Inland Revenue
Te Tari Taake

14 July 2022

Dear

Thank you for your request made under the Official Information Act 1982 (OIA), received on 15 June 2022. You requested the following:

- *Any documents containing the department's policy/templates on the use of te reo Māori in external and internal communications, briefings, and documents*
- *Any correspondence or directives from the Minister or their office about the use of te reo Māori in external and internal communications, briefings, and documents*

The second part of your request for correspondence or directives from the Minister or their office about the use of te reo Māori in communications, briefings, and documents was transferred to the Minister of Revenue to respond to under section 14(b)(ii) of the OIA. The first part will be answered in this response.

Use of te reo Māori

Inland Revenue does not have a policy on the use of te reo Māori in specific communications. Therefore, your request for documents containing the department's policy/templates on use of te reo Maori in communications, briefings, and documents is refused under section 18(e) of the OIA as the information requested does not exist.

However, as part of Te Mata o te Arero, our te reo Māori language plan, we aim to extend the use of te reo Māori, whether that be written or spoken. This aim recognises the importance of te reo Māori as an official language of New Zealand, and the role that Government plays in protecting the language.

A copy of Te Mata o te Arero is attached to this response. An important part of Te Mata o te Arero is ensuring that we maintain the integrity of any te reo Māori that we use. Also provided within the attachment are our guidelines for:

- the proper use of the macron in written communications
- how Inland Revenue translates information from English to te reo Māori
- orthographic guidelines for te reo Māori (produced by Te Taura Whiri i te reo Māori)

Right of Review

If you disagree with my decision on your OIA request, you can ask an Inland Revenue review officer to review my decision. To ask for an internal review, please email the Commissioner of Inland Revenue at: CommissionersCorrespondence@ird.govt.nz.

Alternatively, under section 28(3) of the OIA, you have the right to ask the Ombudsman to investigate and review my decision. You can contact the office of the Ombudsman by email at: info@ombudsman.parliament.nz.

If you choose to have an internal review, you can still ask the Ombudsman or Privacy Commissioner for a review.

Publishing of OIA response

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you again for your request.

Yours sincerely

Craig Thomas
Manager, Engagement - Māori & Diversity

Te Mata o te Arero 2020

Tuia te reo ki te ngākau o te tangata me te mata o te arero
Bind the language to the heart of the people and the tip of the tongue

Inland Revenue Te Tari Taake

Strategic Approach	Te Reo Māori is spoken, heard and seen every day in IR by all IR staff and in our service delivery.							
Key Outcomes	In the next 3-5 years Inland Revenue will contribute to the achievement of the Government's goals and aspirations for te reo Māori by: • Te Reo and Tikanga Māori is valued by our people and has equal status as English in IR. • Our te reo capability development is aligned with the Government's Maihi Karauna strategy and Te Arawhiti te reo Māori capability expectations • Te Reo Māori is supporting IR's Māhutonga strategic approach to integrate te Tiriti o Waitangi and Māori worldviews into IR. • We have the te reo Māori capability to support delivering services to Māori							

Key Focus Areas

Tō mātou Tari **Our organisation** **Whakanui – Uplift** Creating an environment where te reo Māori is strengthened and used every day.			**Ō mātou Tangata** **Our people** **Whakaako – Educate** Providing opportunities for all staff to learn, participate, practice and interact in te reo Māori.			**Ā mātou Ratonga** **Our services** **Whakaatu – Use** Te Reo Māori is seen, read, heard and spoken in the delivery of all IR services and products.		
Normalising	**Practicing**	**Visible**	**Educate**	**Enable**	**Resources**	**Services and Products**	**Engagement**	**Measurement**
IR is an organisation that values, promotes and normalises te reo Māori use in everything we do.	Our people increasingly use te reo Māori and our policies protect the integrity of te Reo Māori.	It is common to see, hear and use te Reo and tikanga Māori and Māori designs in IR.	All our people know the rudiments of te reo Māori and can pronounce Māori words correctly.	IR has organisational policies that enable our people to use te reo Māori in all areas.	IR has resources to support the development of our te reo capability and the promotion of te reo Māori.	Our Māori customers can increasingly expect to transact with IR in te reo Māori.	IR engages with people and organisations to support the implementation of Te Mata o te Arero.	Our te Reo Māori measurement framework is aligned with the Maihi Karauna outcomes and Te Arawhiti expectations.

