats
<ul style="list-style-type: none"> • Relationships and approaches to work can be guided by the Māori Design Group. • Greater awareness that extremism and misinformation issues matter in Aotearoa. • Government work is still at a stage where gaps and responses can be guided by informed policy engagement on the issues. • Dangerous speech could become a key part of the Government's content regulatory systems review. 	<ul style="list-style-type: none"> • InternetNZ staff and Council members may become targets of coordinated attacks online (this has already happened to a strategic partner and members of the Christchurch Call Advisory Network). • Our stakeholder relationships in this area are at risk due to our previous responses and discourse about us during the 2021 election. • Many of our stakeholder relationships rest on a foundation of respect for a professional policy team (this is an issue if the model changes).

Policy and related work already on the go

We have already been engaging with government on dangerous speech and related issues through policy processes and law reform work it has on the go, and this work will continue. Examples include:

- Talking to the Ministry of Justice and submitting on its consultation on incitement of hatred and discrimination (see [InternetNZ – Final submission on incitement proposals](#)).
- Engaging with the Department of Internal Affairs about Internet filtering issues and submitting on the Bill to amend the Films Videos Publications Classification Act (see [Final submission on FVPCA Bill and Internet filtering](#)).
- Preparatory work with the Department of Internal Affairs and the Ministry of Culture and Heritage on the content system regulatory review², and planned engagement with a range of stakeholders. This work is important as it has the potential to result in regulation of social media, as part of a holistic scheme for New Zealand's information ecosystem that covers both content and conduct online.

²[Regulatory tools to address harms from content and conduct online - June 2020](#); [The information ecosystem, "online harms" and our recommendations for the media review - Dec 2020](#); [Scoping the media review - a discussion paper - April 2021](#)

- Membership of the Police hate crime working group.

The Policy and Communications teams have also been collaborating to:

- Produce a series of social media posts offering a “how-to” guide for reporting harmful posts online
- Publish a blog explaining why it’s important not to share misinformation online, even to critique it
- Plan how InternetNZ might contribute to a new journalism project investigating people’s issues and experiences of the Internet
- Respond to requests for help from individuals.

We have also been funding Tohatoha to do work on misinformation.

Where to next

In the paper for the August Council meeting we said InternetNZ needed to play its part in combating the rising incidence of dangerous speech online directed at Māori and other communities by “doing policy work to identify gaps in the frameworks and systems used by government and platforms and propose improvements”. We noted the importance of working with and providing space for others.

In addition to the work we have on the go we could do the following. It is important to note our ability to do them is contingent on three things:

- Feedback from others on whether the proposed activity would be useful and whether InternetNZ is best placed to do it. We won’t know this until we get going.
- Having internal capacity to do the work. A recent resignation means the team will have constrained capacity while gaps are filled. There are also capacity and morale issues after 18 months of working in a pandemic.
- Relationships with Māori being addressed by the organisation after recent events.

Work with others to identify, understand and propose responses to issues

We could work with others to further understand dangerous speech issues and the gaps left by current responses to them, and to propose options for responses. This would involve:

- Developing and deepening relationships with agencies and other stakeholders.
- Understanding what others are doing on dangerous speech issues in Aotearoa (e.g. Netsafe, Police, Manaaki Collective). This will help determine where we might add value.

- Inputting to existing and new government policy or law reform processes.
- Putting pressure on agencies to use or comply with existing processes.
- Advocating for new policy processes and law reform to address the gaps in the existing regulatory environment (being realistic about the high bar to get new matters on the government legislative programme).
- Helping to coordinate and support conversations, and support the inclusion of diverse voices in existing and new policy processes.
- Advocating for government funding for community driven solutions.

Explain and inform to support others to engage in the current environment

We can also look for opportunities to help New Zealanders navigate the current regulatory environment. This recognises that changing legislation and government policy takes a long time and we need to work with what we have at the moment.

An example of something we might do is work with others to produce an explainer document on reporting harms under existing legislation: where to and how to go to report what.

[appendix ends]

Structural racism review - scoping

ITEM NO:	2.3
AUTHORS:	Raniera Albert, Tumuaki Māori Andrew Cushen, Engagement Director Vanisa Dhiru, Community Manager
PURPOSE:	This paper sets out recommendations for Council on the scope of a review into structural racism at InternetNZ.
DATE WRITTEN:	Friday 8 October 2021

Introduction and context

Following discussions at the August meeting of Council, Council has asked for staff to prepare advice on the scope of a review into structural racism at InternetNZ. The email to members described this review and process as follows:

To do so we are planning a full, independent review of governance, membership and operational processes to report on what needs to change. We will scope this work with the intention of approving a start in October. Our intention is to begin with governance and membership processes, but subsequently to review operational processes as well.

This paper sets out initial scope considerations required to move to drafting a terms of reference for this piece of mahi.

Defining the scope of this review is essential to draft a terms of reference; once that is drafted, the leadership of such a review will be confirmed, which will allow for the detailed scoping of budget, timelines and resourcing requirements.

Advice received

We have sought advice from the Human Rights Commission on how best to proceed with a review of this nature. Their advice is reflected in the considerations and recommendations below; in summary:

- Clarity of the success factors and stakeholder requirements for such a review.
- Considerations as to the scope.

- Resourcing and composition of a review of this nature.

Success factors

This review needs to meet the requirements of our members - both prospective and current - and our wider set of stakeholders. In particular, this review needs to address the issues and concerns held by those who were affected by injustice, and those supporting them. Staff will also have a high interest in the outcome of the review.

The scope outline will need to be comprehensive to support and warrant the investment of time and emotion it will bring to those involved - specifically those affected.

It will need to have tangible recommendations which are then resourced to be implemented following the review.

The review will need to be transparent and shared openly when done, which may attract media attention on our past and current actions.

Approach

We recommend that this review adopts a Te Tiriti and tikanga Māori-based framework; both in order to best deliver to the success factors and to the nature of the concerns that have been raised. In doing so, that includes:

- Co-governance of the review with equal participation from Māori.
- Participation and involvement from those parties that have experienced structural discrimination from InternetNZ, in order to best hear and consider their own lived experience.
- Appropriate tikanga in engaging with participants in the review, including care and respect for the wairua safety of those interviewed and leading the review, particularly given the potential harms that structural discrimination may have caused.
- Sufficient independence from the organisation to allow open dialogue with those that participate.

Dimensions for consideration

We ask the Council to confirm the scope of such a review, considering the following dimensions. We have provided recommendations on each of these dimensions.

Dimension 1 - Focus of review

What discrimination and structural biases do we wish to review in this process?

1. Of discrimination against Māori
2. Of discrimination on the basis of race

3. Of discrimination on the basis of race, gender, sexuality, accessibility

We recommend option 3, as this matter started on the basis of discrimination against wāhine Māori, and the ability of intersectional issues to be reviewed is important.

Dimension 2 - Breadth

Which aspects of InternetNZ do we wish to review?

1. Of the governance of InternetNZ
2. Of the governance and operations of InternetNZ
- 3. Of the governance, operations and membership of InternetNZ**

We recommend option 3 on the basis that this needs to be complete across the democratic foundation of the organisation, and recognising the role of membership in interactions and electing the Council; and providing feedback which has been considered in operational issues. This also matches the statement of Council following the August meeting.

Dimension 3 - Depth

How far into our organisation's history should this review go?

1. Current state
2. Since te ao Māori first raised as an issue in the org, approx 2011
- 3. Since inception of the organisation, 1994**

We recommend option 3, given that discussions indicate that some of these issues were present since inception and are still very relevant today.

Dimension 4 - Review methodology

What should this review consider to identify issues?

1. Review documentary evidence - messages, policies, governance minutes, the Constitution.
2. Option 1 plus interviews with governance members, staff and members.
- 3. Options 1 and 2 plus interviews with the stakeholders affected**

We recommend option 3, as it is the only method that identifies issues in the lived experience of those that may have been impacted by discrimination.

Dimension 5 - Review design

How should this review be constituted, resourced and approached?

1. Internally
2. External appointment of a review panel, supported by staff. Reviews of this nature often appoint an independent person or people of mana and with expertise in the area concerned.
- 3. External appointment of a law firm, able to provide its own project and administrative support. Particular law firms bring necessary expertise,**

perspectives and processes to enable such a review. In order to do this in a te ao Māori context, we would look at Māori-led practices in the first instance.

We recommend option 3 will best deliver to the success criteria for this review and provide the most workable resourcing model. Firstly, because the support requirements for this review may be significant; secondly, because a review of this nature is quite specialised and outside of the experience of our staff team.

Timeframes and budget

We provide only a rough estimate of the timeframes and budget on the basis that Council agrees with the five dimension recommendations above. Given that each of these recommendations increase the scope of this review, it is likely that this will be both an expensive and lengthy process.

In terms of very rough indications, we believe this will cost some hundreds of thousands of dollars and will likely take a year.

Once Council has discussed and confirmed the scope elements in this paper, we will be able to design a draft Terms of Reference and consider parties to undertake this review. Whoever we engage to do it will then best be able to confirm the timeframes and budget required, and provide these to the Council for discussion and approval - ideally at the next meeting of Council.

Recommendations

THAT Council **approve** the scope elements outlined in this paper, and **note** that the staff team will prepare a terms of reference and identify potential reviewers, with the next Council consideration due at the December 2021 meeting.

Andrew Cushen
Engagement Director

COUNCIL MEETING - OCTOBER 2021

Te Ao Māori Update

ITEM NO: 2.4
AUTHOR: Raniera Albert, Tumuaki Māori , Chief Advisor Māori
FOR: Council
PURPOSE: Report back on work on te ao Māori
DATE WRITTEN: 04/10/2021

Background

At the August Council meeting we presented a paper with ideas on how InternetNZ could respond to issues around dangerous speech and te ao Māori. We were asked to do further work on what each of these might entail and the resourcing required.

This paper reports back on the following areas:

- Training for staff and councillors to increase our capability to respond better to te Ao Māori
- Becoming a Te Tiriti o Waitangi honoring organisation
- He Pouwhenua, He Pou Tangata - the Māori strategy we shared with Council some months ago
- The Māori sector partnerships function
- The budget for the Māori Design Group.

Separate papers report back on the ideas we presented on repairing relationships with Māori stakeholders, and a process for understanding structural racism.

Capability training

What we have done so far

Training

We have been working with CORE Education to offer training for staff and council to increase our capability to respond better to te ao Māori. So far this has included:

- a session for staff on Treaty basics and Māori experiences of colonisation
- a session for staff on pepehā
- An introductory te reo Māori course for staff and Council.

As you are aware, Council has been doing some work in building its own Māori capability in how the Council can better engage and have a strong relationship with the Māori Design Group.

This work included individual and group sessions with Piripi Winiata, on the background of Te Tiriti o Waitangi and how the Council may apply its principles to its governance. Other work in this space includes Council members joining staff on their basic te reo Māori journey, which was launched last week (28/09/21).

Relationships

We have also been engaging with Kaye-Maree Dunn from Making Everything Achievable (MEA) who will be coming on board to help the organisation on repairing relationships with Te Ao Māori, members, and stakeholders. During this process, Kaye-Maree will also be helping us repair our reputation amongst the Māori Internet and digital community that was affected in the last few months by different kaupapa.

Note that a separate paper updating Council on this work will be presented at the meeting of Council in the new year.

Next steps in this area

We recommend that that you continue working with Piripi Winitana in building your own Māori capability regarding te reo, tikanga, and Te Tiriti.

