



19 September 2024

[Redacted]
[Redacted]

Dear [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 22 August 2024. You requested the following:

*Please provide all relevant information from **1 August 2023 onwards**. Specifically, I request the following details from your department:*

1. *Policy Changes:*
 - *Any changes to policy on the use of te reo Māori in internal or external communications.*
2. *Internal Communications:*
 - *Any internal communications (emails, texts, messages, memos) about the use of te reo Māori.*
3. *Advice on Te Reo Māori:*
 - *Any advice received or prepared regarding the use of te reo Māori.*
4. *Training and Guidance:*
 - *Any staff training or guidance offered on the use of te reo Māori in communications.*
5. *Budget and Resources:*
 - *Allocation of budget or resources for promoting or integrating te reo Māori.*
6. *Consultations:*
 - *Any consultations with external Māori language experts or organisations regarding the department's use of te reo Māori.*
7. *Service Cuts or Changes:*
 - *Any cuts to services or changes to manuals, guidelines, or training related to te reo Māori communications.*
8. *Funding Changes:*
 - *Changes in funding from one financial year to another, reflecting a decrease in the prioritisation of te reo Māori.*

Item 1

Inland Revenue has not made any changes to policy concerning the use of te reo Māori in its communications.

Item 2 and 7

I am releasing, attached as **Appendix A**, internal correspondence relating to Inland Revenue's guidelines for the use of its te reo Maori name. Some information has been withheld under section 9(2)(a) of the OIA, to protect the privacy of natural persons.

There have been no cuts or changes to services related to te reo Māori communications.

Item 3

Inland Revenue has sought advice from Te Taura Whiri i te reo Māori | Māori Language Commission on the use of te reo Māori in the past and will continue to follow its advice. For any external publications where text is required to be translated into te reo Māori, Inland Revenue makes use of qualified and registered te reo Māori translators. This approach was codified in a Memorandum of Understanding Inland Revenue signed with Te Taura Whiri i te reo Māori in June 2018.

Item 4

Separate units within Inland Revenue have organised te reo Māori training for their segments or teams. Individual personal development training has also been given e.g., Kura Reo and Karanga Wānanga. Inland Revenue's cultural capability uplift program, Te Awatea, is currently in the design phase. The Tikanga and te reo Māori portion is being designed and will be delivered by an external organisation (Tupu Ora) during the 2024/25 year.

Item 5 and 8

Inland Revenue does not have a budget specifically allocated for te reo Māori.

Funds allocated for the delivery of the Māori national events, such as Te Wiki o te Reo Māori, Matariki, and Waitangi Day, and towards te reo Māori training for the 2023/24 financial year are provided in the table below.

Item	Cost
Delivery of Māori national events	\$19,478.46
Te Reo Māori courses (organisational wide)	\$20,374.99
Personal Development (organisational wide)	\$3,200

Item 6

Inland Revenue consults with Tupu Ora as a provider for Te Awatea. Inland Revenue works with Mana Whenua in the rohe when looking at closing or opening buildings, conducting ceremonies around whakamoe, whakaoho of taonga, and the naming of rooms at sites that are new or have been refurbished.

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 for a review.

Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website (ird.govt.nz) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely



Jason Ratima

Kaihautū (Domain Lead), Te Kāhui Tūhono

From: [Mike Cunnington](#)
To: [Craig Thomas](#); [Kim Gray](#); [Pip Knight](#); [Mary Craig](#)
Subject: RE: Proposed naming Guidelines for inclusion in IR Writing and Style Guide
Date: Friday, 31 May 2024 3:32:38 pm
Attachments: [image001.png](#)

Kia ora tātou

Thanks for this, approved from me as well.

Have a lovely long weekend

Ngā mihi

Mike

From: Mary Craig [s 9\(2\)\(a\)](#)
Sent: Friday, May 31, 2024 3:11 PM
To: Craig Thomas [s 9\(2\)\(a\)](#); Mike Cunnington
[s 9\(2\)\(a\)](#)
Cc: Kim Gray [s 9\(2\)\(a\)](#); Pip Knight [s 9\(2\)\(a\)](#)
Subject: RE: Proposed naming Guidelines for inclusion in IR Writing and Style Guide

Kia ora Craig,

I'm comfortable to approve the guidelines and implementation as outlined in your email.

Many thanks for bringing this together with Kim.

Nga mihi

Mary

[Mary Craig \(she/her\)](#)

Deputy Commissioner – Enterprise Design & Integrity – Hinonga Hoahoa me te Tika
Inland Revenue | Asteron Centre | 55 Featherston Street | PO Box 2198 | Wellington 6140
[s 9\(2\)\(a\)](#)



From: Craig Thomas s 9(2)(a)
Sent: Friday, May 31, 2024 3:05 PM
To: Mike Cunnington s 9(2)(a); Mary Craig s 9(2)(a)
Cc: Kim Gray s 9(2)(a); Pip Knight s 9(2)(a)
Subject: Proposed naming Guidelines for inclusion in IR Writing and Style Guide

Kia ora kōrua,

Earlier this week, Kim Gray spoke to me about the ELT discussion about how the department refers to itself in our internal and external communications. This conversation happened at the 29 April 2024 ELT meeting.

Over the past years, we have increasingly used Te Tari Taake Inland Revenue to describe the Department, and Aotearoa to talk about the country in our internal and external communications. Although we have not received ministerial direction about the use of these terms, we recognise the benefit of having a consistent approach to their use in communicating with our people and in the delivery of messaging and services to the public.

The following proposed guidance aligns to this and codifies the ELT meeting conversation. We are presenting this for your approval to proceed with the guidelines and the implementation approach.

Proposed guidelines

The National and New Zealand First Coalition Agreement requires public service departments have their primary name in English.^[1] The Minister of State Services stated, "Our coalition agreements reflect this view with a commitment that in most instances public agencies will communicate their names and services in English, alongside any use of te reo Māori".^[2]

Guideline 1: For internal and external communications, we would follow the direction set in the coalition agreement and use *Inland Revenue Te Tari Taake* at the first use of our name in any communication.

Guideline 2: For any subsequent use of the department's name, we would continue to use existing protocol referring to the department as IR or We.

Guideline 3: In talking about the name of the country, we should follow a similar protocol to the department's name. For internal and external communications, we would use *New Zealand Aotearoa* at the first instance in any communication.

Guideline 4: For any subsequent use of the country's name, we would use *New Zealand*.

[1] Commitment is phrased as "Ensure all public service departments have their primary name in English, except for those specifically related to Māori."

² Te Ao Māori News, (8 April 2024) *How the government's push for English-first names is tracking*, <https://www.teaonews.co.nz/2024/04/08/how-the-governments-push-for-english-first-names-is-tracking/>

How this guidance will be implemented

These changes will not be retrospective. We will not go back into previous external website or intranet content and change the Department's name or the use of Aotearoa. The change will happen on future content.

These changes will be actioned by the Marketing and Communications team in the communications they write/edit/curate and commission. The guidelines will also be added to the IR Writing and Style Guide.

Hei konā

Craig and Kim

[1] Commitment is phrased as "Ensure all public service departments have their primary name in English, except for those specifically related to Māori."

[2] Te Ao Māori News, (8 April 2024) *How the government's push for English-first names is tracking*, <https://www.teaonews.co.nz/2024/04/08/how-the-governments-push-for-english-first-names-is-tracking/>