



Te Kawa Mataaho

Public Service Commission

17 June 2025

9(2)(a) privacy

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Official Information Request Our Ref: PSCR 2025-0634

I refer to your official information request received on 11 June 2025 where you asked:

“Can you please supply me with the reports to the Public Service Commission on how your organisation complied with the Plain Language Act 2022 for 2024.”

Information being released

Please find enclosed and listed in the table below the following document in scope of your request:

Item	Date	Document Description	Decision
1	2024	Plain Language Act 2022 survey – Inland Revenue Department	Released in part

I have decided to release the document listed above, subject to information being withheld under section 9(2)(a) of the Official Information Act 1982 (OIA) to protect the privacy of natural persons, including deceased people.

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) and enclosed documents 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

[View results](#)

Respondent

28

Anonymous

06:04

Time to complete

Plain Language Act 2022: Report to the House of Representatives

Under the Plain Language Act 2022 section 12, agencies must report annually to the Public Service Commissioner on how they comply with the Act. Under section 13 the Commissioner must report annually to the Minister, and in turn to the House of Representatives, on how agencies are complying with the Act. The Commissioner's report for 2024 is intended to be incorporated in Te Kawa Mataaho Public Service Commission's Annual Report to the House of Representatives for the year ended 30 June 2024.

To meet these reporting requirements, please enter your agency's responses to the following survey questions. For information, please note it is intended the Commissioner's reporting to Parliament will be at a system level - individual agency responses will not be identified.

Your return is due by **26 July 2024**.

If you have any questions please contact Greg Nicholls, email greg.nicholls@publicservice.govt.nz telephone 9(2)(a)

Agency contact information

1. Agency:

To find your agency please note these are grouped by type of agency (Departments, Departmental Agencies, Interdepartmental Executive Boards, Crown Agents). *

- ☐ PUBLIC SERVICE DEPARTMENTS
- ☐ Department of Conservation Te Papa Atawhai
- ☐ Department of Corrections
- ☐ Department of the Prime Minister and Cabinet
- ☐ Education Review Office
- ☐ Government Communications Security Bureau
- ☒ Inland Revenue
- ☐ Manatū Taonga Ministry for Culture and Heritage
- ☐ Manatū Wāhine Ministry for Women
- ☐ Ministry for Pacific Peoples
- ☐ Ministry for Primary Industries
- ☐ Ministry for the Environment
- ☐ Ministry of Business, Innovation and Employment
- ☐ Ministry of Defence Manatū Kaupapa Waonga
- ☐ Ministry of Education
- ☐ Ministry of Foreign Affairs and Trade
- ☐ Ministry of Health – Manatū Hauora
- ☐ Ministry of Social Development
- ☐ New Zealand Customs Service
- ☐ New Zealand Security Intelligence Service
- ☐ Oranga Tamariki-Ministry for Children
- ☐ Serious Fraud Office
- ☐ Stats NZ
- ☐ Te Kawa Mataaho Public Service Commission
- ☐ Te Manatū Waka The Ministry of Transport
- ☐ Te Puni Kōkiri-Ministry of Māori Development
- ☐ Te Tāhū o te Ture - Ministry of Justice
- ☐ Te Tai Ōhanga | The Treasury
- ☐ Te Tari Taiwhenua Department of Internal Affairs
- ☐ Te Tari Ture o te Karauna Crown Law

☐ Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development

☐ Toitū Te Whenua Land Information New Zealand

☐ **PUBLIC SERVICE DEPARTMENTAL AGENCIES**

☐ Aroturuki Tamariki Independent Children's Monitor

☐ Ministry for Ethnic Communities

☐ National Emergency Management Agency

☐ Office for Māori Crown Relations-Te Arawhiti

☐ Social Wellbeing Agency

☐ Te Aho o Te Kahu (Cancer Control Agency)

☐ Waikaha Ministry of Disabled People

☐ **INTERDEPARTMENTAL EXECUTIVE BOARDS**

☐ Border Executive Board

☐ Climate Change Executives Board

☐ Digital Executive Board

☐ Family Violence and Sexual Violence Executive Board

☐ Spatial Planning Board

☐ **CROWN AGENTS**

☐ ACC

☐ Antarctica New Zealand

☐ Callaghan Innovation

☐ Civil Aviation Authority of New Zealand

☐ Earthquake Commission

☐ Education New Zealand Manapou ki te Ao

☐ Energy Efficiency and Conservation Authority

☐ Environmental Protection Authority

☐ Fire and Emergency New Zealand

☐ Health Quality and Safety Commission

☐ Health Research Council of New Zealand

☐ Kāinga Ora–Homes and Communities

☐ Maritime New Zealand

☐ New Zealand Blood Service

- ☐ New Zealand Qualifications Authority
- ☐ New Zealand Trade and Enterprise
- ☐ Outdoor Access Commission
- ☐ Pharmac
- ☐ Real Estate Agents Authority
- ☐ Social Workers Registration Board
- ☐ Sport New Zealand Ihi Aotearoa
- ☐ Taumata Arowai - the Water Services Regulator
- ☐ Te Whatu Ora Health New Zealand
- ☐ Tertiary Education Commission
- ☐ Tourism New Zealand
- ☐ Waka Kotahi NZ Transport Agency
- ☐ WorkSafe

2. Agency plain language officer or officers (contact name[s] and substantive job title[s]): *

Pip Knight, Service Leader Marketing and Communications

3. Contact email address[s]: *

9(2)(a) privacy

4. Contact phone number[s]: *

9(2)(a)

Required information

5. What information has your agency provided to all staff about plain language? (select all those that apply) *

- ☒ Published information on the intranet
- ☒ Communicated to teams via managers
- ☐ Emailed all staff with information/resources
- ☒ Emailed relevant teams who regularly write for internal and external audiences

6. What types of training has your agency provided to staff on the use of plain language? (select all those that apply) *

- ☒ Group training / workshops
- ☒ On-line learning modules
- ☒ Advice and drop-in support from in-house experts
- ☐ Other

7. What resources has your agency sourced, produced or updated to assist staff to write in plain language? (select all those that apply) *

- ☒ Style guides
- ☐ Content review checklists
- ☐ Other

8. Does your agency have an editing, peer review or sign-off process for public facing documents? *

- ☒ Yes
- ☐ No

9. If yes, are plain language considerations built into this process?

- ☒ Yes
- ☐ No

10. Has your agency received feedback from the public on its plain language responsibilities? *

- ☒ Yes
- ☐ No

11. If yes, what was the nature of that feedback?

Whilst the public has not called out specifically 'plain language' we have received, and in most cases, made changes to content that customers have told us is unclear.

12. Please provide here any other comments you would like to give as context, e.g. changes to processes, plans for future changes.

We are currently trialling a new online plain language model through 'Contented' we have 100 users across IR participating in the training between now and May 2025.