

9 May 2024

File Ref: OIA 48530

[REDACTED]  
[REDACTED]

Tēnā koe [REDACTED]

### Official Information Act request

Thank you for your information request dated 19 April 2024. You asked for the following information:

*“I’m getting in touch with a media request, which I’m happy to be taken as an OIA if necessary. I’d like to ask what your policy is around the use of artificial intelligence in the workforce, including when making reports, policy advice, and briefings to relevant Ministers. In addition, I’d like a copy of any advice given to the agency this year regarding the use of AI in these contexts. If no such policy exists, is there a plan to put one in place? Why or why not?”*

Your request has been considered in accordance with the Official Information Act 1982 (the Act).

Our interim Guidance on Generative AI has been identified in scope of your request. The document has been released to you in full as an attachment to this letter.

Te Puni Kōkiri is currently drafting and considering more substantive guidance on AI use and adoption that will ultimately supersede the released interim guidance.

I trust my response satisfies your request.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that Te Puni Kōkiri publishes some of its OIA responses on its website, after the response is sent to the requester. The responses published are those that are considered to have a high level of public interest. We will not publish your name, address or contact details.

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact us at [oia@tpk.govt.nz](mailto:oia@tpk.govt.nz).

Ngā mihi



Manaia King  
Hautū, Te Puni Tautoko Whakahaere | Deputy Secretary, Organisational Support

# Guidelines for using Generative AI

March 2024

## What is Generative AI?

Generative AI is a type of artificial intelligence that is designed to create new content or data that looks like it was made by humans. It works by learning patterns from existing data and then generating new examples based on those patterns. Examples of applications that use Generative AI are: ChatGPT, Copilot, Gemini, DALL-E, Midjourney, and Sora.

Generative AI is being integrated into many computer tools and services we use in our everyday life, at work and at home.

Generative AI tools can be used for creating documents, presentations, wordsmithing, summarising, suggesting content or resources, and creating visual elements.

Generative AI is here and, like any new potentially disruptive technology, we need to learn about it, understand it and work through how to use it safely.

## What is being done towards developing an AI Policy within Te Puni Kōkiri?

An advisory group, led by Knowledge Systems has been formed with representatives from across Te Puni Kōkiri. The group is considering relevant legislation and guidance, evaluating potential applications and opportunities, and understanding the impacts and risks of AI at an organisational level. They will develop an internal policy, expected to be complete by the end of June 2024.

More broadly across the public service the Government Chief Digital Officer (GCDO) is leading the public service approach to AI. Digital.govt.nz is where GCDO information and tools to support digital transformation across government are being published. Its guidance paper [Initial advice on Generative Artificial Intelligence in the public service](#) has informed these guidelines.

## Using Generative AI at work

Until we have an internal AI policy, Generative AI is not to be used for work purposes or accessed on a Ministry device or via a Ministry email address. There is one exception – the use of Microsoft Copilot. More details on this are outlined below.

This directive is to protect kaimahi and Te Puni Kōkiri while more understanding is gained around the risks associated with using Generative AI. Currently there are multiple risks including data protection, contractual, privacy, quality control and misuse.

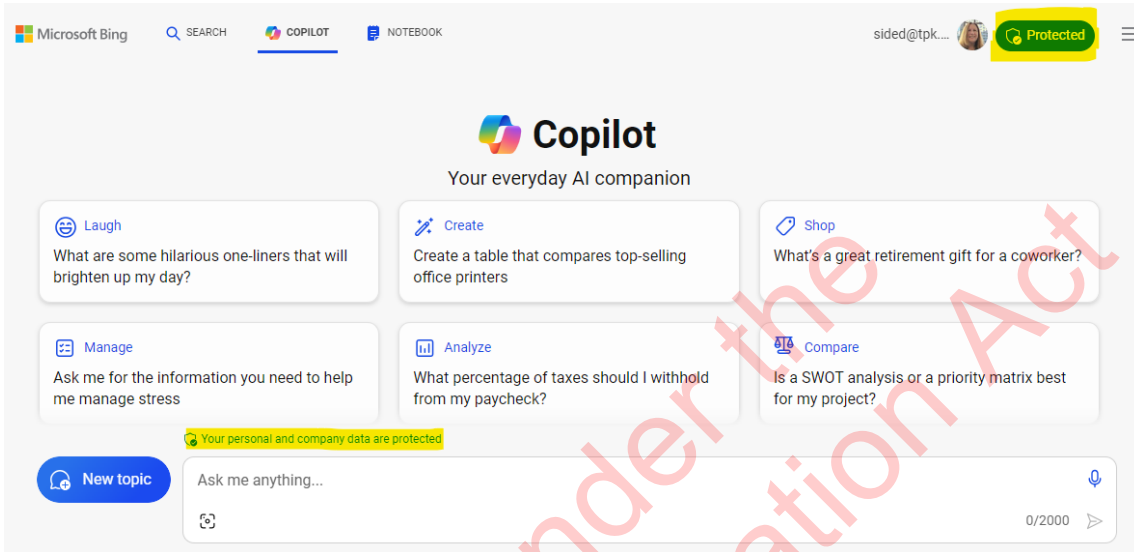
## Microsoft Copilot

Microsoft Copilot, previously called Bing Chat Enterprise, is embedded within the Microsoft Edge browser that is installed on every Te Puni Kōkiri laptop.

Microsoft currently provides assurances that any data used in prompts and queries in Copilot is not shared or retained and does not contribute to their training datasets. (Be aware that public AI tools such as ChatGPT provide no such assurances).

## Use only in Microsoft Edge browser

You must only use Copilot in the Microsoft Edge browser (not in Chrome or any other browser). This is to ensure that you are using it within the confines of our licensing, and the data protections offered by that. When you are using Copilot safely you will see a green **Protected** icon in the upper right corner, and “**Your personal and company data are protected**” above the prompt window. See screenshot below for what you should see. If you do not see these Protected messages, do not use it.



## Privacy Act and OIA

It is also important that you comply with the Privacy Act 2020 and do not input or collect personal information through this tool.

If you ever have a valid use case in which you need to use or obtain personal information with Copilot you will need to undertake a Privacy Impact Assessment. We refer you to our [Personal Information Policy](#) regarding the collection and use of personal information.

In addition, do not input any information that could be withheld under the Official Information Act.

## Awareness of inaccurate or biased information

Kaimahi should also be aware that:

- AI can provide highly inaccurate information despite delivering the information in a confident and authoritative tone. You will need to assess any information provided by Copilot for accuracy and reliability.
- There may be biases and limitations in the data sets that Copilot is trained on – for example, gender, racial or cultural biases.

## Personal Use of Generative AI

We understand many kaimahi may use Generative AI at home for personal use. Here are some helpful guidelines to follow:

- Do not put any Ministry information or official information into Generative AI tools.
- Always be mindful of what you put into Generative AI tools – not enough is known about data harvesting, where information will end up or how it will be used.
- Think about reviewing all outputs generated by Generative AI tools *before* sharing or acting upon them. The onus is on you to validate any facts from a trusted source.
- Know that if you provide *minimum* prompts as an input to generate a response from Generative AI tools, you will be more likely to get low quality results.

### Patai?

Please contact Richard Foy, Manager Knowledge Systems if you have any questions.

Released under the  
Official Information Act