Becoming a Te Tiriti o Waitangi honoring organisation

There have also been staff and Council conversations about how to move our organisation towards being a Te Tiriti o Waitangi honoring organisation. Though Ipurangi Aotearoa may not have legal obligations or commitments under the Treaty of Waitangi, it has been a conversation between staff about what it means and looks like for our organisation to be a Te Tiriti o Waitangi honouring organisation, and how we reflect the principles in our work.

In governance

We recommend that Council enter into a discussion about what a Te Tiriti o Waitangi honouring organisation may look like from a governance perspective. This will also require consultation with the Māori Design Group on what their thoughts on this topic are but without pre-empting the MDG may suggest to council that a Te Tiriti partnership model is seen at all levels. eg. co-governance (50% tangata whenua and tangata tiriti split. An example of this model can be found [here](#)), co-leadership (a non-Māori CEO and a Māori leader, which is the model [Te Papa Tongarewa](#) have adopted).

In membership

A similar question has also been raised about if we become a Te Tiriti honouring organisation, how might this be reflected in the wider membership? e.g. separate

membership system (Māori and non-Māori). I mention this due to the events over the last four months relating to Māori, they may feel unsafe becoming a member of the organisation without some measures to ensure that Māori feel that Ipurangi Aotearoa is a safe place to be a member.

Our Māori strategy

Recapping on the strategy

A few months ago we shared with you the draft He Pouwhenua, He Pou Tangata - our Māori Strategy. We have not moved further on the strategy as we were waiting on Council feedback.

Please see a draft copy of the [He Pouwhenua, He Pou Tangata strategy](#) in APPENDIX I for discussion.

Next steps

To be effective, this strategy needs to be a core part of the overarching strategy for Ipurangi Aotearoa. We recommend this happen as part of the upcoming strategy refresh, and that Council discuss how this can happen.

We also need to make work on te ao Māori and Te Tiriti o Waitangi a priority across the organisation. Our recommendation is that this work becomes the number two priority for us (the first priority being the registry replacement project).

This will send a strong signal to the membership, stakeholders, partners, and Te Ao Māori that the organisation and Council is committed to this work.

Māori sector partnerships function

The purpose of this new function and how it will work

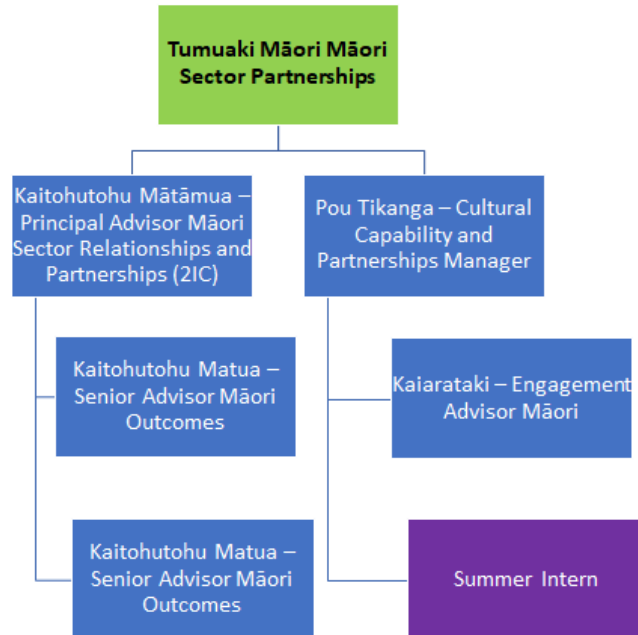
We plan to establish a Māori sector partnerships function to support the Tumuaki Māori accelerate the implementation of the He Pouwhenua, He Pou Tangata strategy.

The role of this team will be to:

- Support Te Komiti Whakauru Māori and Māori Design Group
- Oversee the strategic direction and tactical delivery of the He Pouwhenua, He Pou Tangata strategy
- Lead on Māori Cultural Intelligence (capability) with the support of the organisations People Group
- Support the Online Dangerous Speech Group (temporary)
- Lead the identification and evaluation of new engagement opportunities for InternetNZ that benefits whānau, hapū, and iwi
- Support the Events Coordinator, and oversee the management and delivery of Māori cultural events across the organisation (NetHui, whakatau etc)
- Provides support and strategic advice to the Group CEO and leadership team on sensitive cultural matters and protocols in relation to te ao Māori

- Build, maintain, and nurture highly effective networks and working relationships internally and externally to support the advancement of Māori sector relationships and partnerships.

Please **note** the structure of the function in the diagram below.



Budget

It is estimated that **\$715k** would be required to run a full functional team at this scope, on an annual basis.

In the current financial year we anticipate:

- Hiring the Principal Advisor role
- Commencing recruitment for one or two of the other roles

During the 2022/23 year, we would anticipate hiring the rest of the team, and including the full costs in the budget for that year and beyond.

We need an indication from Council about the level of comfort in taking this approach, because there is a significant cost impact to the growth of this team in next year's budget and beyond.

This is a commitment that the previous Council was aware of, and was implicit in hiring the Tumuaiki Māori role, which was never intended to be a sole-charge role.

Māori Design Group - proposed budget

When we established the Māori Design Group we initially said that the budget required to help MDG get off the ground would be around \$60k. This decision happened after the 2021/22 Budget was agreed, and so is being recorded against governance as an extra-budget cost centre.

This was only focused on the salaries for each member for the whole year and did not factor the cost for travel and accommodation, secretariat support, travel and accommodation for the CEO, Tumuaiki Māori, Engagement Director, and Policy Director.

Now the Group is getting started we have a better idea of what we will need to support its operation.

Budget

It is estimated that \$132,500 would be required to support the operations of MDG.

This would cover:

- Meeting fees for members of the Group
- Meeting venue and catering costs for the Group's meetings
- Logistics and travel for the Group and for participating & supporting staff

Please note that this Budget estimate was prepared in advance of the first meeting of the Group, which may give rise to additional costs for e.g. engagement work by the Group itself.

Recommendations

We recommend THAT Council:

- **Note** the work we have been doing to increase the internal capability of Ipurangi Aotearoa in this area.
- **Agree** to the goal of Ipurangi Aotearoa committing to become a Te Tiriti o Waitangi honouring organisation, **and note** that engagement with the Māori Design Group about how to go about this would be the next step.
- **Agree** that the *He Pouwhenua, He Pou Tangata* strategy be embedded into the organisation's wider strategy.
- **Agree** that Te Ao Māori work become a top 2 priority for InternetNZ.
- **Note** the establishment of the Māori Sector Relationships & Partnerships team, and note that the first role is being hired this year and that recruitment for the next role will be underway this financial year.
- **Note** that the full year financial impact for the Māori Sector Relationships & Partnerships team at this scope will be around \$715k, a significant component

of our overall budget, and will be in place by the time of the 2023/24 year.

- **Agree** to the revised budget of \$132,500 needed for the Māori Design Group in the 2021/22 year.
- **Note** that the cost pressures arising from this paper will be part of the discussion for the 2022/23 budget at your meetings in February and March 2022.

Raniera Albert

Tumuaki Māori

Appendix 1

Te Rautaki Māori Summary

Strategic Document	He Pouwhenua, He Poutangata <i>Rautaki Māori</i>				
Policy Frameworks	Māori Engagement Strategy		Māori Partnerships Model		Te Reo Māori Strategy
Te Pātaka Rauemi <i>Tools & Guidance</i>	Māori Design Group	Engagement Guideline Summary	Cultural Competency Programs	Māori Resource Remuneration Guide	Tikanga Guide
	Action Plan				

The above table displays the structure of the Rautaki Māori Strategy for InternetNZ. It has highlighted the work completed in this project and indicates the broader project and future work development streams.

Project Brief:

Assist the Chief Advisor, Māori in developing

- an Iwi and Māori Engagement Strategy
- partnership framework
- a Te Tiriti o Waitangi policy;

The purpose of the Engagement Strategy

- A reference document for the organisation when engaging with Māori outlining:
 - › Why is it important to engage with Māori?
 - › When is it appropriate to engage?
 - › Who will you engage with?
 - › Good engagement tools

The purpose of the partnership's framework will:

- Outline different partnership models (MOU vs. Strategic Partnership)
- Define which partnership requires what appropriate investment resource (money vs. networking/collaboration)

Amendments to the project scope:

- *Removal* of Te Tiriti o Waitangi Policy - have included draft should you decide to revisit.
- *Amendment* to Māori Partnerships Model – original scope was to create templates for various agreement types. During the scoping stage it was highlighted that further information gathering is required to determine the purpose of partnerships, what will be required and how it will align with the aspirations of Māori communities.
- *Inclusion* of Engagement Guideline Summary which can be expanded into a full step by step guide and used alongside the Māori Engagement Strategy.

Included in this document:

1. Rautaki Māori – He Pouwhenua, He Poutangata
2. Māori Engagement Strategy
3. Māori Partnerships Model (amended)
4. Engagement Guideline Summary
5. Te Rautaki Māori Action List

Mahi for future development includes:

- Te Reo Māori Strategy
- Cultural Competency Program
- Remuneration Guideline
- Tikanga Guideline
- Action Plan priorities, timeframes and scoping of resources



He Pouwhenua, He Poutangata

Pouwhenua are markers of delineating boundaries and highlighting places of significance across the landscape. Their physical form reflecting the relationship between the realm of Tāne (God of the forest) and acknowledging the connection between the people (tangata) and the land (whenua) – Pouwhenua, Poutangata.

Like a carved Pou telling a story, so to do the Pou of InternetNZ, marking our stake in the ground on who and what we stand for and how we plan to achieve our vision for our rautaki Māori.

The strategy has been created based on the values of InternetNZ and the purpose to harness the power of the internet for all New Zealanders.

**Artwork by Te Aroha Designs and for illustration purposes only*

Whanaungatanga

We have each other's back

We nurture relationships that are founded on integrity and reciprocity with actions that create meaningful change for our Māori community

Mōhiotanga

We are constantly curious

We are intuitive and holistically approach the development of our mātauranga. The discovery is in the journey as we pivot towards our destination

Kotahitanga

We all have a part to play

We are inclusive, and we participate in reciprocal and co-operative relationships built on the foundations of tikanga.

Whakapono

We walk the talk

We operate with good intentions and integrity while communicating clearly and openly. We have trust in each other and in our partners.

He Pouwhenua, He Poutangata

Rautaki Māori



Mana Māori: Cultural Intelligence

Our guiding Pou recognises our commitment to Te Tiriti o Waitangi and to Tangata Whenua, supporting us with our commitment to increasing internal cultural capability. We acknowledge the important contribution of Māori to the digital ecosystem.

Kia Kaha



Mana Toa: Advocacy

Our uniting Pou defines our role as kaitiaki of a mission-critical sector, working in the best interests of the community we serve so that the decisions of others are well informed to achieve our purpose of an Internet for all, and an Internet for good.

Kia Maia



Mana Tangata: Partnerships & Engagement

Our Pou signals the belief and passion for meaningful relationships and genuine partnerships aiming to co-design and collaborate to support Māori in harnessing the power of the internet. We are here to listen and learn from each other.

Kia Manawanui



Mana Rangatira: Awareness

Our community Pou brings awareness to who we are and how we support our members and communities including national and international stakeholders. We develop shared visions of digital equity and an internet for good in Aotearoa.

Kia ora

He Pouwhenua, He Poutangata

Mahere Mahi

Mana Māori: Cultural Intelligence

Through education and understanding of Te Tiriti o Waitangi principles and te reo Māori me ōna tikanga, our people will develop a sound knowledge of mātauranga Māori and incorporate in our daily work practices.

