



REVIEW INTO EDITORIAL CONTROLS WITHIN TVNZ NEWS & CURRENT AFFAIRS

June 2023

UPDATED ON 8 NOVEMBER 2023

Following the release of the *Independent External Review of RNZ Editorial Processes* dated 28 July 2023, this review has been updated with Addendum 1.

BACKGROUND

On Friday 9 June 2023, RNZ disclosed that some internationally-sourced stories relating to the ongoing conflict in Ukraine had been altered by a staff member prior to publication to evoke a more sympathetic view towards Russia.

By Sunday 11 June it was apparent that the interference with these stories was more widespread, covering at least 22 stories over a period of five years.

On Tuesday 13 June RNZ announced an independent review of RNZ's editorial processes, to be conducted by barrister Willy Akel, lawyer and former journalist Linda Clark, and former director of editorial standards at the ABC, Alan Sunderland.

TVNZ's News & Current Affairs department (**NCA**) has a syndication arrangement with RNZ under which TVNZ licenses articles and photographs that originate from RNZ. TVNZ was not directly affected by the altered articles as it did not run any of them; wire copy from wire agencies is excluded from TVNZ's syndication arrangement with RNZ, and any RNZ-authored articles published on TVNZ platforms automatically expire after 30 days. However, TVNZ management felt that it was prudent to appoint its General Counsel to conduct a review into newsroom practices, particularly as TVNZ has its own licensing arrangements with wire agencies, to ensure that all was being done to prevent a similar situation arising at TVNZ.

TERMS OF REFERENCE

The questions that this review sought to answer were as follows:

Digital News

1. *What system does TVNZ have in place in Digital News to prevent someone altering wire copy which may render the piece inaccurate, unbalanced or unfair (breaching its agreement with the wire agency)?*
2. *What system does TVNZ have in place in Digital News to ensure all TVNZ-authored copy is checked for accuracy, balance and fairness?*

Broadcast programming

3. *What system does TVNZ have in place to check track/story scripts taken from overseas news wires for broadcast NCA programming? This covers all foreign stories – ie. stories edited for duration; stories repackaged and voiced by TVNZ staff; and stories scripted by TVNZ staff based on shot lists provided by the wire agency.*
4. *What system does TVNZ have in place to check VOs (voice over – reporter reading script or presenter reading words) written for broadcast NCA programming?*
5. *What system does TVNZ have in place to check live crosses by TVNZ reporters both overseas and domestically?*
6. *What system does TVNZ have in place during live interviews to respond to inaccurate, unfair, unbalanced and/or defamatory statements made by interviewees?*

Communicating TVNZ NCA editorial decisions

7. *When TVNZ makes an editorial call on a topic, how does this decision align with copy shared by RNZ with TVNZ Digital News?*
8. *What system does TVNZ have in place to disseminate editorial decisions more widely across NCA?*

Complaints / correspondence

9. *What system does TVNZ have in place to ensure complaints on news coverage sent to news@tvnz.co.nz, NCA’s Digital social media team or the NCA programmes directly, are being surfaced and presented to managers by the Assignment Desk?*

EXECUTIVE SUMMARY

This review was conducted from 15 to 23 June 2023, with the list of interviewees set out at Appendix 1.

The review found that TVNZ systems are robust and fit for purpose. However some potential vulnerabilities were evident, and this review makes the following 11 recommendations to mitigate these. These are set out below.

Recommendation #1

For the Digital News team’s use of wire copy, a final check of all wire copy-sourced articles should take place post-editing by the reporter, and prior to publication. The News Editor or Daily Editor would be best placed to do this. All push notifications using a different headline to the article should also be reviewed by a second person.

Recommendation #2

For *1News at 6*, ensure tracks scripted by the Foreign Editor are sub-edited.

Recommendation #3

For *Te Karere*, consider whether more support/resource is appropriate for language and translation of *Te Karere* content.

Recommendation #4

For *1News at 6*, formalise a review process requiring a sub-edit of VOs written by the Associate Producer or Line Up Producer.

Recommendation #5

For live interviews, presenters and reporters should be reminded of the strategies to use to counter/challenge interviewees, if appropriate, on inaccurate, unfair, unbalanced and/or defamatory statements made by interviewees. Specific training on dealing with misinformation could be helpful.

Recommendation #6

For live interviews, teams should be reminded that the NCA Leadership Team and NCA Legal should be notified immediately of any potential risk, so an appropriate and swift response can be considered to mitigate any potential damage.