Key Activities

Te Reo Māori is incorporated in all internal and external IR documents, corporate communications, signage and branding incorporate. Te reo Māori translations are appropriately sourced and integrated IR wide.	Review and implement translation policies and guidelines (internal and external use) to maintain our organisational reputation. Facilitate events such as Māori Language Week celebrations, Matariki for IR people to participate in.	Develop guidelines and training so that everyone can participate in Te reo Māori and protocols as part of our everyday experiences. Te reo Māori and tikanga are an integral part of our processes around our building and asset management	Te reo Māori capabilities are integrated into the 12 Capabilities and considered as part of MyPlan discussions. Identify training opportunities to use in induction training. Te Arapiki is used as a stair-cased learning approach to increase our capability and	Review recruitment, retention and recognition policies to support the increase of te reo Māori speakers in IR. Review IR's study policies and guidelines to ensure they support a broad range of te reo Māori course providers and processes to	Collate he kuputaka (glossary) for common tax and IR terms; promote and share with other organisations. Update our te reo Māori resources for all staff on our Māhutonga, Māori and Treaty Sharepoint site. Cultural capability app introduced.	Our people have te reo Māori capability they need to deliver appropriate generic to tailored services to Māori customers. Appropriate translation and interpreter services are readily available. IR products (e.g. pamphlets, returns,	Work with Te Taura Whiri i te Reo Māori to support the implementation and monitoring of our te reo Māori Plan Seek opportunities to collaborate with other agencies to build or deliver te reo Māori training for our people.	Introduce a te reo Māori measurement framework. Provide updates to Te Taura Whiri i te Reo Māori in our Mahi Tahi Agreement.

	IR intranet site increases use of te reo Māori over time, e.g. macrons, search engine. Review marketing and communications policies (branding, language, images) to ensure they uphold the integrity of te reo Māori me ōna tikanga.		programmes. Utilise our internal communication channels to engage with staff in te reo Māori. Māori designs are integrated in IR documents, communications, media platforms and offices to enhance the visibility of te reo Māori.	capacity to deliver services to Māori.	enable staff to develop the te reo Māori capability. Learning te reo Māori is a core part of staff's development and performance plans. Encourage Staff uptake of Te Taura Whiri [Māori Language Commission] Level Finder Examination. Redesign IR's generic-to-tailored framework to meet te reo competency levels required to appropriately deliver services.	Leadership support – all leaders should support any request for te reo Māori training. Revise and utilise the te reo Māori modules.	correspondence) use te reo Māori greetings and headings and bilingual options for Māori focused information. IR website increases use of te reo Māori over time, including bilingual headings (sub), content etc.		

Macrons Tohutō

Why we use macrons, how to insert them in documents.

Why we use macrons

A macron is a line placed over a vowel to show that the vowel is long (or 'stressed'), ā,ē,ī,ō,ū.

They are used to indicate long vowel sounds in Māori words such as Māhutonga, pōwhiri or poroporoakī.

It is correct practice to use a macron (a line - ā), however sometimes people will use an umlaut (2 dots - ä) above the vowel if they can't use a macron.

You will sometimes see a long vowel sound indicated by a double vowel (aa, ee, ii, oo, uu) especially if macrons or umlauts are not available. For example, Maahutonga, poowhiri or poroporoakii.

Correct spelling

Using a macron in the right place means we are spelling the word correctly.

Leaving out a macron can change the meaning of a word. For example keke is cake and kēkē is armpit.

Keke

Kēkē

Inserting macrons

There are a few ways you can add macrons to your Māori text.

Use your Māori keyboard

IR has distributed Māori keyboards to all desktops. When you are using Microsoft programmes like Word, Excel, or Powerpoint you can now add a Māori macron over the vowels, when needed.

To add a macron over a vowel, press the ~ (tilde) key then the vowel you want the macron over.

If this does not work

If you cannot get this method to work, check that your document is in New Zealand English. Look for English (New Zealand) at the bottom of your document.

If you change to New Zealand English you will need to activate the tilde/left quotation mark key by pressing it twice.

You can also use the single quotation symbol beside the enter key.

If you're using Windows 10

If you're using Windows 10, you may need to add the Te reo Māori language pack before these instructions will work.

1. Go to your device's 'Settings' then 'Language' then 'Add a preferred language'. Find Te reo Māori and follow the instructions to install it.
2. Once installed, you should see the letters 'MRI' (Māori) on the bottom right of your screen where previously it showed as 'ENG' (English). Click on it to make sure the Māori keyboard option is selected.
3. You can now add macrons to Māori words by holding down alt and the tilde key, releasing them, then typing a vowel.

Use Symbols in Microsoft Word

In Microsoft Word you can also insert vowels with macrons. In the top menu bar click 'insert' then 'symbol' then 'more symbols'. You will find the macronised vowels in the (normal text) option.
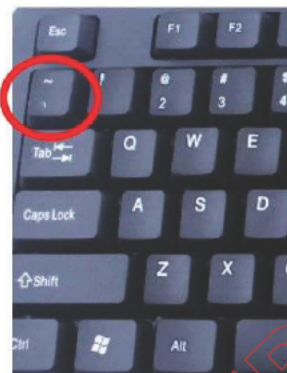
Using macrons on your Intranet site

To insert Māori characters into a web page, use the following special character codes in your page's HTML.

a	ā	A	Ā
e	ē	E	Ē
i	ī	I	Ī
o	ō	O	Ō
u	ū	U	Ū

Note: In some situations, these codes may display as squares or question marks. This should not happen with Inland Revenue Intranet users.

