

10 November 2021



**Te Kawa Mataaho**  
Public Service Commission

9(2)(a)  
privacy

Dear 9(2)(a) privacy

**Official Information Request**  
**Our Ref: 2021-0151**

I refer to your official information request received on 25 October 2021 for:

*What advice or direction has the Public Service Commissioner (and the State Services Commissioner prior to August 2020) given to public service agencies and Crown agents in the time period 1 January 2018 to 26 October 2021, regarding plain language in written documents—*

- (a) intended for public consumption; and*
- (b) all other written documents?*

*Please provide any documents, should they exist, that express the Public Service Commissioner or the State Services Commissioner's advice or direction to public service agencies and Crown agents in this matter.*

*For the purposes of this OIA request, "written document" means material published or expressed in a written format either in paper or electronic form, and includes material published on websites maintained by public service agencies and Crown agents.*

**Our Response**

Te Kawa Mataaho Public Service Commission (the Commission) has not provided any advice or direction to Public Service departments regarding plain language in written documents. Therefore, we are refusing your request under section 18(e) of the Official Information Act 1982 on the grounds that the information requested does not exist.

If you wish to discuss this decision with us, please feel free to contact [Ministerial.Services@publicservice.govt.nz](mailto:Ministerial.Services@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](http://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**  
**Te Kawa Mataaho Public Service Commission**