Recommendation #7

For the dissemination of editorial decisions, consideration should be given to using a single or a more centralised communication system.

Recommendation #8

For responding to complaints and correspondence, NCA team members who may potentially receive complaints/correspondence should be reminded of the correct channels to share these messages, and that early communication with the Content Compliance Team within Legal & Corporate Affairs ensures TVNZ can comply with its statutory obligations to respond to formal complaints.

Recommendation #9

For responding to complaints and correspondence, NCA Leadership could consider an online corrections page on *1news.co.nz* to note any broadcast errors. NCA should continue annotating online stories to signal that copy has changed due to accuracy, fairness, balance or any other issues.

Recommendation #10

For responding to complaints and correspondence, NCA Leadership to consider key word automatic forwarding of emails and correspondence to relevant stakeholders.

Recommendation #11

The existence of TVNZ's speak up and whistleblowing policies should be made more prominent, including NCA specific messaging, as necessary. NCA people should be aware that these company-wide processes are available to them for editorial matters.

DIGITAL NEWS**1. What system does TVNZ have in place in Digital News to prevent someone altering wire copy which may render the piece inaccurate, unbalanced or unfair (breaching its agreement with the wire agency)?**

NCA has licensing arrangements with a number of international news agencies, including the Associated Press, Reuters, BBC and Nine (Australia). Wire copy is accessed through the separate online portals of each international news agencies. Wire copy is not used within *Re: News*.

Wire copy is defined as written articles which are made available to TVNZ by the international news agencies it has licensing arrangements with. Other wire content may include raw video footage (which may be accompanied by "shot lists" – brief written descriptions) and full story packages.

The international news agencies allow for wire content to be edited for length, formatting requirements or be combined with other content, provided the original editorial meaning and

integrity of the wire content is not altered, distorted or impaired. All Digital News team members are trained and expected to only make edits for such purposes.

The process for receiving and repurposing wire copy is as follows (please note that job titles are explained in the Role Glossary attached at Appendix 2):

Step	Person Responsible
1news.co.nz and social media content teams	
Wire copy of interest is identified and assigned to a Reporter.	Daily Editor, Lead Shift or Reporter
Wire copy is edited for length or to conform with any <i>1news.co.nz</i> specific requirements (in compliance with TVNZ's licensing obligations with the wire agency), including New Zealand spelling. The headline may also be edited. If accompanying imagery is not supplied with the wire copy, imagery will be sourced.	Reporter
Headline is reviewed in full. The edited wire copy is briefly reviewed, but not reviewed in full as it has been pre-sub-edited by the wire agency.	Daily Editor or News Editor
Push notifications – if the article is shared by push notification, it may use the same headline as the article, or it may be an edited version.	Daily Editor or News Editor
Article is published to <i>1news.co.nz</i> .	Daily Editor (or Lead Shift if there is no Daily Editor)
Push notification is sent.	Daily Editor (or Lead Shift if there is no Daily Editor)
Social media post with link to <i>1news.co.nz</i> article.	Reporter or Daily Editor
Bespoke accompanying Digital social content is produced in conjunction with the corresponding <i>1news.co.nz</i> article as Digital social content generally links to a <i>1news.co.nz</i> article.	Social Media Lead

Vulnerabilities

The article (once it has been edited by the reporter) is not reviewed in full by the News Editor or Daily Editor before publication, given it has already been sub-edited by the wire agency.

There is ultimately one final person responsible for publishing the content to the website. This was common to all processes that the review covered and is noted in the section below entitled "Unavoidable Vulnerabilities".

Recommendation #1: A final check of all wire copy-sourced articles should take place post-editing by the reporter, and prior to publication. The News Editor or Daily Editor would be best placed to do this. All push notifications using a different headline to the article should also be reviewed by a second person.

2. What system does TVNZ have in place in Digital News to ensure all TVNZ-authored copy is checked for accuracy, balance and fairness?

TVNZ authored copy is based on a variety of sources – this may include raw footage and brief accompanying descriptions of the footage as provided by wire agencies. The relevant wire agencies are appropriately sourced in the published article.