Inserting umlauts

You can use umlauts (2 dots) instead of macrons if you cannot access the IR Māori keyboard. Use them for:
- groupwise emails
- Microsoft Word.

To insert a vowel with an umlaut, press **'alt'** then the number that matches the vowel you need.

ä	press alt then 132
Ä	press alt then 142

ë	press alt then 137
Ë	press alt then 0203
ï	press alt then 139
Ï	press alt then 0207
ö	press alt then 148
Ö	press alt then 0214
ü	press alt then 129
Ü	press alt then 0220

IR Topics

Page Contacts

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Māori translations

How IR manages Māori translation requests from IR employees, including guidelines for choosing Māori names, using Māori in signage and for official purposes.

Why we use te Reo Māori at IR

Te Reo Māori is an official language of New Zealand. It's a taonga that's guaranteed protection under the Treaty of Waitangi.

Inland Revenue plays a part in actively protecting and preserving te Reo, which we recognise in our organisational Charter.

Where to use te Reo

We encourage all staff to seek out and use translations for:
- business units
- job titles
- Inland Revenue terminology
- signage
- resources
- presentations.

With translations, we give English and te Reo Māori text equal status - for example, the fonts are the same size and are located in similar places.

How to get a translation

Email your translation request to Dale Shelford or Wiremu Panapa (Senior Advisors, Stakeholder Relations), who will oversee your application. Include as much information as possible to make the translation's intention clear.

Email Dale Shelford

Email Wiremu Panapa

How we make translations

We send a draft translation to IR's language specialists for quality testing. They also consider:
- differences in dialect
- how formal the translation is
- how easily it will be understood by a general audience.

If needed, our language specialists suggest possible alternatives.

If the language specialists do not agree, then we send the draft translation and the options they've considered to another set of language experts who will make the final recommendation.

We make sure our translations are consistent and correct by using the Te Taura Whiri i te Reo Māori (Māori Language Commission) Guidelines for Māori Language Orthography. You can read the guidelines at tetaurawhiri.govt.nz

Guidelines for Māori Language Orthography

What we provide

In most cases we'll provide you with a direct word-for-word translation. If a word-for-word translation will not convey your intent and meaning, then we'll propose a translation based on the concept of your original request.

We'll contact you if this is the case.

The final translation

We'll send you an email with:
- details of the final translation
- the meaning of the words or concept used
- special mention of any macrons.

You can also request a sound file.

When you get translations elsewhere

If you get a translation made for use within Inland Revenue, but from somewhere else besides Stakeholder Relations, you need to send us the details.

Send us:
- an outline of the draft translation
- the reason for it and the ideas behind it.

Wiremu and Dale will review your translation and will make sure it's well put-together.

Choosing a Māori name

If you're considering a Māori name for a board or training room, we encourage you to contact local Kaumātua. They'll help you to choose a name that represents the area's history, geography and traditional legends, if there are any. This allows tangata whenua to have input that enriches local IR employees' knowledge of their community.

As with translations sourced from areas other than Stakeholder Relations, you need to:
- record details of the names and stories behind them
- send the information to Dale or Wiremu.

Translations for official use

Formal translations for official, public use (like the external IR website) should be requested from one of our preferred translation services.
- Māori Language Commission Te Taura Whiri i te reo Māori
- Internal Affairs translation services

These service providers have qualified translators from various disciplines and work experiences (including corporate and government agency environments), are aware of differences in dialect and quality check their translations. Using these services will ensure consistent translations across our organisation and with other agencies.

Each service can provide a quote and timeframes for the job. Both services can be accessed by email and phone.

Translation costs will be paid for by the business unit that requests them.

Māori Language Commission Te Taura Whiri i te reo Māori

Internal Affairs translation services

Māori in signage

New and replacement signs should give English and Māori names equal prominence. This means the font, size and so forth should be the same and be presented equally (paired alongside its counterpart) to give English and Māori equal status.

Read more about signage.

Using Māori language and images at IR

Te Taura Whiri i te Reo Māori Guidelines for Māori Language Orthography

Our translations register

All final translations are recorded and held on a centralised database which is maintained by Dale Shelford and Wiremu Panapa.

Page Contacts

Dale Shelford van Engelen
Senior Advisor Diversity

Wiremu Panapa
Senior Advisor Diversity

Related links

🌐 Using Māori language and images

🌐 Business cards in Māori and English

🌐 Guidelines for Māori Language Orthography -
tetaurawhiri.govt.nz