To achieve this we will:

- Custom design cultural competency workshops including Te Tiriti o Waitangi, and Te Reo Māori me ōna tikanga programs.
- Create Te Pātaka Rauemi – a place to access resources, personnel and tools to support and guide the regular use of Te Reo Māori me ōna tikanga
- Create Te Reo Māori Strategy
- Offer regular staff engagement with, but not limited to, pōwhiri, whakatau and tikanga practices

Measures to monitor progress:

- Tikanga practices in daily business activities
- Staff involved in pōwhiri and whakatau
- Te reo Māori used in daily business communications
- Mātauranga Māori applied to all policy and project developments

Mana Toa: Advocacy

We take measures that provide good processes ensuring purposeful advocacy for digital equities in Māori communities while integrating the mana of kanohi ki te kanohi.

To achieve this we will:

- Ensure services and policy support an inclusive approach of mātauranga Māori
- Establish the Māori Design Group – consisting of cultural and industry experts, kaumatua and rangatahi
- Create a safe place to share, question and overcome any challenges experienced by staff
- Acknowledge that Māori have limited resources and remunerate these services appropriately

Measures to monitor progress:

- Cultural and digital equity is visible in policies and practices
- Remuneration structure to acknowledge and support the limited but necessary skills provided by Māori contributors

Mana Tangata: Partnerships & Engagements

We acknowledge that the level of engagement will differ between stakeholders but that those who will be affected will determine their level of involvement.

To achieve this we will:

- Create Te Pātaka Rauemi – a central resource centre for best practice guidelines
- Member and stakeholder events
- Kaupapa Māori Net Wānanga

Measures to monitor progress:

- Ability to identify key Māori stakeholders
- Understand the required level of partner engagement
- Increase and monitor partnerships

Mana Rangatira: Awareness

Raising awareness within Māori communities is an ongoing journey but through meaningful engagements, kanohi ki te kanohi, true connections and reciprocal relationships will be established.

To achieve this we will:

- Redevelop membership registration to identify Māori members
- Survey existing members to determine who identify as Māori
- Collate a database of key Māori industry contributors
- Host nationwide engagement events promoting the benefits and support offered by InternetNZ
- Member and stakeholder events
- Kaupapa Māori Net Wānanga

Measures to monitor progress:

- Increase in Māori membership
- Clearly identify key Māori partnerships

Māori Engagement Strategy

The purpose of the Te Ao Māori Strategy is to provide guidance for staff when engaging with Māori partners and to include advocacy for Māori within our strategic operating framework.

It is important to acknowledge that Māori engagement is evolving and can differ throughout Aotearoa. There is no one size fits all to achieving good Māori engagement however the above documents have been developed to help guide InternetNZ staff on their journey for best practice Māori engagement.

There are a series of papers supporting the rautaki Māori and the table below highlights their inclusion.

Strategic Document	He Pouwhenua, He Poutangata				
	Rautaki Māori				
Policy Frameworks	Māori Engagement Strategy		Māori Partnerships Model		Te Reo Māori Strategy
Te Pātaka Rauemi <i>Tools & Guidance</i>	Māori Design Group	Engagement Guideline Summary	Cultural Competency Programs	Māori Resource Remuneration Guide	Tikanga Guide
	Action Plan				

1. Vision & Purpose

Our Vision	An Internet that is open, secure, and for all New Zealanders.
Our Purpose	Helping New Zealanders harness the power of the Internet.
He Whakataukī	Kua rāranga tahi tātou he whāriki ipurangi mō āpōpō <i>Together we weave the mat, in terms of the internet, for future generations.</i>

Our Values

Whānaungatanga	Mōhiotanga	Kotahitanga	Whakapono
We have each other's back	We are constantly curious	We all have a part to play	We walk the talk
We nurture relationships that are founded on trust, reciprocity, and action creating meaningful impact for our Māori community	We are intuitive and our holistic approach ensures the journey is as important as the learning pivoting as we develop our mātauranga.	We are inclusive and participate meaningfully to reciprocal and co-operative relationships built on the foundations of tikanga.	We operate with good intentions and integrity while communicating clearly and openly. We have trust in each other and in our partners.

2. Introduction

The Te Ao Māori Strategy was founded on the belief that all New Zealanders deserve an internet that is open and secure and the purpose to ensure all New Zealanders have the tools to harness the power of the internet. The overarching engagement vision for the Te Ao Māori Strategy for InternetNZ is to create networks of purposeful connections and meaningful partnerships to align with the key areas of InternetNZ operating framework.

The Te Ao Māori Strategy defines the role of InternetNZ to advocate on behalf of Māori, with Māori for Māori to access fast, safe and affordable connectivity with the knowledge to make good choices while being safe and protected online. New frameworks will be introduced while existing models will be enhanced for progressive outcomes and positive impacts for whānau, hapū, iwi and the wider tech community.

Māori continue to be an important contributor to the tech sector and bring diversity of thought to the industry, creating more innovative solutions which, without their holistic mātauranga, may not have been discovered. The Māori economy is increasingly influencing development directions and meaningful relationships with Māori will create a smooth approach to project activities, producing more effective sustainable outcomes.

Unfortunately, statistics show that Māori are more likely to experience an internet violation, whereby their computer is infected by a virus or otherwise interfered with, than any other ethnicity. Māori are also less likely to have access to the internet than Pākehā. In addition, one of the largest gaps of internet accessibility is experienced by those in social housing which is also disproportionately made up of Māori (approximately 50% of the housing register). Further study undertaken by MBIE2015 found that internet access for Māori was lower than any other groups in New Zealand (*Grimes, A., & White, D., 2019*).

InternetNZ Operating Framework

Our role as the guardian of the .nz domain means we're involved in various internet-related work throughout New Zealand, funded by the sales of .nz domain names. This involvement includes:

- Policy work on Internet issues faced in New Zealand
- Providing community grants to support Internet-related projects
- Conducting research to highlight the state of our Internet
- Hosting events, such as NetHui, to bring together our Internet community

The strategic intent of InternetNZ is to ensure that the work we do will always contribute into three key areas:

- Internet for all, so all the people of Aotearoa-NZ can improve their wellbeing.
- Enhanced security, so people of Aotearoa-NZ can have the trust and confidence to make beneficial use of the Internet. This includes increasing personal capability to make great informed and safe choices.
- Openness and innovation - so people of Aotearoa-NZ can benefit from innovation and world-wide communication based on the sound architecture, governance and technologies.

As a private sector operator InternetNZ are not legislated by treaty partnerships however appreciates and values the important contribution Māori play in the success of our digital industry and Aotearoa.

3. Why engage with Māori?

The Māori world view encompasses alternative perspectives and holistic understandings which present wider opportunities and avoid unseen issues for organisations wanting to engage. Past experiences prove that engaging with Māori BEFORE, and then throughout a project will lead to positive and mutually beneficial outcomes for all.

Effective engagement with Māori is key to producing better quality outcomes and meaningful partnerships. It allows an opportunity to gather on the ground information, views, reactions and strengthens the legitimacy of decisions for advocacy. Engaging effectively with Māori contributes to the development of rich partnerships, assists in providing robust and broad advice and helps deliver improved outcomes.

For InternetNZ, being informed of Māori views and aspirations will be critical in adopting a partnering approach to fulfill their purpose of an Internet for all, and an Internet for good.

A partnership approach with Māori will look different in every scenario however fundamentally it will see Māori as partners, and not as stakeholders and it will encompass a holistic and meaningful approach to engagement if the aspirations of Māori are to be achieved. It is equally important to engage with Māori in the premature stages of any project to promote a co-design outlook and then to continue this coordinated approach through to completion of the project.

Early, inclusive and broad engagement will lead to:

- Improved processes with clearly identified expectations and aspirations
- Increased opportunities to co-design and co-collaborate
- More efficient use of organisational and Māori resources
- Supporting Māori expectations and aspirations



If engagement is not early, inclusive or broad there may be reduced opportunities to develop meaningful future relationships and the development of effective projects may be compromised.

4. What is the kaupapa?

The first question to ask before engaging with Māori is:

"What is the purpose of the project kaupapa and how will this impact on Māori interests?"

It is important to identify this early and then to assess the level of engagement that will be required and its relevance to the nature of the kaupapa. This will also determine whether engagement is required at a local, regional or national level and if it extends across multiple hapū, iwi and/or sectors.

It is also important to note that engagement is not a "one size fits all" approach and using a previous engagement plan may not suit the intended purpose of the next project/kaupapa. Once you have clearly defined the intention of the engagement and what success looks like then you can begin to design your engagement plan.

5. Who to engage with?

This can be a challenging stage of the engagement plan as there are many layers in Māori society and various mandated entities to speak on certain kaupapa. The overarching principle in determining the "who" is, those who will be affected are entitled to be involved in the process.

Begin by identifying the recognised entities for tāngata whenua in the area your kaupapa covers. This will enable you to determine the geographical audience to be local, regional or national.

To ensure your engagement process is open and inclusive, continue to ask if all relevant Māori parties have been included in the engagement process. Seek further guidance within the office and refer to the Te Pātaka Rauemi for further resources and guidelines.



IMPORTANT: it is not the role of InternetNZ to determine who has the mana to speak over a particular kaupapa, this is a matter of tikanga for Māori. An open approach will ensure you are informed of the various interested parties and should operate in a manner that is respectful of tikanga.

6. When to engage?



The fundamental principle for effective engagement with Māori is to engage early.

Early engagement displays respect and demonstrates genuine engagement in place of a last-minute thought. For authentic engagement it should take place well before any decision-making process, it should always be based on the value of whakawhānaungatanga and it should continue through the duration of the project. You can never underestimate the connection of whanaungatanga over a cup of tea, kanohi ki te kanohi. Initial contact can be made via a phone call or email but should always be followed up with a face-to-face hui.

It is important to note that engagement is not a one-off tick box process and requires ongoing engagement through the stages of any project. Being visible to Māori, and not just when something is required, is very important. With that said, be mindful that Māori have their own processes, work to their own independent timeframes and are underpinned by tikanga. It should also be considered that Māori capacity is a limited resource and they are often being engaged by many entities for many other kaupapa.

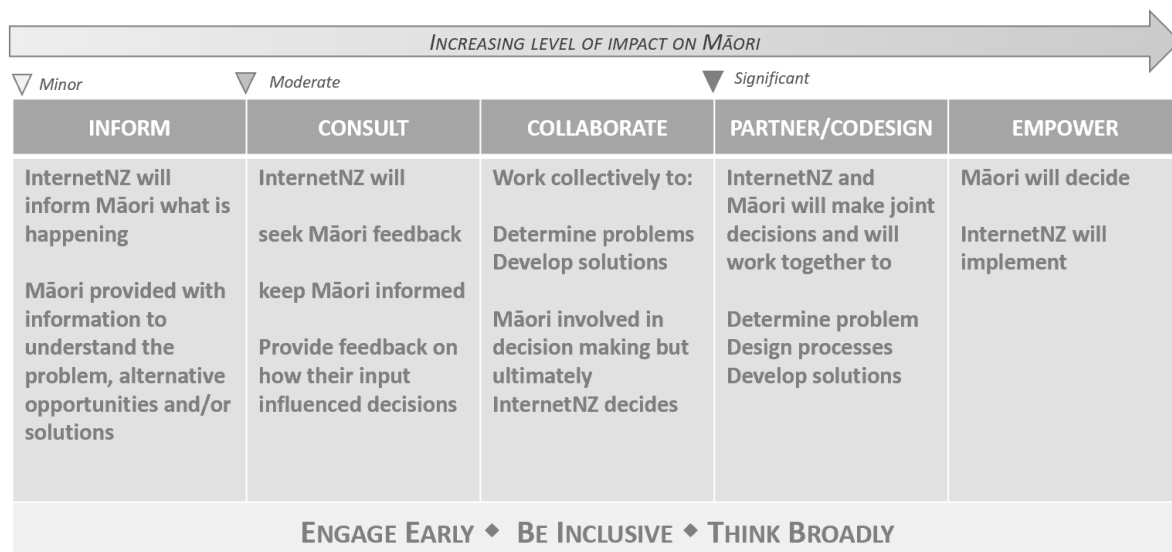


7. How to engage?

Genuine engagement begins by acknowledging Māori as Te Tiriti partners, their status of rangatiratanga and recognising the significant contribution that mātauranga Māori offers to the digital ecosystem of Aotearoa. The methods of engagement will vary depending on the audience, the stage of the process and the level of impact the kaupapa has on Māori interests.