The process for checking TVNZ-authored copy is as follows:

Step	Person Responsible
1news.co.nz team	
TVNZ-authored article is commissioned and assigned to a Reporter.	Daily Editor
TVNZ-authored article is written.	Reporter
TVNZ-authored article is reviewed in full and sub-edited – includes copy, headline, accompanying imagery and/or video. The sub-editor is checking for accuracy, balance, fairness, and any other applicable NZ Media Council principles.	Daily Editor or News Editor
Push notifications – if the article is shared by push notification, it may use the same headline as the article, or it may be an edited version.	Daily Editor or News Editor
TVNZ-authored article is published to <i>1news.co.nz</i> .	Daily Editor (or Lead Shift if there is no Daily Editor)
Push notification is sent.	Daily Editor (or Lead Shift if there is no Daily Editor)
Social media post with link to <i>1news.co.nz</i> article is posted.	Reporter or Daily Editor
Social Media, Digital Video Content, and Longform teams	
Bespoke accompanying Digital social content is produced in conjunction with the corresponding <i>1news.co.nz</i> article as Digital social content generally links to a <i>1news.co.nz</i> article.	Social Media Lead
TVNZ-authored longform content may be commissioned, incorporating copy and/or video – including opinions, explainers and in-depth pieces.	Commissioning & Longform Editor
Accompanying digital video for use in TVNZ-authored content is produced in conjunction with the <i>1news.co.nz</i> , Social Media and Longform teams.	Lead Digital Video Content Producer
Re: News team	
TVNZ-authored content is scripted/produced based on publicly available news sources.	Re: Multimedia Journalists
TVNZ-authored content is sub-edited.	Re: News Editor or Head of Content

TVNZ-authored content is published to Re: platforms.	Re: Digital & Social Media Producer
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Vulnerabilities

Push notifications using a different headline to the article aren't formally checked by a second person. Recommendation #1 addresses this vulnerability.

BROADCAST PROGRAMMING

- 3. What system does TVNZ have in place to check track/story scripts taken from overseas news wires for broadcast NCA programming? This covers all foreign stories – i.e. stories edited for duration; stories repackaged and voiced by TVNZ staff; and stories scripted by TVNZ staff based on shot lists provided by the wire agency.**

The process is described below for each programme:

Step	Person Responsible
1News at 6	
Foreign stories of interest are identified. Foreign stories that will run as a track (a full story package with footage and reporter voice over) are assigned to a Foreign Correspondent/Reporter and a Story Producer.	Foreign Editor, Line Up Producer and/or Executive Producer <i>1News at 6</i>
Story and draft intro is scripted.	Foreign Correspondent or Reporter
Where no Foreign Correspondent or Reporter is available, story may be scripted by the Foreign Editor and voiced by a Reporter.	Foreign Editor
Script is sub-edited and story (including footage) is viewed.	Foreign Editor Story Producer may be asked to sub-edit if Foreign Editor already has two other stories to sub-edit; if Foreign Editor has scripted the story; or if it's a weekend. Associate Producer sub-edits when there is no Foreign Editor.
Intro is sub-edited.	Line Up Producer or Associate Producer
All content in the first break of the bulletin (being all content up to the first ad break) is reviewed by the Line Up Producer.	Line Up Producer
All content in the second and third breaks of the bulletin (being all content from the end of the first ad break up until the third ad break) is reviewed by the Associate Producer.	Associate Producer

Senior editorial oversight of the full bulletin.	Executive Producer <i>1News at 6</i>
<i>Breakfast and 1News at Midday</i>	
Foreign story and intro is scripted and/or edited.	<i>Breakfast</i> Foreign Producer
Foreign story is sub-edited.	Foreign Editor, Story Producer or <i>Breakfast News/Midday</i> Line Up Producer
Foreign story is checked into the bulletin rundown.	<i>Breakfast</i> Foreign Producer
<i>Te Karere</i> (which uses foreign stories very infrequently)	
Foreign story is scripted in te reo Māori and translated in English.	Reporter
Foreign story is sub-edited. Sub-editor checks for editorial and te reo Māori accuracy.	Story Producer
Foreign stories of greater complexity or contention are sub-edited a second time for editorial checks and te reo Māori accuracy.	Executive Producer
Foreign story intro is scripted in English.	Reporter
Foreign story intro is translated into te reo Māori in the presenter's style and dialect.	Presenter
Foreign story is checked into the bulletin rundown.	Line Up Producer and Executive Producer
English translations as provided by Reporter and Presenter are added to post-broadcast versions of the bulletin.	Captioner
<i>1News Tonight</i>	
Foreign story may be selected from <i>1News at 6</i> bulletin and edited to meet <i>1News Tonight</i> duration or style requirements.	<i>Tonight</i> Reporter or <i>Tonight</i> Producer
New foreign story may be identified and scripted.	<i>Tonight</i> Reporter or <i>Tonight</i> Producer
Foreign story is sub-edited.	<i>Tonight</i> Producer
Foreign story intro is scripted.	<i>Tonight</i> Reporter, <i>Tonight</i> Producer or Presenter
Foreign story intro is sub-edited.	<i>Tonight</i> Producer
Presenter pre-reads all intros, back announces and VOs.	Presenter

Vulnerabilities

For *1News at 6*, when the Foreign Editor scripts a track for a Reporter to voice, the script is not always sub-edited. A Story Producer may sub-edit the script if there is one assigned and/or available.

