



8 July 2022

Tēnā koe

On 15 June 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Any documents containing the Ministry'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 Ministry values having a culturally diverse and inclusive workforce. Te reo Māori, the indigenous language of Aotearoa, is regularly used in communications from our staff, managers and senior leadership.

Please see enclosed **Appendix A**, which contains an excerpt 'use of Māori and Pacific languages' from The Ministry of Social Development – Style Guide, dated June 2021. The Ministry's style guide sets out the corporate standard for written communication within the Ministry, its service lines, business units and offices throughout the country. It is used to ensure documents are professional, consistent and appropriate to their audience.

Regarding the second part of your request, the Minister and/or her office have not issued any directorate or guidance regarding the use of te reo Māori in external and internal communications, briefings, and documents. Therefore, your request for this information is refused in full under section 18(e) of the Act, as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

In the spirit of being helpful, you might be interested to know the Ministry's Policy teams use Population frameworks. These ask the author to think

specifically about the population groups that will be affected by policy work and how.

Population groups could include:

- Older people
- Youth
- Children
- Women
- Disabled people
- Māori and Pacific people
- Other ethnic groups.

Policy staff have access to various resources, including DPMC guidance for policy-makers to consider the Treaty of Waitangi in policy development and implementation. You may access these guidelines at the following link: [www.dPMC.govt.nz/publications/co-19-5-te-tiriti-o-waitangi-treaty-waitangi-guidance](http://www.dPMC.govt.nz/publications/co-19-5-te-tiriti-o-waitangi-treaty-waitangi-guidance)

Policy staff are also encouraged to attend 'Treaty of Waitangi Analysis' workshops, as well as the Ministry's 'Wall Walk' training which is a facilitated interactive presentation that examines Aotearoa's history through time. By unveiling the milestones that shaped our history, the stories of both Māori and Crown are respectfully revealed.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding the Ministry's policy guidelines for use of te reo Māori in internal and external communications, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

A handwritten signature in blue ink, appearing to read 'Stephanie Short', written in a cursive style.

Stephanie Short  
**Manager**  
**Official and Parliamentary Information**