It is important that InternetNZ do not assume what may or may not be significant to Māori – Māori will determine what impacts Māori and the level of significance it will have for their communities.

Once the level of impact has been determined, reference can be made to the sliding scale of engagement. The Collaboration and Co-Design positions should be the benchmark making way for processes that consider the participation of Māori and work towards successful and effective outcomes.



The Māori engagement plan should consider and articulate how engagement is to be undertaken throughout the duration of the project. Refer to Te Pataka Rauemi for further tools and guidelines to support this planning.

Māori Engagement Guideline Summary

Determine	<i>Determine the engagement required for your project - this will differ depending on the kaupapa of your project</i>	Why engage with Māori? The Māori worldview offers a holistic understanding and alternative insight to project development which otherwise would not have been considered. Early and inclusive engagement is key to producing better quality outcomes avoiding an unseen conflict.
Purpose <i>What is the purpose of the engagement</i>	<i>What do you want to get from the engagement process?</i> <i>How will this influence the project?</i>	
Identify	<i>Who will you need to engage with?</i> <i>Is it impacting at a local, regional or national level?</i>	What is the kaupapa/issue? Identifying this early will help in assessing the required level of engagement, if it is required at a local, regional or national sector and if it spans multiple hapū or iwi.
Approach	<i>Identify the level of engagement ie. informing, consulting, collaborating.</i> <i>Where will engagement take place?</i>	
Planning <i>Create external briefing document</i>	<i>Consult with internal experts on your engagement approach</i> <i>Cross check calendars of other engagements to maximise use of limited resources</i>	Who to engage with? The overarching principle in determining is, those who will be affected are entitled to be involved in the process.
Resource	<i>What will you require to achieve the engagement?</i>	When to engage? The fundamental principle for effective engagement with Māori is to engage early. Early engagement displays respect and demonstrates genuine engagement in place of a last-minute thought.
Confirm & Review	<i>Minimise risk and maximise opportunity</i> <i>Finalise your engagement plan for review</i>	
Delivery Phase	<i>Engage with Māori</i>	How to engage? Initial engagement can be via phone or email however face to face engagement should also follow. Follow the engagement guideline tools for best practice engagement.
Feedback Phase	<i>What have we learnt?</i> <i>What have we been told by Māori?</i> <i>How can we improve our process/outcomes?</i>	

Māori Partnership Strategy

Strategic Document	He Pouwhenua, He Poutangata <i>Rautaki Māori</i>				
	Māori Engagement Strategy		Māori Partnerships Strategy		Te Reo Māori Strategy
Te Pātaka Rauemi <i>Tools & Guidance</i>	Māori Design Group	Engagement Guideline Summary	Cultural Competency Programs	Māori Resource Remuneration Guide	Tikanga Guide
	Action Plan				

Māori represent 16.5% of the population and their economy is estimated at approximately \$50 billion. So while partnering with Māori can contribute to the positive increase of social outcomes it also makes good social sense from a business perspective also.

Māori in business always seek to build mutual trust in partnerships and any arrangement goes further than just a commercial agreement – it is underpinned by whanaungatanga while the overarching goal is to create sustainable prosperity and intergenerational well-being for their people. Partnerships are developed as a result of good engagement while emphasising the critical need to apply early and open engagement avoiding the risk of sabotaging any opportunities for future partnerships.

Through strong partnerships InternetNZ aims to:

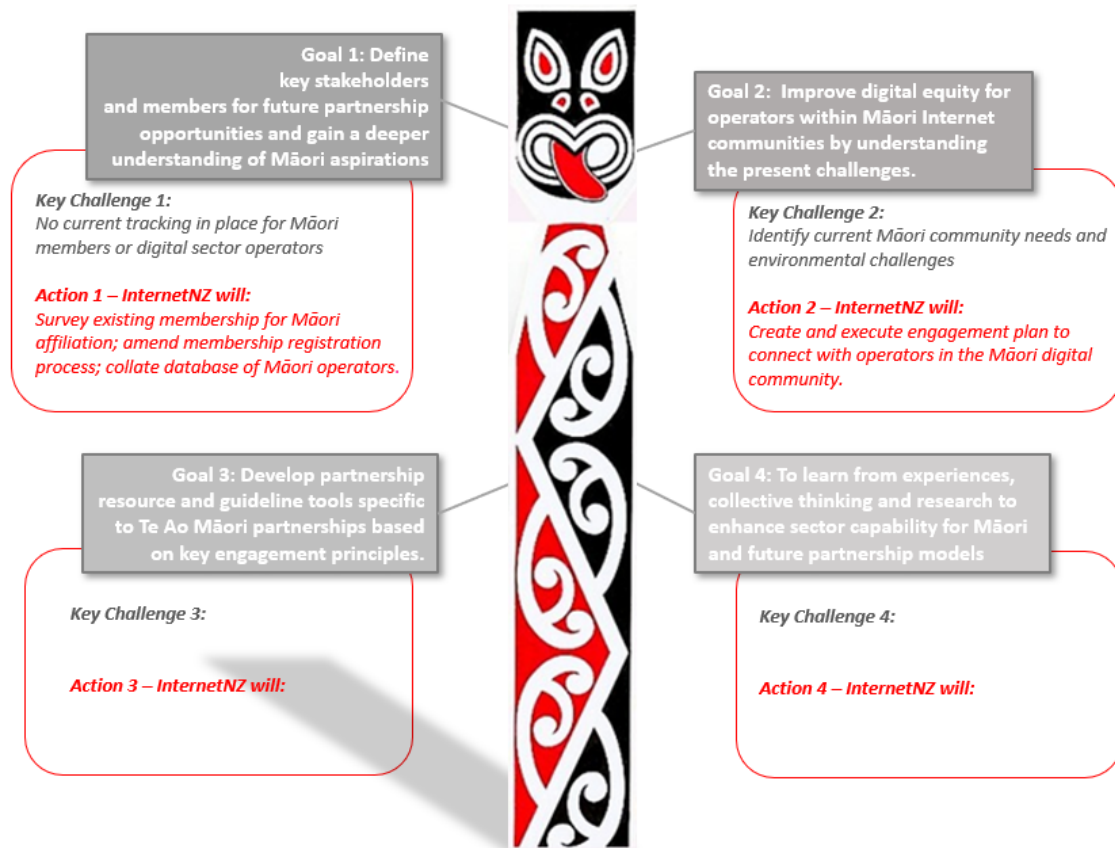
- Gain a better understanding of our partners and contributing parties for better decision making and sustainable solutions
- Maintain consistent, productive and meaningful engagement to provide solid foundations for future collaboration
- Confidently deliver Māori engagement throughout core business practice
- Reduce impacts and risks of ineffective engagement while maintaining relevance within the digital sector
- Develop an in-depth understanding of how any project may compliment or conflict with other existing projects for Māori

In partnering with Māori InternetNZ want to provide opportunities for Māori to:

- Exercise the right to mana motuhake and kaitiaki responsibilities
- Opportunity to advocate for the wellbeing of whanau, hapū, iwi
- Share information and dialogue enabling challenges to be overcome sooner
- Incorporate the expectations and aspirations of Māori for their communities
- Create spaces to establish and co-design on projects

Māori Partnership Development Plan

Bridging the digital divide and providing equitable outcomes for Māori



The Māori Partnership Development plan will create the foundation to extend our Māori Partnership Strategy and apply the key principles of the Māori Engagement Strategy.

Te Rautaki Māori – Action List

Drilling down from He Pouwhenua, He Poutangata, the below actions can be derived. These actions are not listed in any order of priority but provide a starting point to create workflow and resource planning.

- Internal awareness workshops introducing Rautaki Māori and how it will be incorporated in daily work practice – being mindful that people don't see this as "more" work
- Skills gap assessment
- Create Te Reo Māori Strategy
- Co-design cultural competency programs with Te Whare Wananga o Aotearoa
- Establish Te Pātaka Rauemi - a place to house resources, personnel contacts and guidelines
- Create a safe place or opportunities for staff to share, question and overcome any challenges they may be experiencing
- Create translation glossary of key terms, definitions
- Resource library for further reading of external documents ie. Te Arawhiti Engagement Guideline
- Drafting templates for partnership MOU's and partnerships
- Guideline for mātauranga Māori inclusion into policy design
- Design staff engagement events for pōwhiri, whakatau or tikanga practices
- Design remuneration policy/guideline
- Schedule, design and facilitate member and stakeholder events including Māori Net Wananga
- Redesign membership registration to include option to identify Māori members
- Design, implement and manage the surveying of existing members to determine who identify as Māori
- Gather and collate a database of key Māori industry contributors

Appendix 2

A breakdown of roles and responsibilities

Principal Advisor Māori Sector Relationships and Partnerships:

- 2IC for Tumuaki Māori
- Implementing the *He Pou Whenua, He Pou Tangata* Strategy
- Managing InternetNZ's relationship-building with stakeholders in the Māori Internet community, with the goal of building mutually beneficial relationships between Māori and InternetNZ
- Providing Secretariat support to the Māori Design Group which provides additional advisory capacity to guide and assist InternetNZ with the ongoing development of tikanga Māori and the development of Māori stakeholder relationships
- Deliver high quality policy advice, project, and relationship management to drive and champion a Māori Outcomes kaupapa.

Note that in time, the title and certain functions of this role will change.

Note that this role is currently being advertised and shortlisting will commence over the next coming days.

Cultural Capability and Partnerships Manager:

- Provide cultural support and advice to the organization
- Work with the People and Operations team to leads the uplift of cultural competency of staff through the implementation of InternetNZ's *He Pouwhenua, He Pou Tangata* strategy and other initiatives
- Develop key relationships with mana whenua, hapū, iwi, Māori leaders and contacts across the sector
- Develop and maintain strategic partnerships with iwi, hapū, kaupapa Māori entities, Boards and Advisory groups, aligned to the Māori engagement strategy, to enable INZ to deliver better outcomes for Māori.

Senior Advisor Māori Outcomes (x2):

- Develop and contribute to cross-organisational cultural strategy and programmes that support the kaupapa of InternetNZ, through research to identify trends, best practice and changes in the strategic environment whilst also providing high quality expert advice, guidance, and support to decision-makers
- Provide high-quality support to the GM Māori and work with the Chief Executive to establish a sound strategic approach to support Māori succeeding within internet and digital space.
- Establish and support key relationships with Māori stakeholders to support the implementing, monitoring and maintaining of improved services for Māori.

Māori Engagement Advisor:

- Lead and develop strategic and operational engagement plans, programmes, projects, and initiatives
- Scan for influences and areas of opportunities likely to impact on the internet and digital sector, to ensure the business maintains its course, and remains responsive to the needs of hapū, marae and whānau now and in the future
- Support the Online Dangerous Speech Taskforce (temporary)
- Supports the Community Advisors to grow the Māori membership population for InternetNZ.
- Manage and monitor the organisation's engagements with Māori, through a CRM or excel spreadsheet.