With *Te Karere*, there is no formal review of the Reporter’s English translation of the script or the Presenter’s Māori translation of the intro. However, the report notes the seniority of the *Te Karere* Presenters and their standing as language leaders.

Recommendation #2: For 1News at 6, ensure tracks scripted by the Foreign Editor are sub-edited.

Recommendation #3: For Te Karere, consider whether more support/resource is appropriate for language and translation checks of Te Karere content.

4. What system does TVNZ have in place to check voice overs (VOs – where reporter reading script or presenter reading words) written for broadcast NCA programming?

VOs are generally around 20 seconds long. They may be based on wire content or a variety of sources.

The process to check VOs is as follows:

Step	Person Responsible
1News at 6	
Foreign stories of interest are identified.	Foreign Editor, Executive Producer <i>1News at 6</i> or Line Up Producer
Foreign VO is scripted.	Foreign Editor, Associate Producer or Line Up Producer
Local VO is scripted.	Reporter
All content in the first break of the bulletin (being all content up to the first ad break) is reviewed by the Line Up Producer.	Line Up Producer
All content in the second and third breaks of the bulletin (being all content from the end of the first ad break up until the third ad break) is reviewed by the Associate Producer.	Associate Producer
Senior editorial oversight of the full bulletin.	Executive Producer <i>1News at 6</i>
Presenter pre-reads all VOs.	Presenter
Breakfast and 1News at Midday	
VO is scripted.	Reporter or Storyhub Assistant
VO is sub-edited.	<i>Breakfast News/Midday</i> Line Up Producer
Presenter pre-reads all VOs.	Presenter
Te Karere	
VO is scripted in English.	Story Producer

VO is sub-edited.	Story Producer and Line Up Producer
Tracks of greater complexity or contention are sub-edited a second time for editorial checks and te reo Māori accuracy.	Executive Producer
VO is translated into te reo Māori in the presenter's style and dialect.	Presenter
English scripting of the VO as provided by Reporter is added to post-broadcast versions of the bulletin.	Captioner
1News Tonight	
VO may be scripted based on <i>1News at 6</i> story/VO.	<i>Tonight</i> Reporter or <i>Tonight</i> Producer
New story may be identified and VO scripted.	<i>Tonight</i> Reporter or <i>Tonight</i> Producer
VO is sub-edited.	<i>Tonight</i> Producer
Presenter pre-reads all VOs.	Presenter

Vulnerabilities

With *1News at 6*, where a VO is written by the Associate Producer or Line Up Producer, it is not formally reviewed by a second person.

With *Te Karere*, the review found that varying levels of te reo Māori language proficiency may result in greater time required to sub-edit content by the Line Up Producer and/or Executive Producer. Tighter deadlines for *Te Karere* mean that sometimes te reo Māori accuracy checks may be prioritised over editorial checks as it's important as 'the leading voice', that the reo is accurate in the *Te Karere* bulletin.

With *Te Karere*, there is no formal review of the Presenter's translation of the VO. However, the report notes the seniority of the *Te Karere* Presenters and their standing as language leaders. Recommendation #3 above addresses the two *Te Karere* vulnerabilities.

Recommendation #4: For *1News at 6*, formalise a review process requiring a second person to sub-edit VOs written by the Associate Producer or Line Up Producer.

5. What system does TVNZ have in place to check live crosses by TVNZ reporters both overseas and domestically?

Step	Person Responsible
1News at 6	
Live cross is commissioned.	Foreign Editor, Executive Producer <i>1News at 6</i> or Line Up Producer

