

## New Zealand’s fifth OGP National Action Plan: Developing our ideas for Workshop 2

The **Public Service Commission** has reviewed the themes and ideas shared during **Workshop 1** and identified topics that could be developed further in **Workshop 2** on 23 September 2025.

If you have feedback or suggestions on these ideas ahead of Workshop 2, please contact us at: [ogpnz@publicservice.govt.nz](mailto:ogpnz@publicservice.govt.nz)

### Complaints and protected disclosures

Improving complaint handling	
<b>Problem</b>	Members of the public see the Crown as one entity – it can be difficult to understand different complaints processes and policies across agencies. Agencies could work together to reduce siloes and stop the ‘merry-go-round’ effect.
<b>Potential commitment(s)</b>	<ul style="list-style-type: none"> <li>• Identify the different ‘entry points’ for complaints</li> <li>• Review agency practice and consider where alignment is possible</li> <li>• Investigate how complaint data could be used to inform guidance and identify areas for improvement</li> <li>• Review recommendations from the Royal Commission of Inquiry into Abuse in Care; assess whether changes are needed to the Working with Survivors Model Standards</li> </ul>
<b>Integrity AP focus area</b>	Improving how complaints (including whistle-blowing) are handled
<b>Stakeholder agencies</b>	Public Service Commission, Office of the Ombudsman
<b>Workshop prompts</b>	<p>Are there any international examples of where complainants have one entry point?</p> <p>How can we balance efficient complaint resolution with the need to protect personal information?</p> <p>How does this theme relate to the open government principles?</p>

## FOR DISCUSSION – NOT GOVERNMENT POLICY

Reviewing protected disclosure management	
<b>Problem</b>	There are questions over whether the protected disclosure process is working effectively, and whether people feel safe to speak up when they see serious wrongdoing.
<b>Potential commitment(s)</b>	<ul style="list-style-type: none"> <li>• Review the effectiveness of Protected Disclosures (Protection of Whistleblowers) Act</li> <li>• Review agency practice when receiving protected disclosures</li> </ul>
<b>Integrity AP focus area</b>	<p>Improving how complaints (including whistle-blowing) are handled</p> <p>Advancing our commitments to reduce corruption and fraud</p>
<b>Stakeholder agencies</b>	Public Service Commission, Office of the Ombudsman
<b>Workshop prompts</b>	<p>Is there research we could draw on to further refine this commitment?</p> <p>Where can we find international best practice on protected disclosures?</p> <p>What about non-government agencies?</p>

## Corruption and lobbying

Improving system cohesion on corruption	
<b>Problem</b>	There is no system-wide strategy for combatting corruption in New Zealand. Changing demographics and technology mean that we need a risk-based assessment of where corruption risks exist in NZ and what we can do about them.
<b>Potential commitment(s)</b>	<ul style="list-style-type: none"> <li>• Develop practice for the centralised reporting of serious misconduct to the Public Service Commission</li> <li>• Assess data from the <a href="#">Anti-Corruption Taskforce Pilot - Serious Fraud Office, New Zealand</a></li> </ul>

**FOR DISCUSSION – NOT GOVERNMENT POLICY**

	<ul style="list-style-type: none"> <li>• Investigate the effectiveness of <a href="#">Australia's Anti-Corruption Commissions</a> to reduce corruption and fraud</li> <li>• Develop a publicly accessible assessment of corruption risks in New Zealand</li> <li>• Look into risks and responses to foreign bribery</li> </ul>
<b>Integrity AP focus area</b>	Advancing our commitments to reduce corruption and fraud
<b>Stakeholder agencies</b>	Serious Fraud Office, Public Service Commission, Ministry of Justice
<b>Workshop prompts</b>	<p>How could we scope a commitment to make a difference in both the public and private sectors?</p> <p>Do agencies and the public understand the risk of corruption?</p> <p>Could we include any actions to address the risk of NZ involvement in foreign bribery?</p>

<b>Improving transparency around ‘revolving door’ and lobbying</b>	
<b>Problem</b>	There are ethical issues when senior public servants or Ministers move from government to private sector roles like lobbying. New Zealand has comparatively few obligations on senior public servants when they leave public service employment.
<b>Potential commitment(s)</b>	<ul style="list-style-type: none"> <li>• Assess the risks that arise when senior public servants move from government to private sector roles</li> <li>• Investigate options to strengthen transparency when senior public servants enter the private sector, especially into lobbying roles</li> </ul>
<b>Integrity AP focus area</b>	<p>Strengthening conflict of interest management</p> <p>Advancing our commitments to reduce corruption and fraud</p>
<b>Stakeholder agencies</b>	Public Service Commission, Ministry of Justice

**FOR DISCUSSION – NOT GOVERNMENT POLICY**

<b>Workshop prompts</b>	What are the ethical issues created when senior public servants move to the private sector?  What works well overseas?
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Agency practice and access to information

<b>Protecting access to information</b>	
<b>Problem</b>	Access to information is at the core of open government and is part of the public service principle to foster a culture of open government. Agencies do not always adopt consistent practices to ensure that their use of new technologies or ways of working adheres to the Public Records Act and Official Information Act.
<b>Potential commitment(s)</b>	<ul style="list-style-type: none"><li>• Use the PSC-led OIA forum to gather information on how agencies are approaching auto-deletion settings and use of encrypted messaging apps in the OIA context</li><li>• Refresh OIA guidance, and link it to the public service principle of fostering a culture of open government</li><li>• Review proactive release practice across agencies, use this data to update guidance and consider options to embed better practice</li><li>• Investigate how AI may affect OIA compliance, including with the s23 protection for people's right to access the reasons for decisions affecting them.</li><li>• Look at how personal information collected through technology is protected from abuse and unauthorised sharing. For example, data collection from toll road cameras.</li></ul>
<b>Integrity AP focus area</b>	Resetting expected standards and improving agency practice
<b>Stakeholder agencies</b>	Public Service Commission, Ombudsman, Ministry of Justice
<b>Workshop prompts</b>	Are there any new technologies or ways of working that are particularly challenging in the OIA context?  If you could make one change to agency practice on open information, what would it be?

**FOR DISCUSSION – NOT GOVERNMENT POLICY**

<b>Upholding political neutrality and improving conflict of interest management</b>	
<b>Problem</b>	There is variable practice across agencies on managing political neutrality and conflicts of interest. It can be hard for public servants to know how to know how their interests outside of work (political activity, potential conflicts) can impact on their jobs, and how to appropriately manage that.
<b>Potential commitment(s)</b>	<ul style="list-style-type: none"> <li>• Using agency data to target training to areas of low understanding or poor practice on conflicts of interest</li> <li>• Use the refresh of the code of conduct to introduce new training on political neutrality and conflicts of interest</li> <li>• Develop practice for the centralised reporting of serious misconduct to the Public Service Commission</li> </ul>
<b>Integrity AP focus area</b>	Resetting expected standards and improving agency practice Strengthening conflict of interest management
<b>Stakeholder agencies</b>	Public Service Commission
<b>Workshop prompts</b>	Are there certain types of conflict of interest that are especially common, or problematic? What is missing from the <a href="#">current guidelines on political neutrality</a> ?