Diversity, and communicating these changes

ITEM NO: 2.5

AUTHOR: Jordan Carter, Chief Executive

PURPOSE: This paper sets out work on diversity matters and the need for high quality communication in supporting change.

DATE WRITTEN: Friday 8 October 2021

Introduction and context

This paper outlines other areas of capability and internal policy development related to te ao Māori, and outlines the importance of strong strategic communications about this work for external and internal audiences.

Diversity and sensitivity training

We have identified the need for training and development in areas of diversity and sensitivity. This training will be made available to both staff and Council members, and will establish a common baseline of understanding and ways of working that mark a practical and effective commitment to supporting diversity and inclusion in the organisation and in the work we do with stakeholders.

We have a staff member who has undertaken unconscious bias training on a “train the trainer” basis, who may be available to deploy this subject to management of other calls on their time. Alternatively, we may also bring in external support.

As an example only of externally-led potential approaches to this, Diversity Works offers a range of programmes that are well regarded in this area:

<https://diversityworks.nz.org.nz/events-training/customised-training/>

We provide a high level estimate of up to \$50,000 to undertake this training on this basis, starting this financial year.

Diversity and inclusion policies and processes

Alongside the training that will develop capability in the organisation, we will also need to embed this work through both operational and governance policy documents

and through a range of internal processes. We have not scoped this work at this stage but it is an integral part of embedding change in the organisation.

Relationship unblocking

These recent issues have harmed some of our standing and relationships with some of our stakeholders. We have seen this manifest directly in some of the feedback we have received from some parties, the resignation of a small number of members, and in the reluctance of some of our staff to engage with the community and stakeholders until we have responded to these issues.

This is not to overstate the extent of relationship damage, but instead acknowledge it proportionately. We have experienced a negative, important and saddening reputation impact with some of our stakeholders; it is not however across our entire stakeholder set. We will be undertaking our annual stakeholder survey to gain more insight and data into the extent and nature of the impact on our wider set of relationships in Q3-4 of this year.

Ultimately, the only way forward in resolving these issues is to rebuild credibility and trust in us is to:

- Take the actions that have been described in this set of papers.
- Provide consistent and clear communications about our prioritisation and progress in delivering those actions.
- Provide staff and Council members with the content they need to speak confidently about the work we are doing and the progress we are making.
- Rebuild our credibility and confidence in us where there has been a degradation through careful, committed delivery and change.

These steps will commence following the Council meeting, with clarity on strategic thinking and on the issues in this set of papers helping to prepare the ground for doing this work.

The financial impact of this aspect is low as it is within current operational resourcing.

Strategic communications

Relatedly, these matters have shown that we need to adapt our approach to strategic communications. Since the COVID-19 pandemic began, and even more clearly in the last few months, we have had a considerable internal focus in the organisation, to manage the new ways of working and more recently to deal with the various challenges that have come our way. In retrospect, there has been less time and effort invested in demonstrating who we are and what we stand for externally and internally than would have been ideal.

In moving through the end of the year and into 2022 we can share a clear purpose and direction, based on the work being discussed at this Council meeting. This will benefit the whole organisation and our stakeholders too. Investing effort in high quality communications is integral to doing this effectively.

We have the capability to embed a refocused strategic communications and relationship pivot within our team. To enable this, we need to:

- Complete the strategy review process to provide focus, clarity and outward orientation.
- Review our brand framework to align with the strategy, and provide further clarity about how our brands, strategy, values and outputs align in a manner that is meaningful to our stakeholders, members and staff.
- Deliver to our plans and committed actions on te ao Māori, Internet for All and Internet for Good, and utilise these as the pillars of who we are and what we stand for as an organisation.
- Communicate our involvement opportunities and delivery of this work openly and transparently to our external stakeholders and to our members and staff, so that our wider community and ecosystem may participate, see and benefit from what we produce.
- Focus, both operationally and in our communications with stakeholders, on *helping New Zealanders harness the power of the Internet*, and render that statement tangible, authentic and accountable.

The financial impact of this is estimated at this stage at \$50,000. This is because in the current budget there is no operational allocation to communications activities beyond headcount and project specific communications requirements.

This additional resourcing will allow us to bring in advice regarding strategic positioning as required, and invest in both resource creation and channel utilisation.

Separately, we may also consider a redesign of our main website to better signpost the different information requirements of our audiences, between our public good activities and .nz related operational information. We have not yet estimated what this would cost.

Recommendations

THAT Council **note** the commitment to diversity and sensitivity training and policy/process development, the approach to relationship unblocking, and the approach to strategic communications in this area set out in the paper.

THAT Council **note** the costs arising of up to \$50k regarding diversity and sensitivity training for Council and staff, and \$50k for strategic communications, **AND NOTE** that the approach to dealing with these and other cost pressures is set out in paper 2.1 at this meeting.

Jordan Carter
Group Chief Executive

President Report

AUTHOR: Joy Liddicoat, President

PURPOSE: To report to Council Members on the President's activities.

Introduction

The first two months in my new role have been very busy. Primary activities included the by-election, bringing the new Council together, meetings with individual Councillors, preparation for meeting with the Māori Design Group, getting on with the business of Council committees and supporting the Chief Executive. The national lockdown affected us in a number of ways, including the strategic planning hui. I'm very grateful to Jordan and his team for keeping InternetNZ humming through these disruptive times.

Comment

I established a Council working group of Councillors, Jordan and SLT members to prepare for Council's strategy discussions. In light of the national lockdown, we hosted an online strategy discussion focused on two topics: engagement with Te Ao Maori and business development. The next topics for discussion will be: Council values and culture; our purpose; online harm and dangerous speech; and membership and engagement. Other topics, including Internet access and infrastructure and climate change, will be discussed over the coming months.

A major focus has been preparation for the inaugural meeting with the Maori Design Group which took place on 7 October. This was an excellent meeting and I am pleased that Council's renewed unanimous affirmation of support for engagement with Te Ao Māori means our momentum continues.

Governance

Council Induction and Support

- Continuing the induction of new councillors, including Potaua Biasiny-Tule.
- Commenced weekly online informal Council pop-ups for Councillors
- New communication channels for Councillors on Slack

Council Committees

- Consultation and confirmation of Council Committee membership

- Review of membership and TOR of Te Komiti Whakauru Maori are pending the outcome of the by-election and the inaugural meeting of the Maori Design Group.

By Election

- The by-election was completed successfully and we welcomed Potaua Biasiny-Tule as the first tane Māori on Council.
- Communications with Council and announcement to members.

Support for the Chief Executive

- Drafting a paper on the CE performance assessment process for the CE Review Committee to consider.

Strategic Planning Process

- Successful hosting of a strategy discussion in September.
- Planning and preparation for the October session.

Member engagement and representation

- Regular contacts with members relating to the by-election, topics of members' discussions and moderation of member-discuss.
- Relationship outreach to stakeholders.
- Communicating to members the outcome of the first strategy discussion.

Chief Executive Review Committee

AUTHOR: Joy Liddicoat, President

PURPOSE: To provide a report back to Council.

Introduction

The Chief Executive Review Committee met with the Chief Executive on 22 September 2021. Members of the Committee are: Joy Liddicoat, Jay Daley, Melissa Davies and Richard Hulse.

Agenda

1. Process for the review of Chief Executive Performance (attached)
2. Assessment of CE progress with current KPIs
3. Areas for possible guidance for the CE (including areas for development or support if necessary)
4. Matters to bring to Council (risks (and any mitigations), progress,)
5. Review of CE position description (attached)
6. Review of CE remuneration

Comment

Process for CE Performance Review

- The Committee agreed on the attached process, recommending the addition of clear time-frames for each step.
- The paper will be presented to Council for discussion and approval.

Review of CE position description

- The current position description is out of date and in need of review.
- The Committee agreed to circulate the description to Council and discuss amendments (see attached).

Review of CE remuneration

- The CE remuneration has not been reviewed since 2017. A market assessment was proposed including by STrategic Pay and the Mercer Survey.
- In order to carry out the review an updated position description is needed.

Recommendations

It is recommended that Council:

1. Agree to the Chief Executive Performance Assessment process (with amendments).
2. Note that the CE remuneration has not been reviewed since 2017 and that a market assessment is proposed.
3. Note that the Position Description of the Chief Executive needs to be updated and that revisions to this will be circulated to Council for approval.

DRAFT

InternetNZ Chief Executive Performance Review Process

Introduction

The Council of InternetNZ has the ultimate responsibility for the strategy and performance of our organisation. We exercise this responsibility through our only employee, the CE, who is entrusted with the organisation's day-to-day management within the delegations, guidelines and direction set by Council. As such, a unique relationship exists between the CE and Council, and the evaluation of CE performance can strengthen or jeopardise this relationship.

Council has delegated this responsibility to the CE Review Committee. Terms of Reference are attached and are also available here:

<https://internetnz.nz/assets/Archives/Chief-Executive-Review-1.1.pdf> These terms of reference give the Committee considerable scope to define the process for the CE review. This paper set out the principles and process the CE Review Committee uses in carrying out this responsibility.

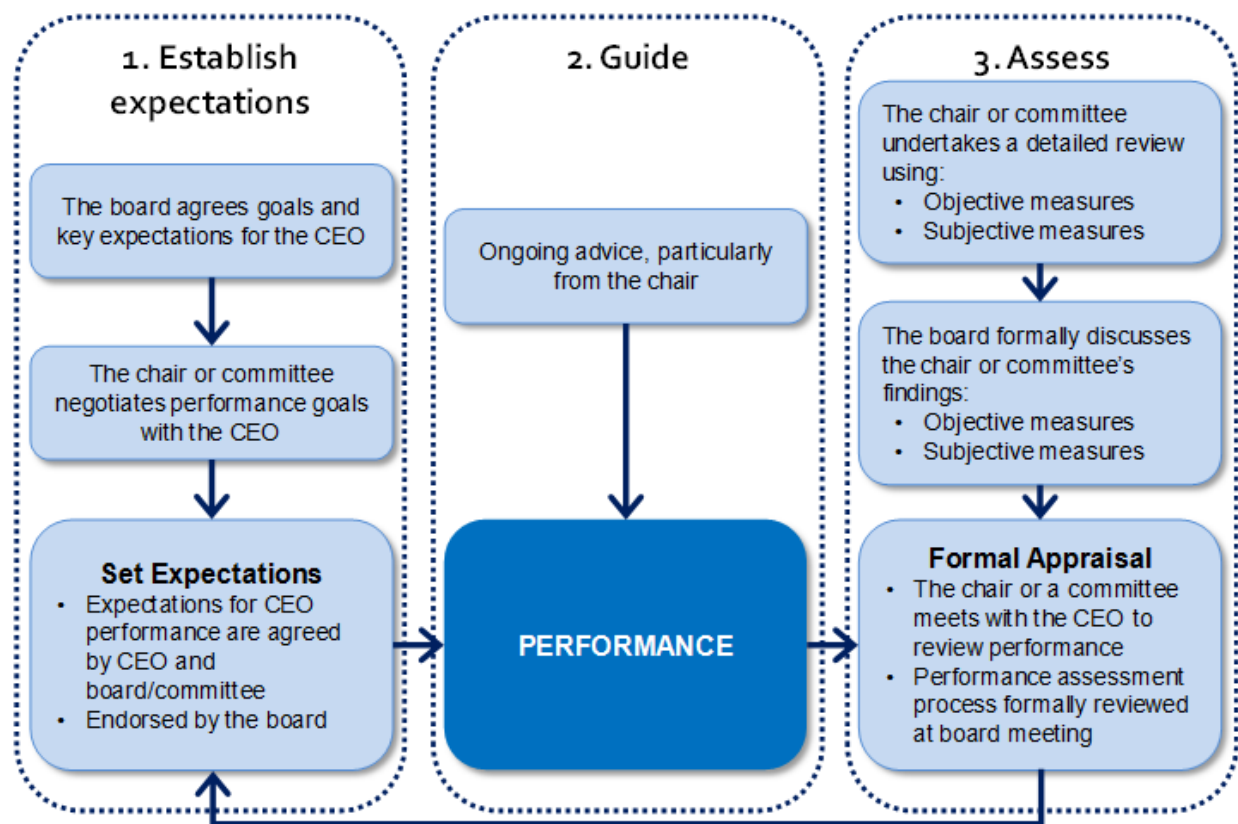
Principles

A robust CE evaluation process should be built around a number of leading practice principles, namely, that any CE evaluation must:

- Align CE performance with the objectives of the organisation;
- Be based on clear expectations developed and agreed in advance with the CE;
- Have a clear, transparent and agreed link between performance outcomes and remuneration;
- Encourage the CE to set developmental goals and plans and provide specific direction as necessary from the outcomes of the evaluation process;
- Be conducted in a manner conducive to ongoing good governance, including a no-surprises approach;
- Be tailored to the specific needs of the organisation; and
- Comply with relevant standards for accountability and communication of the results for the organisation.

