29 January 2026

9(2)(a) privacy

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Official Information Request
Our Ref: OIA 2025-0205

I refer to your official information request received on 10 December 2025 for:

1. *Any publicly available documentation about AI systems used in your organisation, including where this information can be found (e.g., on your website, annual reports, ethics or transparency pages, etc.).*

2. *A list of all AI systems currently used in your organisation.*

3. *For any AI systems currently in use that are not publicly described, please provide basic information about each system, including its purpose, the problem it addresses, its inputs and outputs, the team or business unit responsible for its use. (If details need to be withheld, please release what you can and cite the relevant withholding grounds.)*

4. *For all current AI systems, please provide: any results, reports, summaries, or documentation from trials, pilots, or evaluations conducted before, during and after deployment. Any information on how regularly AI systems are reviewed or re-evaluated during operational use*

5. *If available, please provide any information (public or not yet public) indicating the scale of AI use within your organisation.*

Our Response

The Public Service Commission (Commission) is committed to the safe, transparent, and responsible use of artificial intelligence (AI) that enhances delivery, protects privacy and data integrity, upholds Te Tiriti o Waitangi, and supports innovation, fairness, and continuous improvement. The Commission's approach to AI is in line with the Responsible AI Guidance for the Public Service: GenAI from the GCDO.

In response to parts two and three of your request, please find outlined in appendix one, the AI systems used by the Public Service Commission including their purpose, problem addressed, inputs and outputs. The Commission's Digital Services team is the responsible business unit for governance and systems management, individual staff are responsible for appropriate use of outputs, with organisation-wide use operating in line with the Commission's policy.

In response to part five of your request, the use of Microsoft Copilot was rolled out to staff at the Commission in August 2025.   To indicate scale, we have captured the usage data for the quarter (October–December 2025).   During this period:

- a total of 19,224 prompts were submitted, averaging 470 prompts per day
- 209 users engaged with AI tools, with an average of 92 prompts per user.

Information does not exist

The Commission has not published any documents related to the AI systems used by Commission.   The Commission has also not produced any results, reports, summaries or documentation from trials, pilots or evaluations conducted before, during and after deployment.   Therefore, we are refusing parts one and four of your request under section 18(e) of the OIA, on the grounds that this information does not exist.

In making my decision, I have considered the public interest considerations in section 9(1) of the OIA.

If you wish to discuss this decision with us, please feel free to contact Enquiries@publicservice.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that we intend to publish this letter (with your personal details removed) on the Te Kawa Mataaho Public Service Commission's website.

Yours sincerely

Nicky Dirks
Manager – Ministerial and Executive Services
Te Kawa Mataaho Public Service Commission

Appendix One:

Digital Services is the responsible business unit for governance and system management, individual staff are responsible for appropriate use of outputs, with organisation-wide use operating in line with PSC policy

System	Purpose	Problem Addressed	Inputs	Outputs
Microsoft Copilot (Copilot Chat and M365 Copilot mixed licensing)	Supports staff productivity by integrating AI tools into Microsoft 365 for drafting, summarising, and task support.	Provides a secure, approved AI capability for working with Commission data and improving efficiency in day-to-day work.	Commission data within Microsoft 365 applications (e.g. documents, emails, Teams chats).	Generated text, summaries, recommendations, and automated task outputs.
Google Gemini	Optional public AI tool available for research and general tasks using open data.	Offers an alternative AI option where Copilot does not meet specific needs and enhances capability for searching and analysing publicly available information.	Publicly available data entered via prompts. No sensitive or private information is permitted.	Generated text and search assisted responses
Canva AI	Enables rapid creation of visual and communications materials.	Reduces time and effort required for design and formatting tasks.	Text prompts, design parameters, and images.	Generated graphics, layouts, and text for presentations and communications materials.

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