1News at 6 – Domestic live crosses	
Questions for the live cross are set.	Reporter, Executive Producer <i>1News at 6</i>
Live cross is planned/scripted in consultation with Story Producer, Executive Producer <i>1News at 6</i> and/or Line Up Producer. The level of scripting depends on the specific reporter – some use bullet points, some script in full.	Reporter
Live cross key points/script may be reviewed.	Story Producer, Executive Producer <i>1News at 6</i> or Line Up Producer.
1News at 6 – International live crosses	
Questions for the live cross are set.	Foreign Editor or Executive Producer <i>1News at 6</i>
Live cross is planned/scripted – Foreign Editor and Foreign Correspondent to have an initial discussion. The level of scripting depends on the specific Foreign Correspondent. Some require a high level of Foreign Editor involvement. It ranges from the Foreign Editor scripting the live cross, to the Foreign Editor providing the key points to cover.	Foreign Correspondent and Foreign Editor
Te Karere	
Questions for the live cross are scripted in English.	Reporter and Producer
Questions for the live cross are translated into te reo Māori in the presenter's style and dialect.	Presenter
Live cross is planned/scripted (in te reo Māori) depending on each reporter's style, and translated into English.	Reporter
Translated questions and live cross script are reviewed.	Line Up Producer or Executive Producer
English translations, as provided by Reporter and Presenter, are added to post-broadcast versions of the bulletin.	Captioner

Vulnerabilities

The nature of live broadcasting is that anything can happen, and people can make errors. This is an unavoidable risk in a live environment, but can be managed with planning, preparation, and training.

For *1News at 6*, final wording used in live crosses by TVNZ's foreign correspondents is not reviewed. TVNZ's foreign correspondents are senior and experienced reporters, and operate on a high level of trust due to the very nature of their roles as foreign correspondents.

For *Te Karere*, there is no formal review of the translations of the live cross questions or script. However, the report again notes the seniority of the *Te Karere* Presenters and their standing as language leaders. Recommendation #3 above addresses this vulnerability.

6. What system does TVNZ have in place during live interviews to respond to inaccurate, unfair, unbalanced and/or defamatory statements made by interviewees?

Step	Person Responsible
Pre-interviews with interviewees are conducted to understand potential answers during the live interview. Presenters can then plan and prepare appropriately with follow-up questions to use if needed during the live interview.	Producers and Presenter
During the interview – Presenters are prepared with questions to counter/challenge interviewee. There is continuous learning through regular discussions post-broadcast, including team and bulletin debriefs.	Producers and Presenter
In the Studio Control Room – the team listens live, and may guide the Presenter to challenge or wrap up an interview, or to cut from the interview if necessary.	Presenter and Line Up Producer

Vulnerabilities

The nature of live broadcasting is that anything can happen, and people can make errors. This is an unavoidable risk in a live environment, but can be managed with planning, preparation, and training.

Recommendation #5: Presenters and reporters should be reminded of the strategies to use to counter/challenge interviewees, if appropriate, on inaccurate, unfair, unbalanced and/or defamatory statements made by interviewees. Specific training on dealing with misinformation could be helpful.

Recommendation #6: teams should be reminded that the NCA Leadership Team and NCA Legal should be notified immediately of any potential risk, so an appropriate and swift response can be considered to mitigate any potential damage.

COMMUNICATING TVNZ NCA EDITORIAL DECISIONS

7. When TVNZ makes an editorial call on a topic, how does this decision align with copy shared by RNZ with TVNZ Digital News?

Editorial calls on a topic may be relayed in a variety of ways, including:

- All-of-NCA email distribution list
- News Desk email distribution list
- Face-to-face discussions, particularly in a breaking news situation
- Teams chat groups, including a ‘General’ All-of-NCA chat

Step	Person Responsible
<i>1news.co.nz</i> sub-editors who review RNZ copy are reviewing for accuracy, fairness and balance, any other applicable editorial/legal principles, and apply the editorial calls communicated as set out above.	Daily Editor or News Editor

Vulnerabilities

There is no centralised or preferred system for the sharing or storing of communications.

Recommendation #7: Consideration should be given to a using a single or a more centralised communication system.

8. What system does TVNZ have in place to disseminate editorial decisions more widely across NCA?

Step	Person Responsible
All-of-NCA emails sent to Auckland, Wellington and Christchurch email distribution lists.	Varies
Teams chat groups – ‘General’ chat, special Breaking News chats, story/event-specific chats.	Varies
Face-to-face discussions, particular in the Story Hub which has the Editor of Story Development, Executive Producer of <i>1news.co.nz</i> , Executive Producer of <i>1News at 6</i> and the Foreign Editor.	Varies

Vulnerabilities

As above, there is no centralised system for the sharing or storing of communications. This could result in email communications being missed.

Feedback received during the reviews was that emails get lost in the All-of-NCA email distribution lists, and that DiNA isn't a useful tool for centralised storing of communications.

Recommendation #7 above addresses these vulnerabilities.

