Public Service Commission
Te Kawa Mataaho

19 October 2026

9(2)(a) privacy

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Official Information Act Request
Our Ref: OIA 2026 - 0321

I refer to your Official Information Act 1982 (the Act) request received by the Public Service Commission (the Commission) on 25 September 2026 for:

> *"…all information held by you or your office relating to the standards, policies, audit processes, and governance arrangements for government–published email addresses, including those used for public contact, Official Information Act requests, and agency service channels.*
>
> *This request concerns a cross–agency issue where multiple government agencies currently publish email addresses that:*
> - *reject external mail*
> - *are deprecated but still publicly listed*
> - *fail validation*
> - *are internally restricted*
> - *or are otherwise non–contactable by the public*
>
> *These failures have direct implications for public accessibility, digital integrity, and statutory compliance under the OIA.*
>
> *I request the following information.*
>
> *1. Standards Governing Government Published Email Addresses*
> *All documents, policies, standards, guidelines, or requirements relating to:*
> - *publication of email addresses on government websites*
> - *minimum contactability requirements*
> - *mailbox monitoring requirements*
> - *mailbox lifecycle management (creation, deprecation, forwarding)*
> - *digital integrity or accessibility standards for public contact channels*
> - *any standards issued by the Government Chief Digital Officer (GCDO) or DIA*
>
> *2. Audit Processes and Compliance Monitoring*
> *All information relating to:*
> - *how often government published email addresses are audited*

- *who is responsible for conducting these audits*
- *any cross agency audit schedules*
- *any compliance frameworks or enforcement mechanisms*
- *any reporting requirements for agencies whose published mailboxes fail to accept external mail*

3. Known Issues or Failures

All documents, reports, emails, or internal communications relating to:

- *agencies publishing invalid or non contactable email addresses*
- *OIA inboxes that reject external mail*
- *deprecated inboxes that remain publicly listed*
- *public contact channels that fail validation*
- *cross agency concerns raised about mailbox integrity or accessibility*

4. GCDO Involvement and Advice

All information relating to:

- *advice provided to you by the GCDO*
- *any work underway or planned to address cross agency mailbox integrity*
- *any proposals for new standards or compliance requirements*
- *any assessments of the impact of non contactable mailboxes on public access or OIA rights*

5. Cross Agency Governance

All documents or communications relating to:

- *which agency or role is formally responsible for ensuring government published email addresses are contactable*
- *any gaps or failures in current governance arrangements*
- *any recommendations for assigning ownership of this issue*
- *any Cabinet level discussions or decisions relating to digital contactability standards.*

Information publicly available – parts one and four

The following information is covered by parts one and four of your request and is publicly available on the Digital.govt.nz website at the links provided for in the table below.

Item	Date	Document Description	Website Address
1	1 July 2025	Web Usability Standard 1.4	https://www.digital.govt.nz/standards-and-guidance/nz-government-web-standards/web-usability-standard-1-4
2	6 July 2025	Digital Accessibility Standard (DAS)	https://www.digital.govt.nz/standards-and-guidance/nz-government-web-

			standards/digital-accessibility-standard

Accordingly, I have refused your request for the documents listed in the above table under section 18(d) of the OIA on the grounds the information requested is or will soon be publicly available.

Information does not exist - parts two, three and five

The Commission does not hold information on audit and compliance arrangements, records concerning failures and problems, or any governance and accountability of mailbox management. Therefore, I am refusing parts two, three and five of your request under section 18(e) of the OIA on the grounds the information requested does not exist.

Government agencies are responsible for ensuring their compliance with the standards noted above and for maintaining their agency contact information. You will need to seek information directly from the individual agencies you are wanting this information for. Contact details for all government agencies can be found here: Government A-Z | New Zealand Government.

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 Commission's website.

Yours sincerely



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