



13 October 2021

9(2)(a) privacy

Dear 9(2)(a) privacy

Official Information Request
Our Ref: 2021-0136

I refer to your official information request received on 23 September 2021 for:

“all emails sent to staff by managers, senior leaders and/or communications team members that relate to usage of a particular greeting and/or sign off in their work email. I also ask for all staff-wide emails (e.g., to 20 or more recipients) that issue a directive and/or offer guidance about how to address their colleagues via email, e.g., this could be communicating a preference to use “Kia Ora” “over good morning”. From that, I would be interested to know if the Minister has communicated his/her thoughts to the department on such matters, e.g., preference around language; from that, whether any directive from the Minister and/their office has been passed on to officials”

On 30 September 2021, you further confirmed that are seeking this information from January 2020 onwards.

Information being released

Following the introduction of the Public Service Act last year, Te Kawa Mataaho Public Service Commission (the Commission) updated it’s branding to reflect the change in their name from the State Services Commission to the Commission. Signature blocks were included in material that was updated at this time.

Listed in the table below are two emails that have been sent to all employees at the Commission since January 2020 that relate to email communications.

Item	Date	Document Description	Decision
1	7 August 2020	Email Titled: Email signature update	Released in Part
2	15 September 2020	Email Titled: EMAIL SIGNATURE UPDATE - te reo Māori role titles, team and group names	Released in Part

We have decided to release the relevant parts of the documents listed above, subject to information being withheld under section 9(2)(a) of the Official Information Act (1982) in order to protect the privacy of natural persons, including deceased people

Information being refused

In response to second part of your question where you have asked “*if the Minister has communicated his thoughts to the department on such matters, e.g., preference around language; from that, whether any directive from the Minister and/their office has been passed on to officials*”.

There has been no communication from the Minister for the Public Service to the Commission regarding his preference in this regard. Therefore, I am refusing this part of your request under section 18(e) of the OIA 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.

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 Commission’s website.

Yours sincerely



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

Alexandra Stephen

From: Duane McKibben
Sent: Friday, 7 August 2020 3:01 pm
To: @All Staff
Subject: Email signature update

E te whānau o Te Kawa Mataaho, tēnā koutou

Aroha mai, but we have just become aware that there is a typo in our new email signature. The Māori word for cellphone is **waea pūkoro**, not **waea pūkero**.

For those people who have already downloaded the signature, it will be easier for you to change this yourself.

To make the change you need to open a new email and click the signature icon and Signatures in the drop down box to take you back to the templates.

Click:



Then



Select your template and change **waea pūkero** to **waea pūkoro**

Remember to save your changes.

@Bill Moses and Liquid IT staff will be walking the floors to help people with the email signature block change. Please grab them if you'd like some help.

Noro ora mai

Duane McKibben (he/him)

Deputy Commissioner

Organisational Capability and Performance

9(2)(a) privacy

CliftonStrengths: Ideation | Learner | Achiever | Connectedness | Intellection



Te Kawa Mataaho
Public Service Commission



RELEASED UNDER THE OFFICIAL INFORMATION ACT

Alexandra Stephen

From: Duane McKibben
Sent: Tuesday, 15 September 2020 8:31 am
To: @All Staff
Subject: EMAIL SIGNATURE UPDATE - te reo Māori role titles, team and group names

E te whānau o Te Kawa Mataaho, tēnā koutou

As part of Te Wiki o te Reo Māori, we're pleased to confirm that we now have te reo Māori role titles, team and group names available to be used in our signature blocks. It's exciting to be able to normalise the use of te reo Māori in our email signatures.

You can find the [translations](#) on Doris on [Te Pātaka](#) or [Whakarerekē](#) (under resources).

This morning at around 9am, Liquid IT will be redeploying the signature block templates to your computer. The new template will replace the old template, so **everyone is asked to update their entire signature block after 9am** and not just modify what they are currently using. The new blocks also contain updated social media links, given the recent change to our name.

Instructions on how to update your email signature block can be found on [Whakarerekē](#), in the [Questions and Answers](#) attachment, or the handy [TechChat video](#).

If you have any questions or are unsure, please contact [@Bill Moses](#) or log a helpdesk ticket with [LiquidIT](#).

Ngā manaakitanga

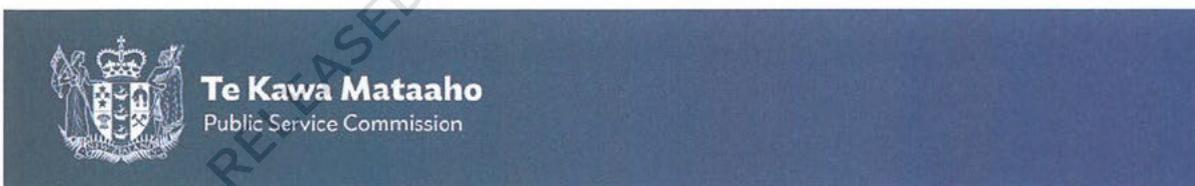
Duane McKibben [\(he/him\)](#)

Kaikōmihana Tuarua | Deputy Commissioner

Whakatutukitanga ā-Whakahaere | Organisational Capability and Performance

9(2)(a) privacy

[CliftonStrengths](#): Ideation | Learner | Achiever | Connectedness | Intellection



Te Kawa Mataaho Public Service Commission

www.publicservice.govt.nz | www.govt.nz

