



8 October 2021



Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 13 September 2021. You requested the following:

I'm emailing because I'm looking for information in regards to the Māori Language Plans that were to be developed by every public service by June 2021.

Is this public service subject to the language plans.

If so, when was the language plan registered, and what commitments have been made to help normalise te reo Māori in the plans?

It would also be great to receive a copy of each service's language plans.

Inland Revenue is subject to Te Ture o te Reo Māori 2016 Māori Language Act 2016 and the Maihi Karauna, the Government's Māori Language Plan. We have attached our plan, which highlights our strategic approach, key outcomes, focus and activities.

In June 2018, Inland Revenue signed a Mahi Tahī agreement with Te Taura Whiri i te Reo Māori to help us meet our obligations set out in Te Ture mō te Reo Māori 2016 and give effect to the Maihi Karauna. There were a number of commitments Inland Revenue made in the agreement, including:

- Registering its te reo Māori plan with Te Taura Whiri i te Reo Māori. Inland Revenue registered Te Mata o te Arero (te reo Māori Language Plan) on 22 June 2018.
- Agreeing to use licensed translators for official publications and promotional material.
- Agreeing to deposit into He Putunga Kupu Hou any new te reo Māori words created as a result of any translation work undertaken.
- Providing relevant monitoring and evaluation data to enable Te Taura Whiri to report up progress on the Maihi Karauna.

Inland Revenue's language development will be delivered through Te Arapiki (Māori capability uplift programme), which is currently being designed. Inland Revenue expects the implementation of Te Arapiki during 2022 will progressively deliver the appropriate level of training for our people in te reo Māori (and other dimensions of the capability framework developed by Te Arawhiti). Inland Revenue recognises that there will be a large degree of face-to-face training required to build the te reo Māori capability.

Ongoing activities contributing to Maihi Karauna and revitalising te reo Māori include:

Internal facing	External facing
<ul style="list-style-type: none">• Supporting te reo Māori classes for our Executive Leadership Team and some of our staff• Celebrating Te Wiki o Te Reo Māori and Matariki.• Te reo Māori survey to support the design of Te Arapiki (our training programme)• Investigating a Māori cultural competency mobile app that would include te reo Māori components.• Providing te reo Māori resources for our offices• Introduction of a te reo Māori Language allowance that recognises staff with te reo Māori capability• Ongoing use of bi-lingual signage in Inland Revenue's offices• Developing a monitoring and evaluation framework, which will measure progress of our capability uplift planned in Te Mata o te Arero	<ul style="list-style-type: none">• Kaitakawaenga Māori, who provide advisory services in te reo Māori to those customers who want a Māori-centric service• Webinars in te reo Māori• Business videos in te reo Māori

Thank you for your request.

Yours sincerely



Craig Thomas
Manager, Māori & Diverse Communities



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

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	<p>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:</p> <ul style="list-style-type: none"> 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 Tahī Agreement.

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

RELEASED UNDER THE OFFICIAL INFORMATION ACT