Council Chief Executive Review Committee

In accordance with these principles, the CE Review Committee's annual cycle of CE review can be summarised in the following high-level way:



Source: <https://effectivegovernance.com.au>

In practice, this means the Committee will:

1. Establishing expectations:
 - discuss proposed KPIs with Council before consulting with the CE
 - negotiate performance goals with the CE
 - agree performance expectations with the CEO
 - bring final KPIs to Council for endorsement
2. Guide:
 - provide on-going advice from the President
 - maintain regular lines of communication between the President, Vice President and CE
 - provide regular feedback to Council (for example at Council meetings)
 - provide regular feedback to the CE (meeting with the CE or otherwise providing feedback as agreed)
3. Assess:
 - undertake an annual performance review against:
 - Key Performance Indicators

- Position Description
- Institute of Directors best-practice expectations of a CEO
- The CE's self assessment
- Council review
- Regular feedback from members, stakeholders or staff

The performance assessment will be formally provided to the CE in writing and discussed at a meeting with the CE and the Review Committee.

Performance assessment outcomes will be presented to Council with recommendations for remuneration and bonus payments.

Chief Executive Review Committee

Terms of Reference

Policy	COM-CEO: Chief Executive Review Committee
Version	Version 1.1
Date in force	June 2018
Planned review	June 2020

Constitution

The Chief Executive Review Committee ("the Committee") is a committee of Council with the specific delegated powers as set out in this Terms of Reference.

Objectives

The Committee acts on behalf of Council in all dealings with the CE on matters relating to terms of employment, key performance measures and disciplinary matters.

Membership

Membership of the Committee is reviewed annually at the first Council meeting following the AGM. The Committee shall consist of the President, Vice President, and two Councillors.

The Chair of the Committee is the President and in his/her absence the VicePresident.

Any member who ceases to be a Councillor ceases to be a member of the Committee.

Responsibilities

1. From time to time negotiate and amend as necessary the key performance objectives of the CE
2. Report on a confidential basis the performance of the CE against the key performance objectives
3. At the appropriate time, conduct a review of the CE's overall performance and make recommendations to Council on remuneration and appropriate bonus payments.
4. Monitor and where necessary act on any other matters relating to the conditions of employment of the CE.

Council Policies

Review this Terms of Reference annually prior to the Annual General Meeting and recommend any updates as/if required for Council to consider at its subsequent meeting.

Other Matters

Consider any other matters referred to the Committee by Council.

Authorities

The Committee shall have the authority to seek any information it requires from any employee of the Society.

The Committee is authorised to obtain such independent professional advice as it considers necessary at expense of the Society.

The Committee is authorised to make reasonable arrangements as it considers necessary for travel, accommodation, meals and meeting facilities for members of the Committee, advisers to the Committee and staff at the expense of the Society.

The Committee must exercise the powers delegated to it in accordance with any directions of Council.

The Committee can invite other parties to attend meetings from time to time as circumstances require.

The Committee may initiate special investigations as it sees fit in relation to matters set out in this Terms of Reference or as directed by Council, or the President.

Reporting

In addition to the annual review of the CE's overall performance, the Chair shall verbally update Council on CE performance matters in 'Council alone' time as required.

Communication

The President and Vice President, with the support of the other committee members when required, shall maintain direct lines of communication with the Chief Executive throughout the year on a regular basis.

Review

This Terms of Reference document and the performance of the Committee shall be subject to biannual review by Council.



POSITION DESCRIPTION

Group Chief Executive

REPORTING TO: The Council of InternetNZ
DIRECT REPORTS: None
LOCATIONS: Wellington or Auckland (location to be confirmed)
DATE CREATED: xxxxxx

InternetNZ overview

InternetNZ is the home and guardian of .nz, providing the infrastructure, security and support to keep it humming. We help New Zealanders harness the power of the Internet through our community grants, research and policy. We are champions for an Internet that is accessible, open, and secure for all New Zealanders.

Organisational commitment to te Tiriti o Waitangi

Purpose / Priorities

The role is responsible for the smooth running of InternetNZ:

- Development and delivery of quality strategic outcomes for InternetNZ
- Leading the policy development team, and advocating for the Local Internet Community
- Leading the registry team and ensuring that a strong commercial focus is maintained on current and future products and services
- Ensuring .nz policy settings effectively support the registry and DNCL strategy and operations
- Build and maintain relationships across the public, private and not-for-profit sectors
- Work with Council and members to ensure transparent and open operation of the organisation
- Development and leadership of a collaborative and proactive culture throughout InternetNZ
- Uphold the key values of InternetNZ
- Be the spokesperson for InternetNZ in concert with subject matter experts within staff
- Able to distil clarity out of ambiguity, balancing short term urgency with long term importance
- Credible and persuasive in person, with small and large groups and in writing
- Aligned with and well informed about the cause of InternetNZ

Key Working Relationships

- Staff of InternetNZ
- The Council
- Members
- Domain Name Commissioner, DNCL
- Directors of DNCL
- .nz registrars and resellers
- Appropriate International and National organisations
- Relevant organisations to furthering InternetNZ's strategy
- Government departments
- Relevant industry bodies

Accountabilities

The position will be accountable for the following organisational responsibilities:

Operations, Staff Management and Leadership

- Lead InternetNZ staff
- Manage the on-going performance of capable and confident teams by creating purpose, communicating expectations and managing employee performance
- Ensure continuous improvement in performance of the teams through the provision of appropriate staff development and coaching
- Appoint and manage contract staff as required
- Ensure clarity and smooth operation of operating structures and processes
- Manage projects to meet agreed outcomes, timeframes and budgets
- Identify and implement opportunities for continuous improvement to enable delivery of world- class registry services.
- Actively monitor and analyse the external environment to identify opportunities and threats for the Registry and develop and implement a proactive strategic response to those.
- Manage and deliver registry services in line with the strategic and annual plans, industry best practice and Service Level Agreements.
- Ensure that policies and procedures effectively support InternetNZ strategy and operations and minimise risks to the organisation.
- Maintain a safe and healthy workplace, ensuring the safety of employees and visitors.

The InternetNZ Group

- Work with the Domain Name Commissioner of DNCL to produce an alignment of vision and effort that is greater than the sum of the individual organisations' contributions
-
- Lead pan-group issues such as branding and business development
- Knowledge and respect for Māori cultural values, tikanga (customs) and embedding the principles of the Treaty of Waitangi in an organisational capability

- Chairman of the Board of DNCL. Chair meetings of the board of the Domain Name Commission Limited.

Strategic Development

- Assist Council to design and develop the strategic framework for the Society
- Develop long term strategies to ensure that the Society can meet its Objectives and goals in a manner consistent with its values
- Take ownership and responsibility for the creation and delivery of governance and strategic documents
- Take responsibility for the InternetNZ group profile and brand

Advocacy, Policy and Brand Management

- On behalf of the Council, members, and the local Internet community, advocate to government, industry and community stakeholders on relevant issues
- Ensure prompt and substantive submissions to public, private or not-for-profit organisations as requested or deemed appropriate
- Develop and maintain close links with relevant International organisations e.g. ICANN
- Attend relevant meetings in New Zealand and overseas to represent InternetNZ and New Zealand at appropriate and advantageous forums

Business Development

- Explore and develop new revenue streams that can contribute to the resources available for funding the Society's operations
- Provide leadership in the arena of business development with the goal of contributing to greater long term financial stability for the INZ group.
- Support a well managed brand for .nz with strong local brand allegiance.
- Ensure that registry profitability is maintained through changes in the economic and competitive environment.
- Actively contribute to the strategic evolution of domain name registries and Internet technology standards and protocols to ensure long term commercial stability and sustained operational best practice.

Financial Management

- Be responsible for operational and capital expenditure within agreed budgets
- Maintain standards of financial management and reporting that are appropriate for a registered charity
- Manage and accurately report on all budgets to appropriate professional standards
- Sound management of the Society's finances, assets and cash flow

Champion and live the team charter

We build trust, in order to grow as one InternetNZ group:

- We will respect each other.
- We are here to do the best we can.
- We will be better than we were yesterday.

Health and safety

- Take care to ensure the health and safety and wellbeing of not only yourself but also of others during the course of InternetNZ business.
- Follow InternetNZ health and safety guidelines including recording and reporting all hazards and potential risks and following reasonable instructions given by the business.

Qualifications and experience

- have a clear understanding of, and empathy for, Internet NZ philosophy, mission and objectives
- a qualification is preferred
- excellentskills are essential
- proven initiative and a self-starter
- effective at developing relationships with internal and external customers
- has the ability to see and approach things from an organisational view.

Competencies

- Commercial acumen; high financial literacy
- Strategic agility in a complex, multi-dimensional, rapidly changing and often political environment
- Demonstrated excellence operating and executing in a multi-stakeholder environment.
- Inspire the ever-expanding Local Internet Community about all things Internet: its fundamental importance, its limits, its opportunity
- Build effective teams (internally and external to the organization) that understand what and how to deliver
- Handle ambiguity and change as welcome daily facets of the job
- A non-negotiable commitment to openness and transparency
- The presence, gravitas and mana to understand context of situations, engage meaningfully with a broad audience, including Ministers of the Crown, Sector Experts
- Being media aware in order that InternetNZ's messages are disseminated accurately and in a timely fashion in a proactive rather than reactive way
- Governance skills and experience or an understanding of governance skills
- Excellent rapport-building skills; easily engages people and encourages frank and positive interactions
- Identify and assess risk, but not be paralysed by it
- Recognise the society's people - staff, members and stakeholders - as its most important asset and act accordingly
- Be the epitome of trust and integrity

COUNCIL MEETING - OCTOBER 2021

Management items for discussion

AUTHOR: Jordan Carter

PURPOSE: Key items for the Council to know / offer guidance on.

DATE WRITTEN: 8 October 2021

Introduction

This paper is designed to raise key issues for the Council to give advice, input and share understanding with management.

This meeting paper is brief, as the main quarterly report for July to September (Q2 2021/22) is to be included with these papers, and the financial reports for the quarter are not complete at the time of writing.

Matters are broadly in order of priority, and there are five sections:

- A. **Key risks** - where we update you on any changes to significant organisational risks.
- B. **Key items** - the matters we'd like a conversation about - which may or may not be covered by other standard reporting.
- C. **Exceptions / items to note** - significant issues in the general reporting we want to be sure you have seen.
- D. **Late changes** - any material changes to conditions or issues that were covered in quarterly reporting (none in this paper).
- E. **Key future commitments** - a look forward to some key events over the next six months.

