

PSC's reasoned response to potential OGP commitment ideas

Potential commitment area	Reason for not progressing as an OGP commitment	Related workstreams
Improve complaint handling across government. Potential commitments include: • Standardise complaints processes and data collection. • Investigate the barriers to agencies sharing information about complaints. • Share examples of good complaint handling processes, through a community of practice.	Significant work has recently been completed on complaint management and additional related work is underway. Standardising all complaints processes across government would likely require resourcing to achieve, given the number of agencies involved and the range of different complaints received.	One commitment proposed for inclusion in NAP5 is relevant: • undertaking a practice review of the protected disclosures system, publishing information on the consequences for retaliation, and scoping a community of practice for organisations receiving disclosures. However, this is limited in scope to protected disclosures, not all complaints. PSC also recently strengthened the process for handling complaints from public servants who experience bullying, harassment or discrimination at work: • The model standard on Speaking Up was strengthened and reissued • Your Complaint Your Rights was published. This document

		summarises a person's rights so they are clear and easy to understand
Promoting access to information. Potential commitments include: • Introducing sanctions for OIA non-compliance • Refresh proactive release guidance or enshrine proactive release in legislation. • Create clearer boundaries around Ministerial influence over agency OIAs. • Develop OIA officer role to ensure compliance. • Review how AI is being used to both make and respond to OIA requests. • Progress work to improve transparency of beneficial ownership and expand to include trusts. • Review the use of generic submissions inboxes for consultation and provide an official's contact details instead.	Does not strongly align with focus areas of <i>Action Plan to strengthen integrity</i>. Some commitments (like an OIA officer or sanctions for OIA non-compliance) would be likely to require additional resourcing. A commitment on beneficial ownership would not align with Ministerial or agency priorities at this time.	NAP2, NAP3 and NAP4 have previously included OIA related commitments. Most recently NAP4 included a commitment to strengthen the scrutiny of OIA exemption clauses in legislation. The Ministry of Justice led this commitment, undertook consultation with stakeholders and circulated guidance for agencies.

Protecting personal information. Potential commitments include: • Investigate data sharing between agencies to ensure data captured is not being used for different purposes. • Engage publicly to test public expectations around how their personal information is used or shared.	Does not strongly align with focus areas of <i>Action Plan to strengthen integrity</i>.	Earlier this year the GCDO published a standard on sharing personal data with third parties.
Upholding political neutrality and improving conflict of interest management. Potential commitments include: • Review conflict of interest guidance and training. • Develop scenarios to support understanding of political neutrality. • Promote integrity culture through leadership development. • Review political neutrality guidance to ensure it upholds public servant's rights to freedom of speech and political opinion.	Significant work is already underway (some completed) on training and guidance for both conflicts of interest and political neutrality, outside of OGP processes.	The proposed NAP5 commitment to undertake exploratory work on creating a central register of declared conflicts of interest for senior public servants is relevant to this theme. Earlier this year the model standard on conflicts of interest was updated and strengthened. The Commission issued a one-page guide to conflict of interest conversations and examples of conflict of interest management plans. Steps have been taken to strengthen integrity expectations for senior

		leaders, through changes to performance expectations and the Leadership Success Profile. PSC has included training on political neutrality as part of LDC's core capability training. PSC will re-issue the Code of Conduct at the end of 2025 and roll out mandatory baseline integrity training in the New Year. This will include scenario-led training for specific risk areas, and guidance around political neutrality and conflicts of interest. PSC will review the existing Election Guidance before the 2026 election, to ensure it remains fit for purpose. This includes guidance on maintaining political neutrality in an election year.
Use of Artificial intelligence. Potential commitments include: Using AI to ensure consistency of decision making.	Does not strongly align with focus areas of <i>Action Plan to strengthen integrity</i>. Cross-government work on the use of AI may require significant resources to develop, test and implement solutions.	The Government Chief Digital Officer (GCDO) leads the adoption and use of AI in the public service. The GCDO has created guidance and frameworks to support the responsible use of AI in the public service, which can be found here.

• Expand MSD’s Automated Decision-Making Standard across the public sector. • Research how AI could be used in procurement.		
Improve government consultation. Potential commitments include: • Improving the .govt.nz consultation website and potentially mandating its use. • Learn from other states like Victoria, Australia who have good consultation sites.	Does not strongly align with focus areas of <i>Action Plan to strengthen integrity</i>.	The all of government consultations page can be accessed here.
Better coordination and communication within agencies between policy teams and regional teams. Potential commitments include: • Scope and develop processes to involve regional staff in policy making, so frontline and regional views are incorporated.	Does not strongly align with focus areas of <i>Action Plan to strengthen integrity</i>.	Regional Public Service Commissioners strengthen regional system leadership by working to coordinate and align central government decision makers.