

19 June 2026

Ref: OIA26-TW14

s9(2)(a)

Via email: s9(2)(a)

Dear s9(2)(a)

Thank you for your information request received on 21 May 2026 for the following:

- *What Artificial Intelligence is your Ministry considering implementing in the next year?*
- *What aspects or parts of the business will it be implemented? ie how will the AI be used*
- *Will it's implementation reduce the workload or staff numbers?*
- *What safety and security protocols has it had to pass to be considered acceptable for implementation?*

I have considered your request under the Official Information Act 1982 (OIA). Please find my response and decision to your request set out below.

Background

The New Zealand Infrastructure Commission, Te Waihanga (the Commission) adopted a measured, phased approach to artificial intelligence, consistent with guidance from the Public Service Commission, the Government Chief Digital Officer, and the OECD AI Principles endorsed by Cabinet.

The Commission's Board approved a policy and framework in September 2025. This allowed the use of two Generative AI tools - Claude and ChatGPT as default tools for staff. The use of AI is supported by dedicated capability building sessions to support responsible use.

All outputs involving AI must include human review before use or publication.

What Artificial Intelligence is your Ministry considering implementing in the next year?

In late 2026, the Commission will commence a review of existing tools to ensure that the tools deployed are fit for purpose and align to specific business needs. Any new tools will be assessed against the Commission's AI Impact and Privacy Assessment template and require Leadership Team approval before adoption.

What aspects or parts of the business will it be implemented? ie how will the AI be used

The review will cover all functions within the organisation, and assess organisational wide needs.

Will its implementation reduce the workload or staff numbers?

The Commission's intent in adopting AI is to lift productivity and enhance capability, and we anticipate this will allow us to achieve even more with current staffing levels.

AI is deployed at the Commission as a support tool to assist staff in completing tasks more efficiently.

What safety and security protocols has it had to pass to be considered acceptable for implementation?

The Commission applies an assessment process before any AI tool is approved for use, and the tools are reviewed by General Manager Corporate and Chief Financial Officer every three to six months to ensure ongoing relevance and to check whether data terms or privacy settings have changed.

The Commission's framework aligns with guidance from the Department of Internal Affairs' Responsible AI Guidance for the Public Sector, the Government Communications Security Bureau Information Security Manual, the Protective Security Requirements, and the National Cyber Security Centre's joint guidance on secure AI system development. It also reflects obligations under the Privacy Act 2020, the Official Information Act 1982, and the Public Records Act 2005.

I trust this response addresses the information you requested. You have the right to ask the Ombudsman to investigate and review my response.

Please note that this letter (with your personal details removed) may be published on the Commission's website.

Yours sincerely

Vanisa Dhiru
General Manager, Corporate