A. Key Risks

Risk focus areas

Staff wellbeing is running at an elevated risk with flow on effects to staff continuity, organisational capacity, and stakeholder support. Some of these issues are covered in this paper and have been discussed with members of the Audit and Risk committee.

Wellbeing: INZ staff face inappropriate external criticism that impacts wellbeing.

Stakeholder support: Confidence is lost resulting in loss of revenue and/or government intervention.

Organisational capacity: INZ capacity does not keep track with strategy and stakeholder requirements, resulting in missed delivery opportunities and/or staff turnover.

Much of our response to this work has been documented in the papers for the Audit and Risk Committee that will be discussed at this Council meeting.

Our ask:

Note the risk matters updated in this paper.

B. Key Items

These are items we'd like a conversation about - which may or may not be covered by other standard reporting.

B1 - Election-related communications issues

Issue:	<p>Arising from our experience during the 2021 Council elections, I want to signal a need for us to reflect on a number of aspects, and signal some intended different practice on my part for future elections.</p> <ul style="list-style-type: none"> I'll be taking a more proactive role in responding to criticisms of the operations of the group in member forums, rather than a 'say nothing unless unavoidable' stance - both to help inform the debate, and to make sure criticisms of staff are responded to appropriately. For staff who are members of the organisation we need to be clear about expectations regarding engagement in such discussions in a way that respects the rights of all members to engage during an election process but does not constitute inappropriately influencing the election process. We will do some further work on this before bringing an approach to Council for feedback.
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	<ul style="list-style-type: none"> • The current forums we have for member discussion do not lend themselves to safe dialogue or discussion. We need to consider properly moderated forums that can actually generate open and constructive discussion, information sharing and critique. The current approach rewards a particular set of voices at the expense of diverse expression that actually reflects the diversity of our membership. • We need to improve the general flow of information about our work to members so that people have a clearer picture on which to base discussion, including election discussions and decisions. Part of this may be a ‘pre-election briefing’ for candidates and members that shares current information and background in an accessible way.
Our ask:	Your reflections and thoughts on the above.

B2 - .AQ update

Issue:	<p>We would like to bring Council up to date with the current status of negotiation on taking on legal responsibility for .aq.</p> <p>During our negotiations to acquire the Antarctica Network Information Centre Limited, and thus the administrative control over the .aq TLD, Peter Mott was presented an opportunity to cut his retirement short, move to Christchurch and re engage in the IT sector.</p> <p>What this means for us is that Peter, through ANIC Ltd, retains the designated manager status and administrative contact for .aq and InternetNZ has undertaken the technical operator role providing backend operator services. We provide the “registry” and authoritative DNS services for all of .aq and the accountability/mana for delivering that service.</p> <p>There is no legal agreement for us to do so, but there is a handshake agreement with Peter that InternetNZ will endeavour to provide this at no cost for the good of the internet.</p> <p>With counsel now in-house we’re in the process of writing an MOU for our engagement with Peter Mott. The prime accountability is reputation, which we are already servicing for .nz and the addition of .aq provides no additional exposure.</p> <p>The cost to us is roughly 30mins per month of technical maintenance, and 1-2 registration changes each taking 5-10 minutes.</p>
Our ask:	That Council note this update.

C. Exceptions / Items to Note

These are significant issues in the general reporting we want to be sure you have seen.

C1 - Premises move

Issue:	<p>The lock down in Q2 had an effect on the timeline of this project as no work performed in level 4 and only one main contractor on site in level 3. The new timelines have seen the move in date to early December.</p> <p>This completion also has some key dependencies in supply of materials but nothing affects the new critical path to date.</p>
Our ask:	That you be aware of this

D. Late Changes

These are where we touch on issues where there has been some change worth noting since the quarterly reporting date. There are no items here in this paper because the quarterly report is being circulated around the same time as the meeting.

E. Key External Commitments to March 2022

The table below sets out key external commitments over the next two quarters.

Our note remains the same in this quarter: external events are still impacted by the COVID-19 pandemic, particularly for international engagements and with a growing impact on the domestic calendar. We anticipate that participation will continue to be online for all international engagement. There are limited prospects for international travel before next year (last meeting we considered late 2021 but this seems too soon).

Domestic engagements are changing rapidly in light of the current COVID-19 lockdown in Q2 and continuing in Auckland.

October to December (Q3)	<p>Domestic commitments include:</p> <ul style="list-style-type: none"> • InternetNZ end of year stakeholder events - Early December, likely Auckland and Wellington, COVID-19 allowing. • Māori NetHui-style lead-in events - likely in November, multiple locations. • National Digital Forum - 16-17 November, Wellington • Canterbury Tech - 27 October, Christchurch
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	<p>International commitments currently include:</p> <ul style="list-style-type: none"> • ICANN - 23-28 October 2021, online. • Internet Governance Forum - 2-6 December 2021, mixed (currently)
January to March (Q4)	<p>Domestic commitments include:</p> <ul style="list-style-type: none"> • Māori NetHui 2022 - to be confirmed, and subject to reconsideration of approach and timing for COVID-19 related issues. • Welcome to 2022 stakeholder events - may reconsider stakeholder timing to 2022 given COVID-19 limitations. <p>International commitments currently include:</p> <ul style="list-style-type: none"> • APTLD / APRICOT - February 2022 • ICANN - March 2022, may be in-person for the first time since the COVID-19 situation began.

Jordan Carter
Group Chief Executive

MINUTES

COUNCIL MEETING

Status:

Draft

Date

Friday 13 August 2021

Present:

Council: Joy Liddicoat (President), Jay Daley (Vice President), Don Stokes, Sarah Lee, Richard Hulse, Kate Pearce, aimee whitcroft, Jeff Montgomery, Anthony Bow.

In attendance:

Staff: Jordan Carter (Chief Executive), Raniera Albert, Catherine Fenwick, Dave Baker, Kim Connolly-Stone, Andrew Cushen, Dane Foster, Brent Carey and Diane Robinson.

Member: Brenda Wallace

Apologies:

Cr Davies

Meeting opened:

The meeting started at 9:30am for Council and Council and CE alone time. The meeting opened publicly at 11:10am.

Section 1 - Meeting Preliminaries

1.1 Council only (in committee)

1.2 Council and CE alone time (in committee)

1.3 Karakia, apologies, interests register, and agenda review

Cr Lee opened the meeting with a Karakia.

Apologies received for Cr Davies.

The Interest Register was updated:

Name: **Joy Liddicoat**

Position: President

Term: AGM 2021 - AGM 2024

Declaration Date: 29 July 2021

Interests: As stated on Interests Register (not changed)

Name: **Jay Daley**

Position: Vice President

Term: AGM 2021 - AGM 2024

Declaration Date: 4 August 2021

Interests:

- Employed as IETF Executive Director
- Member of the Board of Whare Hauora
- Registrant of multiple domains

Name: **Jeff Montgomery**

Position: Councillor, InternetNZ

Term: AGM 2021 - AGM 2022

Declaration Date: 8 August 2021

Interests:

- Holder of 14 .nz domains
- Employed by Service Delivery and Operations, Department of Internal Affairs
- Statutory Officer - Registrar General of Births, Deaths and Marriages
- Owner and Director, City Bed and Breakfast Limited

Name: **Richard Hulse**

Position: Councillor, InternetNZ

Term: AGM 2021 - AGM 2024

Declaration Date: 29 July 2021

Interests:

- As stated on Interests Register (not changed)

The Agenda was reviewed to ensure that the Strategic priorities and the time available was focused in this area.

1.4 Environment Scan

The Council discussed that environmental scan matters are most likely to be the matters under the Strategic Priorities section for discussion. No others were raised.

Section 2 - Strategic Priorities

2.1 Matters Arising from 2021 Elections

The timeframe for the By-Election was discussed and the President advised that the reason for the shortened timeframes is to allow for the new Councillor to be inducted and to attend the Council Strategy Hui in mid September 2021.

Cr Hulse asked for extra communication for the By-Election in light of the shorter timeframes.

Cr Daley asked the Returning Officer to communicate and acknowledge the differences of the elections guidance and the Constitution and that the constitution took precedence in this case.

Cr Daley asked for a tracker to be implemented to track proposed changes to, or issues identified with, the Constitution. This will allow them to be collected and dealt with together. It was noted that the review of the governance documentation is a priority.

Cr Pearce noted that the Skills and Diversity matrix needs to be reviewed for Councillors. The President agreed, noting this would need to happen shortly and in preparation for appointments of Council members next year (see item 3.2).

RN37/21 That Council:

- **Appoint** Andrew Cushen as Returning Officer for the 2021 InternetNZ Council By-Election.
- **Appoint** Grant Thornton as Scrutineer for the 2021 InternetNZ Council By-Election.
- **Endorse** the timeframe for the By-election.
- **Note** the cost estimates on the basis of budget overruns.

Block Consent for section 2.1 - (Cr Lee / Cr Stokes)

CARRIED U

2.2 Te Ao Māori, Dangerous Speech and InternetNZ

Jordan introduced the paper and firstly wanted to thank staff for their work on the matters and issues raised. He secondly, wanted to set out the following:

- The need for setting a clear goal for our relationship with Te Ao Māori
- Dealing with dangerous speech and what our role might be
- Addressing systemic racism or any other kinds of racism

Noting that staff are up for the challenge of tackling the above work involved and they are willing to deepen their understanding (by listening) and to take the required actions needed for change.

The Policy Director, Kim Connolly-Stone talked to Council about the approach taken in the paper being a starting point allowing for building in flexibility for Council and the Māori Design Group (MDG) to have their conversations and to be responsive to community needs.

Council comments/reflections:

- To separate the te ao Māori work and the online dangerous speech work (that they are not interwoven pieces of work, but are related and connected).
- The work on te ao Māori is already well underway and carefully planned out and on a pathway and must continue regardless of the separate workstream on

- dangerous speech.
- Māori manawhenua - working with MDG and looking at what our partnership looks like with Māori manawhenua and trusting the process.
- Acknowledgement of the Chief Advisor Māori, Raniera Albert and the work being carried out in the past few months.
- For Council to build capability and understanding of Te Tiriti o Waitangi and learning of Te Reo Māori, especially as Council prepares to work effectively with the Māori Design Group.
- Significant work to do on online harm and dangerous speech that will need strategic focus from Council in order to shape the INZ contribution in this area.
- Strong appetite for InternetNZ leadership on dangerous speech and online harm - a view was floated that the organisation should be seeking to solve this problem (or get it solved), with all options on the table as to 'how'.
- Strong recognition of the need for work in these areas to be based on the needs, concerns and desires of the affected communities.
- A desire to gain deeper understanding of the issues and the Council role
- A call for leadership from Council and lifting of its game.
- Reaffirming the same human rights offline also apply online.
- A need to lead clearly and bravely on all of these issues.

The Council agreed the following:

- To separate the work for te ao Māori and online harm or dangerous speech.
- To reaffirm appreciation of, and support to the MDG and resourcing needed for the MDG - to commence the important role it will collectively take on, and the work members individually will contribute to in helping to change the course of the organisation in future. Noting for Council to build their capability in Te Tiriti o Waitangi and te reo Māori and approach to working with the MDG.
- To discuss dangerous speech and online harm at the Council Strategic Hui.
- Te Ao Māori and issues of racism - for work to start on a statement from Council, sharing the journey, the missteps along the way and the organisation we want to be, needed for consideration by Council in October.

Council also noted that the staff will be proceeding with scoping and understanding the resourcing implications of all the other matters set out in the paper, with a plan to come together for review by Council also in October.

