

30 September 2026

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 2 September 2026. You requested the following:

1. *The total cost of developing, establishing and maintaining Te Awatea since its inception, broken down by year.*
2. *For each financial year since the programme began, please provide:*
 - a) *the number of employees who participated in Te Awatea*
 - b) *the number who completed the programme or individual modules*
 - c) *the total number of staff hours spent participating, where recorded*
 - d) *the estimated salary cost of staff time spent participating, where recorded or calculated by IRD.*
3. *A description of all courses, modules or training currently offered through Te Awatea, including:*
 - a) *the subject of each*
 - b) *expected completion time*
 - c) *whether it is online or facilitated*
 - d) *whether participation is voluntary or mandatory.*
4. *Confirmation of whether employees are permitted to complete Te Awatea training during paid working hours and, if so, any guidance provided to staff or managers concerning the amount of working time that may be spent on the programme.*

Te Awatea background

Te Awatea is Inland Revenue's Māori cultural capability programme, designed to ensure we have the capability to deliver on our Te Tiriti o Waitangi obligations and work effectively with Māori customers.

Te Awatea is a flexible learning platform that provides a range of learning modules that staff can access based on their role, learning needs, or identified capability gaps. Modules can be completed in any order. Learning modules are provided at three levels (foundational, comfortable and confident). Modules include videos, resources, and external content, with completion data collected for 33 e-learning modules.

Item 1: Annual Cost of developing, establishing and maintaining Te Awatea

The total cost of Te Awatea since its inception is provided in **Table 1** below. Both internal and external costs are included.

Table 1: Total cost of developing, establishing and maintaining Te Awatea since its inception, broken down by financial year

	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	Total
Te Awatea total costs	0.200m	1.984m	1.080m	1.309m	0.078m	4.650m

Item 2: Number of participants for the Te Awatea programme, including completion statistics, staff hours spent and estimated associated salary costs.

As Te Awatea is intended to be a flexible learning platform, Inland Revenue does not track 'completion', as the modules that are relevant to staff differ. We do track the total enrolment and the completion of e-learning modules.

There are currently 2,153 people enrolled in Te Awatea. Completion data for e-learning modules for the last two financial years and the current financial year to date is provided in table 2, below.

Table 2: Te Awatea module completion rate for the 2025 and 2026 financial years and the 2027 financial year to date.

	2024/2025	2025/2026	2026/2027
Te Awatea modules completed	4,471	1,386	5,575

Participation in Te Awatea is optional, and Inland Revenue does not track how much time individual staff spend on learning activities or the salary costs associated with participation.

Therefore, a response to questions 2b, 2c and 2d is refused under section 18(g) of the OIA, as the information is not held by Inland Revenue.

Items 3 and 4: Te Awatea programme details including subject, completion time, facilitation options and participation requirements.

A summary of the online e-learning available in Te Awatea is provided to you as an **Appendix**. This covers the subject and expected completion time.

Like other Inland Revenue training, Te Awatea can be completed during working hours. Learning time is agreed based on work priorities, service demand and individual learning needs.

Te Awatea is currently online only, with no facilitated sessions offered.

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.

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



Claire Barclay
Enterprise Leader – Strategy and Performance



Appendix Te Awatea	Foundational (Released 27-11-24)	Time to complete	Comfortable (Released 25-03-25)	Time to complete	Confident / Capable	Time to complete
My Worldview	Recommended: 3x e-learns 1x video Rauemi Optional resources: 3x videos 2x external links	15-20 minutes each 11 minutes 15 & 3 minutes 5 minutes	Recommended: 2x e-learns Rauemi Optional resources: 2x videos 3x external links	15-20 minutes each 18 & 9 minutes 5 minutes each	--	--
Māori Worldview	Recommended: 5x e-learns 2x videos Rauemi Optional resources: 4x videos 2x external links	15-20 minutes each 14 & 2 minutes 22, 12, 7 & 2 minutes 5 minutes	Recommended: 3x e-learns 1x video 1x PDF Rauemi Optional resources: 4x PDF 3x video 3x external links	15-20 minutes each 5 minutes 5 minutes 5 minutes each 10, 15 & 4 minutes 5 minutes each	--	--
Māori Systems & Structures	Recommended: 5x e-learns 2x videos Rauemi Optional resources: 4x videos 2x external links	15-20 minutes each 25 & 48 minutes 17, 6, 6 & 20 minutes 5 minutes each	Recommended: 2x e-learns Rauemi Optional resources: 5x external links 1x video	15-20 minutes each 5 minutes each 26 minutes	--	--
Māori Crown Relationships	Recommended: 2x e-learns Rauemi Optional resources: 3x external links 1x video	15-20 minutes each 5 minutes each 50 minutes	Recommended: 2x e-learns 2x external links 1x video Rauemi Optional resources: 3x external links	15-20 minutes each 5 minutes each 5 minutes 5 minutes each	--	--
Our Responsibilities	Recommended: 6x e-learns 2x videos Rauemi Optional resources: 4x videos 2x external links	15-20 minutes 16 & 10 minutes 1, 11, 19, 26 minutes 5 minutes each	Recommended: 2x e-learns 1x PDF Rauemi Optional resources: 5x external links	15-20 minutes each 5 minutes 5 minutes each	--	--
Tikanga & Te Reo Māori	Recommended: 1x workbook 4x Activities 7x webinars Rauemi Optional resources: 3x video 6x external links	5 minutes 5 minutes each 20, 13, 11, 24, 18, 12 & 20 minutes 56, 15 & 4 minutes 5 minutes each	Recommended: 1x workbook 5x Activities 7x webinars Rauemi Optional resources: 9x external links	5 minutes 5 minutes each 17, 14, 20, 15, 8, 15 & 13 minutes 5 minutes each	Recommended: 2x workbooks 8x webinars (Confident) 7x webinars (Capable) 4x Activities (Confident) 9x Activities (Capable) Rauemi Optional resources: 3x external links 2x Couch Kōrero	5 minutes each 22, 16, 19, 8, 3, 25, 12, & 12 22, 15, 15, 16, 11, 17 & 9 5 minutes 5 minutes each 30 minutes each