COMPLAINTS / CORRESPONDENCE

9. What system does TVNZ have in place to ensure complaints on news coverage sent to news@tvnz.co.nz, NCA's Digital social media team or the NCA programmes directly, are being surfaced and presented to managers by the Assignment Desk?

Complainants have a variety of channels to choose from, including the formal complaints process, ZenDesk, or calling TVNZ directly. The review focused on the process for complaints sent to news@tvnz.co.nz, NCA's Digital social media team and the NCA programmes directly.

Step	Person Responsible
Regular training and reminders to identify relevant correspondence requiring action/forwarding on, and ensuring understanding of the importance of prompt action, particularly where TVNZ is legally obligated to engage.	NCA Leader, NCA people leaders, and NCA Legal

Regular refresher legal training – reminding people about key trigger words, including for privacy requests, OIA requests, formal complaints, copyright claims, and defamation claims.	NCA Legal
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Vulnerabilities

Large volumes of emails and messages are received through these channels, so relevant correspondence may be missed as there is a reliance on manual processing of emails and human judgement to action/refer on.

Recommendation #8: NCA team members who may potentially receive complaints/correspondence should be reminded of the correct channels to share these messages, and that early communication with the Content Compliance Team within Legal & Corporate Affairs ensures TVNZ can comply with its statutory obligations to respond to formal complaints.

Recommendation #9: NCA Leadership could consider an online corrections page on 1News.co.nz to note any broadcast errors. NCA should continue annotating online stories to signal that copy has changed due to accuracy, fairness, balance or any other issues.

Recommendation #10: NCA Leadership to consider key word automatic forwarding of emails to relevant stakeholders.

RAISING CONCERNS

One additional aspect raised during the review was whether the processes for our employees to raise concerns over editorial issues were adequate.

The fast-moving nature of news reporting means that prompt action is often required to address any concerns raised about editorial issues. Given this immediacy, employees are encouraged to raise their concerns directly with NCA leadership as soon as possible, so that the matter can be looked into, and appropriate actions taken.

However, it is important to note that some people may be reluctant to discuss their concerns directly with NCA or TVNZ leadership.

TVNZ has a speak up service, where employees may raise issues of concern to a confidential, external service.

This is in addition to the Protected Disclosures (Whistleblowing) process for more serious misconduct.

Awareness of these processes may not be widespread in the team, particularly the fact that editorial issues might be included within their scope.

Neither of these processes is intended as a proxy for raising issues directly with NCA or TVNZ leadership, which is a swifter way to resolve any issues. However, they are alternative channels for raising any concerns. Remaining silent on editorial issues which undermine the reputation of (and trust in) TVNZ and its news service is a serious matter requiring prompt action.

Recommendation #11: The existence of the speak up and whistleblowing policies should be made more prominent, including NCA specific messaging as necessary. NCA people should be aware that these company-wide processes are available to them for editorial matters.

OTHER OBSERVATIONS

During the review there were four other matters which were identified, and should be noted:

DiNA

All NCA staff have access to DiNA, the story-centric software enabling collaboration across the newsroom. All scripting and studio/production planning is conducted within DiNA, which tracks the changes made by each user and saves a history of previous versions.

The story-centric model is an open one to encourage collaboration across the newsroom. For example, scripts or bulletin rundowns are not 'locked off', meaning anyone with DiNA access may make amendments at any point.

This presents a benefit (in that version history is recorded) and a risk (in that there is widespread access to stories and the increased ability to compromise stories).

NCA operates in a high trust environment. NCA must be able to empower its team members to go about their news reporting, production, and operations. Additional processes and permissions within DiNA would not be reasonably practicable, as they would restrict and inhibit NCA's ability to operate in an open and collaborative story-centric way.

Te Karere

The issue of NCA leadership editorial oversight of *Te Karere* was mentioned specifically. The process for reviewing the broadcast and digital output of *Te Karere* is the same as that for other programmes, and therefore can be read within the relevant questions above. However, it is worth noting that the fact that *Te Karere* is broadcast almost exclusively in te reo means there is a different level of NCA leadership editorial oversight compared to other English speaking shows.

The report acknowledges the seniority of the leaders within *Te Karere* – particularly with the guidance of Māori language experts and TVNZ's Manukura Māori within their team.

The current Editor of Content reviews at least one bulletin a week with English subtitles and social content throughout the week. The Editor of Content takes an active role in engaging external training providers for journalism and te reo Māori language development.

