



16 June 2025

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 28 May 2025. You requested the following:

*Can you please supply me with the reports to the Public Service Commission on how your organisation complied with the Plain Language Act 2022. These reports to the PSC should have been made in 2023 and then again in 2024.*

Inland Revenue reports on its compliance with the Plain Language Act 2022 through an annual survey administered by Te Kawa Mataaho Public Service Commission. However, Inland Revenue does not hold a record of its response for the 2024 reporting year. Accordingly, on 11 June 2025, I transferred the request for Inland Revenue's 2024 survey response to the Public Service Commission.

### **Information being released**

I am releasing Inland Revenue's 2023 survey response, attached as **Appendix A**. Some information has been withheld under section 9(2)(a) of OIA, to protect the privacy of natural persons.

As required by section 9(1) of the OIA, I have considered whether the grounds for withholding the information requested is outweighed by the public interest. In this instance, I do not consider that to be the case.

### **Right of review**

If you disagree with my decision on your OIA request, you have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the OIA. You can contact the office of the Ombudsman by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

### **Publishing of OIA response**

We intend to publish our response to your request on Inland Revenue's website ([ird.govt.nz](http://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



Pip Knight  
**Service Leader – Marketing & Communications**

## Appendix A

# Plain Language Act 2022

## Plain Language Act 2022: First report to the House of Representatives

Under the Plain Language Act 2022 section 12, agencies must report annually to the Public Service Commissioner on how they comply with the Act. Under section 13 the Commissioner must report annually to the Minister, and in turn to the House of Representatives, on how agencies are complying with the Act. The requirements for the first report are set out in Schedule 1, Part 1, section 2 of the Act. The Commissioner's first report is intended to be incorporated in Te Kawa Mataaho Public Service Commission's Annual Report to the House of Representatives for the year ended 30 June 2023.

To meet these reporting requirements, please enter your agency's responses to the following survey questions. For information, note it is intended the Commissioner's reporting to Parliament will be at a system level - individual agency responses will not be identified.

Your return is due by **21 July 2023**.

If you have any questions please contact Greg Nicholls, email s 9(2)(a) telephone s 9(2)(a)

## Agency contact information

### 1. Agency:

To find your agency please note these are grouped by type of agency (Departments, Departmental Agencies, Interdepartmental Executive Boards, Crown Agents), then alphabetically within these groups using the current preferred name we have on file. \*

Inland Revenue



### 2. Agency plain language officer or officers (contact name[s] and substantive job title[s]): \*

Andrew Stott, Service Leader Marketing & Communications

3. Contact email address[s]: \*

s 9(2)(a)

4. Contact phone number[s]: \*

s 9(2)(a)

## Required information

5. Has your agency appointed a plain language officer? \*

☒ Yes

☐ No

6. Is your agency's plain language officer an agency employee (as opposed to a contractor/ third party)? \*

☒ Yes

☐ No

7. Which of these options best describes the position of your plain language officer? \*

☒ An existing role which has had plain language officer responsibilities added without any **additional** recruitment

- ☐ A new position which is substantively based on plain language officer responsibilities

8. What actions has your agency taken to notify all staff about the Act? (select all those that apply) \*

☒ Published information on the intranet

☐ Communicated to teams via managers

☐ Emailed all staff with information/resources

☒ Ran workshops

☒ Networks of people that create content have been met with, we have an online discussion group open to all staff, we have featured our intranet articles on our internal news sites multiple times.

9. Has your agency provided training to relevant staff on the use of plain language? \*

☒ Yes

☐ No

10. If yes, please tell us about the training provided.

Staff involved in creating content have received a full-day training. There has been specialised training for those involved in more legal content. There have been pilots of in-depth training for front-line staff. Any groups that have requested it have been given brief training in plain language writing.

11. Has your agency sourced, produced or updated resources to assist staff to write in plain language?

☒ Yes

☐ No

12. Has your agency made arrangements to receive feedback from the public on its plain language responsibilities (e.g. general enquiries email address published on its website)? \*

☒ Yes

☐ No

13. Please provide here any other comments you would like to provide as context, e.g. changes to processes, plans for future changes.

All teams involved in content creation have peer review (or external editing review) processes that include checks for plain language. The main teams involved in content creation meet monthly to review articles together to aid us having standard quality across teams. We have work to do to ensure that customer complaints that have a plain language angle to them are recorded

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

Powered by Microsoft Forms |

The owner of this form has not provided a privacy statement as to how they will use your response data. Do not provide personal or sensitive information.

| [Terms of use](#)