RN 38/21 That the paper be **received** by Council.

(Cr Lee / Cr Hulse)

CARRIED U

AP10/21 Staff to write a short paper on the dangerous speech issues and what we currently know about the gaps in the regulatory framework to be used at the Council strategy hui.

AP11/21 Working group of Councillors for the Council Strategy Hui to be established to help form the Agenda.

- AP12/21** For work to commence on a draft statement from Council re the te ao Māori journey that can be shared with the MDG and acknowledging our past journey, for Council consideration in October 2021.

2.3 Approach to Strategic Retreat

The President thanked Jordan for the paper and she acknowledged that the Council understood why the paper was not fully developed due to the elections and waiting for the new Council to be formed.

Jordan advised that Council needed to settle on the details of the hui/retreat, who should attend (DNCL Directors, MDG), the overall purpose for the hui - strategic, relationship building and/or a bit of a mix and thoughts on the topics that staff can help to prepare for. He welcomed the Council's intent to play a leading role in defining the agenda and goals for the session, and in leading the work. He said that management will help as and when required.

Council commented on the need for:

- Whakawhanaungatanga time (making connections, relationship building, the process of establishing the foundations and rules of engagement)
- More preparation in advance by Council prior to the Strategy Retreat - a subgroup of Council to lead the work on the agenda.
- A focus on Te Tiriti and deepening Council understanding before we start the work with Te Ao Māori.
- Group Development - working together and Te Ao Māori
- Time for discussion on InternetNZ substantive issues

- RN 39/21** THAT Council establish a subgroup to prepare for the strategic retreat, and note the paper from staff.

(President / Vice President)

CARRIED U

- AP13/21** The President to work out the programme for the Council Strategy hui with Cr Lee, Raniera and the facilitator.

- AP14/21** The Council to discuss and work out requirements on the pre-work needed for this Council Strategy hui.

Section 3 – Matters for Decision

3.1 Council Work Plan 2021/22 Working Draft

AP15/21 **Note** the draft work plan which will be updated at the October Council meeting.

3.2 Review of Council members against Skills and Diversity Matrix

AP16/21 **Note** this Matrix must be updated by the October Council meeting.

3.3. Council Committees and Bank Signatories

The Council confirmed that all the Committees have been re-established with their current Terms of Reference. Changes to terms of reference are under discussion and any amendments will come to Council for approval.

The Council is continuing discussions on memberships and will confirm these by e-vote.

RN40/21 That Council **agree** changes to the Bank Signatories at this meeting to include Vice President Daley and Cr Lee.

(Cr Montgomery / Cr Stokes)

CARRIED

Abstain Vice President / Cr Lee

RN41/21 That Council formally acknowledged Cr Craig for 8 years of service and contribution to the InternetNZ Council.

RN42/21 That Council formally acknowledged Hiria Te Rangī for her 1 year of service to the InternetNZ Council and support to the Komiti Whakauru Māori.

(President / Vice President)

CARRIED U

Section 4 – Matters for Discussion

4.1 President's Report

It was noted that the following President's report and the following correspondence will be appended to the draft minutes of the August Council meeting:

- Correspondence in May 2021 from the Chair, Komiti Whakauru Māori and the response from the President
- Email to Members Announce.

RN43/21 That the President's report be **received**.

(President / Cr Montgomery)

CARRIED U

4.2 Management Items for Discussion=

No items were discussed.

Section 5 - Consent Agenda

5.1 2022 Meeting Schedule

5.2 Confirm Minutes of 14 May 2021

RN44/21 That Council **approve** the minutes of the meeting held on 14 May 2021.
(Cr Hulse / Cr Bow)

CARRIED

Abstain (Vice President / Cr Montgomery)

5.3 Actions Register

5.4 E-votes Ratification

5.5 Quarterly Report

5.5.1 .nz Quarterly Report

5.5.2 DNCL Quarterly Report

5.5.3 Group Financial Report

5.5.4 InternetNZ Financial Report

5.5.5 Council Committees Report

5.5.6 Membership Update

5.5.7 Project Mimosa Update

RN45/20 That the E-votes be **ratified**.

RN46/20 That the Quarterly and Operational reporting be **received**.

5.6 Health and Safety and Wellbeing Update

Jordan advised that a report from the Health and Safety Committee on employee wellbeing and stress relating to recent activities will be submitted to the Audit and Risk Committee.

RN47/20 That the Health Safety and Wellbeing Report be **received**.

Block Consent section 5.1, 5.3, 5.4, 5.5 and 5.6 - (Cr Stokes / Vice President)

CARRIED U

Section 6 - Other Matters

6.1 CONTINGENCY

6.2 Matters for communication – key messages

6.2.1 Communications in general

- Council formally acknowledged Councillor Amber Craig, thanking her for her many contributions to Council including as Chair of Audit and Risk Committee. We also acknowledged Councillor Hiria Te Rangī, her contribution to Council and the .nz policy Committee. Council thanked both Councillors for their work, with Councillor Sarah Lee, to develop the proposal for a Māori Design Group that was approved unanimously by Council in May.
- Recognise the seriousness and importance of the work for online harm and dangerous speech and that the Council are moving to an active leadership phase in this space.
- Reaffirmation for Māori Design Group and our work on Te Ao Māori
- Communication about the By Election and regarding the conflict between the constitution and the elections guidance.

6.2.2 Upcoming events

- Council Strategy Hui - October 2021

6.3 General business

6.4 Meeting review

Next meeting:

The next scheduled Council meeting is Friday 15 October 2021.

The meeting closed at 12:55pm with a waiata.

Council Actions Register 2021

As at October 2021			
Action No#	Action	Owner	Status
AP05/20	2.3 Budget 2020/21 - Staff to schedule a session on Efficiencies for Council Retreat	Chief Executive / Organisational Services Director	Superseded. Will remove from register - part of 2022 planning.
AP09/20	6.3 General Business - Staff to organise Council Retreat.	Chief Executive/ Council Secretary	In progress. The Council Strategy Hui will be held online.
AP29/20	The governance framework and work plan to be presented at the Council meeting February 2021.	Org Services Director	Retreat will include draft Governance Framework and agree next steps.
AP07/21	Staff to prepare an online webinar and information exchange on Digital Identity and the group's work on this so far, to be shared with Council on the list.	Commercial Director	To be scheduled.
AP10/21	Staff to write a short paper on Online Harm - current state and environmental scan, issues, gap analysis, what's the problem that needs to be solved. To be used at the Council strategy hui.	Chief Executive/ Policy Director	Completed
AP11/21	Working group of Councillors for the Council Strategy Hui to be established to help form the Agenda.	Executive Assistant	Completed
AP12/21	A forward plan for our work on online harm and dangerous speech and next steps by October 2021.	Chief Executive/ Policy Director	Completed
AP13/21	For work to commence on a draft	Chief Advisor	Completed

	statement from Council re the te ao Māori journey that can be shared with the MDG and acknowledging our past journey, for Council consideration in October 2021.	Māori	
AP14/21	The President to work out the programme for the Council Strategy hui with Cr Lee, Raniera and the facilitator.	The President Cr Lee Chief Advisor Māori	Completed
AP15/21	The Council to discuss and work out requirements on the pre-work needed for this Council Strategy hui.	Council Working Group	Completed
AP16/21	Note the draft work plan which will be updated at the October Council Meeting.	Executive Assistant	DEFER until after Council Strategy Hui
AP17/21	Skills and Diversity Matrix to be updated by the October Council Meeting.	Executive Assistant	DEFERRED until after Council Strategy Hui

E-Vote Ratification

Author: Diane Robinson, Council Secretary

There has been one e-vote conducted since the last Council Meeting:

Evote:	Motion:	For:	Against:	Abstain:
26082021	<p>Audit and Risk Committee</p> <p>Richard Hulse (Chair) Kate Pearce aimee whitcroft Anthony Bow Jay Daley</p> <p>.nz Policy Committee</p> <p>Kate Pearce (Chair) Don Stokes Jay Daley Jeff Montgomery</p> <p>CE Review Committee</p> <p>Joy Liddicoat (Chair) Richard Hulse Melissa Davies Jay Daley</p> <p>Note. The membership of Komiti Whakauru Maori is still under discussion.</p>	<p>President Liddicoat Vice President Daley Cr Lee Cr Pearce Cr Stokes Cr whitcroft Cr Davies Cr Bow Cr Hulse Cr Montgomery</p>	None	None

Recommendation

THAT the e-votes be ratified.

COUNCIL MEETING - October 2021

Membership Report

AUTHOR: Andrew Cushen
PURPOSE: Progress and work for membership of InternetNZ
DATE WRITTEN: 06/10/2021

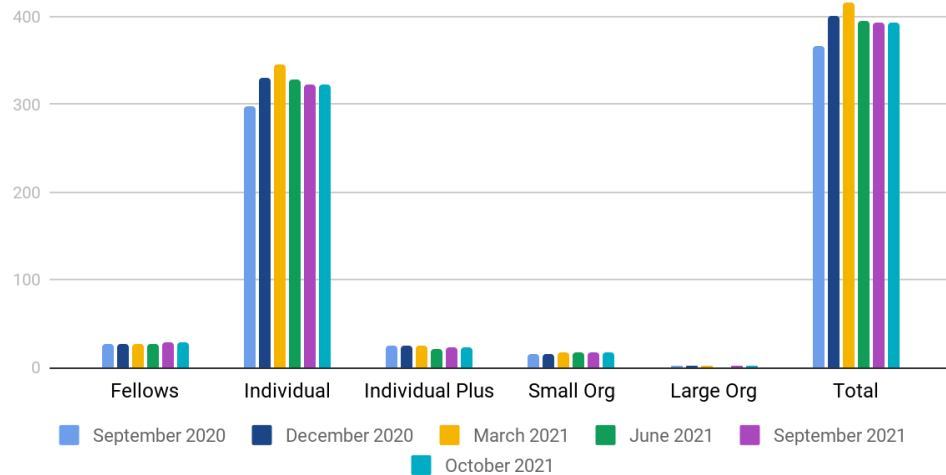
Executive Summary

Over the last months, we have successfully completed the planning and execution of the 2021 council by-elections, and held a members + friends webinar focused on Internet law in Aotearoa.

In the upcoming quarter (Oct - Dec), we continue to focus on engagement events.

Current membership (at 4 October 2021)

	30 Sept 2020	30 Dec 2020	31 Mar 2021	30 Jun 2021	30 Sept 2021	4 Oct 2021
Fellows	27	27	27	27	29	29
Individual	297	331	345	328	323	323
Individual Plus	25	25	25	22	23	23
Small organisation	15	15	18	18	17	17
Large organisation	2	2	2	1	2	2
Total Membership	366	400	417	396	394	394



Items to Note

Activities to support membership engagement

Since the last report in August 2021 we have:

- Run and completed the 2021 by-election
- Hosted an Internet law in Aotearoa members + friends webinar
- Initiated work on upcoming engagement events.

2021 By-Election

The 2021 by-election ran from Wednesday 1 September to Thursday 9 September. Voter turnout was 136 out 371 of eligible members (36.7%).

Upcoming Engagement work

The following member inclusive events scheduled in this next quarter:

- October - online discussion on 'Human Rights and the Internet' by Joy Liddicoat,
- November - supporting the online launch of the World Internet Project report
- December - an accessibility-focused online event

Preparations for the 2021 stakeholder survey are underway for late November, which will further identify member sentiments.

We are considering date and venue options for hosting our annual stakeholder after-5 events, which members and stakeholders will be invited to.

Recommendation

THAT the new members and resignations be noted.

Andrew Cushen

Engagement Director

6 October 2021