The arrival of NCA's new Kaiurungi Māori Editor in August 2023 will present an opportunity to review the senior editorial support for *Te Karere* to ensure it continues meeting the high editorial standards across NCA.

Unavoidable Vulnerabilities

No system is foolproof. Every time a piece of content is made available to viewers there, is one person responsible for taking the final step in making the content available.

It is somewhat obvious but there is nothing that can be done to prevent a rogue employee who has the final responsibility to upload content (be it for digital or broadcast platforms) from subverting the process and making their own editorial decisions or uploading content that has not gone through the correct sub-editing process.

Human error can also play a part, and with multiple versions of the same story being used across different programmes and platforms, there is always the risk that the wrong version is uploaded. For example, this may involve the use of raw footage that is yet to be treated to reflect legal or privacy

obligations. The recently adopted NCA Amendments Request system ensures that any errors identified in published content are communicated clearly to all key stakeholders, and changes are rapidly made before the offending content is reused on any other platform (including its reuse and access through TVNZ's Digital Production Library). While this is a reactive tool, it has been a helpful addition to NCA processes.

Collusion

As outlined above, TVNZ's editorial systems generally require the intervention of at least two employees before stories can be published or broadcast. This is good practice. It should be noted however that there is little that can be done to mitigate collusion, that is where two or more members of staff work together to undermine the editorial system in place. The production of news is fast-paced and immediate. The immediacy of news, particularly in a digital or breaking news environment, means there cannot be the multiple layers of oversight that our factual programmes made and commissioned outside NCA sometimes enjoy.

CONCLUSION

I am satisfied that TVNZ's editorial systems are robust and fit for purpose. The 11 recommendations above have been suggested to strengthen the good practices already evident within NCA.

The findings of the Independent Review of RNZ will be of relevance to TVNZ, and they should be reviewed to ensure nothing has been missed within this exercise.

ACKNOWLEDGMENTS

I would like to acknowledge the support and expertise of Michele Lee, lead legal counsel in NCA, in assisting with this review. Michele expertly balanced her knowledge of the newsroom, and her independence from it, with a thorough and open-minded approach.

Michele and I are grateful to everyone that we spoke to within NCA as part of this review. Their cooperation, and honest and timely response to the questions we posed, illustrated the desire within NCA to ensure that these sorts of issues do not occur at TVNZ.

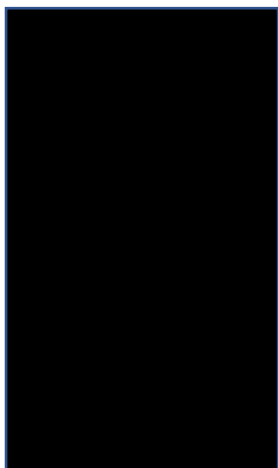
On several occasions it was remarked upon how trust is built over a long period of time, yet can be eroded so quickly. This should never be forgotten.

Brent McAnulty
General Counsel

28 June 2023

APPENDIX 1

Interviewees



Breakfast News / Midday Line Up Producer

News Editor, *Re: News*

Executive Producer – *1news.co.nz*

Executive Editor – News & Current Affairs

Executive Producer – *Te Karere*

Editor of Content

Executive Producer, *1News at 6*

Foreign Editor

APPENDIX 2

Role Glossary

Role Title	Description of Role	Reports To
NCA Leadership		
Executive Editor – News and Current Affairs	Leads the News and Current Affairs team.	CEO
Editor Newsgathering	Leads the newsgathering team – includes Bureau Chiefs, Reporters, Story Producers, Foreign Editor, Sports and Q+A.	Executive Editor – News and Current Affairs
Editor Content	Leads <i>Breakfast</i> , current affairs shows, <i>Te Karere</i> and <i>1News at 6</i> producers.	Executive Editor – News and Current Affairs
General Manager of Digital News and Content	Leads the Digital News team, including <i>1news.co.nz</i> , social media channels, digital video content, longform content and <i>Re.</i>	Executive Editor – News and Current Affairs
NCA Legal	Provides legal support across all NCA content/programming.	Deputy General Counsel
Digital News Team		
Executive Producer – <i>1news.co.nz</i>	Senior editorial lead for <i>1news.co.nz</i> team	General Manager of Digital News and Content
Digital News Editor	Daily editorial leader for <i>1news.co.nz</i> team – manages all the Digital Reporters	Executive Producer – <i>1news.co.nz</i>
Digital Daily Editors	Editors of <i>1news.co.nz</i> who run the website Homepage. Always at least one rostered on weekdays 6am to 9pm. On weekdays from 5am to 6am and 9pm to 10pm, and on weekends, this role is fulfilled by the ‘Lead Shift’.	Executive Producer – <i>1news.co.nz</i>
Digital Reporters	Digital reporters for <i>1news.co.nz</i>	Digital News Editor
Lead Shift	Editor of <i>1news.co.nz</i> who runs the website Homepage on weekdays from 5am to 6am and 9pm to 10pm, and on weekends. This shift is filled by either a Digital Daily Editor or a Digital Reporter.	Executive Producer – <i>1news.co.nz</i> or Digital News Editor
Social Media Lead	Senior editorial lead for Digital content published on <i>1News</i> social media platforms.	General Manager of Digital News and Content
Commissioning & Longform Editor	Senior editorial lead for opinions, explainers and in-depth content.	General Manager of Digital News and Content

