

**MUSEUM OF NEW  
ZEALAND  
TE PAPA  
TONGAREWA**

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29 October 2020

Tēnā koe,

**Re: Official Information Act (OIA) Request – Exhibition item damage**

I am writing in response to your email dated 12 October 2020 in which you requested the following information:

- 1. How many exhibition items on display within Te Papa have been broken/damaged by the public?*
- 2. How many exhibition items, either on display or behind the scenes, have been broken/damaged by Te Papa staff?*
- 3. What is the total cost arising because of the breakages/damages, in an itemised list?*

We enclose a spreadsheet detailing the information. Repair costs are not recorded as Te Papa has a Conservation team responsible for the treatment of collections items. In these instances the repair costs were assessed as minor or negligible.

If you are not satisfied with this response you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss any aspect of your request with us please contact either Frances Lawrence or Zoë Genet, at [OIA@tepapa.govt.nz](mailto:OIA@tepapa.govt.nz).

Yours sincerely

Frances Lawrence  
**Senior Advisor Planning and Performance**

Zoë Genet  
**Principal Legal Counsel**

Date (dd month yy)	Collection	Item	Caused by TP staff? (Y/N)	Caused by public? (Y/N)	Description of damage/ circumstances and reasons	Action taken	Repairable Y/N
14-Oct-19	Taonga Maori	Taiaha kura (long fighting staff), 'Te Rongokarae'	N	N	Several kuri hair and a feather have come loose from the awe during transportation for loan	Condition check undertaken by Conservator upon return from loan.	Damage repairable
22-Nov-19	History	San Hsien - musical instrument	Y	N	San Hsien was deinstalled from display in Passports for researcher to view it more closely. While moving the instrument for a better viewing angle the thread tying the bone pick to the instrument broke	The pick was re-attached to the instrument with a fine cotton thread so that the instrument could be reinstalled. Conservator notified.	Damage repairable
17-Nov-19	Fossil Vertebrates	Manuherikia lacustrina	N	N	Tip of lacrymal broken off skull during return shipping	Curator informed. Manuherikia skull fragment is stored with the specimen	Damage repairable
10-Dec-20	Pacific	Nafa (drum)	N	N	Moth damage	Freezing for a month. Each drum has been cleaned of insect frass and is covered with plastic to protect it from further damage. The store has been treated by external pest control contractor.	Damage is partially repairable but holds exhibition value
18-Dec-19	Art	Rodin: cinquante-sept statues; Coquiote, Gustave	N	N	Condition check on return from tour venues on 18/12/19 noted a small area on upper fore-edge of back cover which has become skinned slightly. There was a very slightly delaminating/abraded flap of leather in this location (visible in condition report images) which is now lost, exposing a small area beneath.	Damage condition report completed and lender informed. Touring team informed.	Damage repairable but no repair completed in this instance
27-Dec-19	Art	Haukulasi; Tohi, Filipe	N	Y	Child pulled blue cylinder, work was damaged and cylinder disconnected and fell to the floor. Toi Supervisor immediately informed, and exhibitions team repaired.	Exhibitions team repaired, conservator followed up with assesment. The work remains on display	Damage repairable

5-Aug-20	Natural History Land Mammals	Taxidermied Cape Buffalo head	N	N	Hide is splitting in several places through drying out over many years.	Reported to conservator	Damage repairable
28-Aug-20	Natural History Birds	Westland Petrel mount	N	N	Insect damage to tail feathers	Case treated with insecticide	Only minor damage to small area, has not affected the specimens value as an exhibition or scientific specimen.
8-Sep-20	Pacific	Tahitian sampler	N	N	New acquisition received from USA. Checked in quarantine. Fault line fracture lower left quadrant of ground fabric. Damage most likely to have occurred in transit.	Item remains in quarantine, following this the item will go to conservation for further assessment and treatment.	Collection item will be exhibitable following remedial conservation treatment.