Lead Digital Video Content Producer	Senior editorial lead for digital video content produced for use across Digital News.	General Manager of Digital News and Content
<i>Re: News Editor</i>	Senior editorial lead for <i>Re: daily news content</i> .	Head of <i>Re:</i>
<i>Re: Head of Content</i>	Senior editorial lead for <i>Re: content</i>	Head of <i>Re:</i>
<i>Re: Multimedia Journalists</i>	Multimedia journalists for <i>Re:</i>	<i>Re: News Editor</i>
<i>Re: Digital & Social Media Producer</i>	Manages the publication of <i>Re: content</i> on digital and social media platforms.	<i>Re: Head of Content</i>
<i>1News At 6, Breakfast, 1News At Midday, 1News Tonight</i>		
Foreign Editor	Senior editorial lead for all foreign content.	Editor Newsgathering
Foreign Correspondent	Reporters deployed to Australia, USA, UK.	Foreign Editor
Executive Producer <i>1News at 6</i>	Senior editorial lead for <i>1News at 6</i> .	Editor Content
Line Up Producer	Senior producer who manages the <i>1News at 6</i> bulletin on the day.	Executive Producer <i>1News at 6</i>
Associate Producer	Senior producer that works alongside the Line Up Producer on the day. Covers Foreign Editor shift and edits/produces foreign news content.	Executive Producer <i>1News at 6</i>
Story Producer	Assigned to produce and sub-edit stories for reporters.	Team Leader – Story Producers
<i>Breakfast Foreign Producer</i>	Scripts and edits foreign stories for <i>Breakfast</i> and <i>1News at Midday</i> .	Executive Producer – <i>Breakfast</i>
<i>Breakfast News/Midday Line Up Producer</i>	Senior producer who manages the <i>Breakfast</i> and <i>1News at Midday</i> news bulletins.	Executive Producer – <i>Breakfast</i>
<i>Tonight Producer</i>	Senior producer who manages <i>1News Tonight</i> .	Executive Producer <i>1News at 6</i>
Storyhub Assistant	Provides assistance across news gathering and operations, including writing VOs for <i>Breakfast</i> .	Story Production Manager
<i>Te Karere</i>		
Executive Producer – <i>Te Karere</i>	Senior editorial lead for <i>Te Karere</i>	Editor Content
Presenter	Presents the <i>Te Karere</i> bulletin. Occasionally covered by the Executive Producer.	Executive Editor – News and Current Affairs

Line Up Producer	Senior producer who manages the bulletin on the day.	Executive Producer – <i>Te Karere</i>
Story Producer	Assigned to produce and sub-edit stories for reporters.	Executive Producer – <i>Te Karere</i>

ADDENDUM 1

(Included on 8 November 2023)

Independent External Review of RNZ Editorial Processes

Following the release of the *Independent External Review of RNZ Editorial Processes* dated 28 July 2023 (**RNZ External Review**), TVNZ's NCA leadership team has reviewed the recommendations in the RNZ External Review. They have identified the following areas to review which would strengthen NCA's existing processes and the recommendations of its own review.

1. Review structure of the **NCA training programme** including:
 - refresher training on referring-up;
 - training materials and records; and
 - training on misinformation and disinformation.
2. Review the **software and systems** utilised across the newsroom to ensure they're fit for purpose – consider effectiveness, efficiency and security.
3. Consider the **resourcing levels** across the newsroom for appropriate staffing, resource and budget.
4. Update **TVNZ's Editorial Policies, NCA Handbook and Media Law Handbook**.
5. Ensure all **commercial contracts and summaries** are accessible to the relevant people, as appropriate.

Michele Lee
Senior Counsel

8 November 2023