

29 January 2026

Ref: OIA-2526-036

9(2)(a)

Tēnā koe 9(2)(a)

Thank you for your email of 10 December 2025 to the Social Investment Agency (SIA) requesting information on SIA's use of Artificial Intelligence (AI), under the Official Information Act 1982 (the Act). I have responded to each of your questions in turn below:

1. *Any publicly available documentation about AI systems used in your organisation, including where this information can be found (e.g., on your website, annual reports, ethics or transparency pages, etc.).*

The SIA 2024-2025 Annual Report references the use of AI at SIA. This document can be found here <https://www.sia.govt.nz/publications/SIA-2526-048>.

2. *A list of all AI systems currently used in your organisation.*

SIA currently uses Oracle Fusion Cloud's Enterprise Resource Planning (ERP) system.

In addition to this AI system, SIA also uses AI tools and has AI platforms. Please find attached SIA's *Artificial Intelligence Policy June 2025*, that we have released to you in full. This policy includes a list of all AI tools approved for use by SIA staff and reference to the AI platform.

In addition to the tools listed SIA's AI Policy, the free version of the Microsoft Copilot tool was made available to all staff at the end of 2025. Please note that as is expected with an agency of our nature, we regularly work with others who use AI in their work.

3. *For any AI systems currently in use that are not publicly described, please provide basic information about each system, including its purpose, the problem it addresses, its inputs and outputs, the team or business unit responsible for its use. (If details need to be withheld, please release what you can and cite the relevant withholding grounds.)*

SIA uses Oracle Cloud ERP for Finance, Procurement, Accounts Payable, and Accounts Receivable. Oracle Intelligent Document Recognition (IDR) enables automated capture and processing of supplier invoices. The service uses machine learning to extract key fields from scanned documents and validate them against Oracle Fusion Payables. This system, which is owned by the Finance Team at SIA, helps automate the processing of invoices.

In addition to AI systems, SIA use AI platforms and tools. These platforms and tools are an Azure Data and Analytics Platform, Azure Open AI Platform, and Microsoft 365 (M365) Copilot.

The Azure Data and Analytics Platform is a secure, cloud-based environment used to host data processing and analytics, including natural language processing. This Platform combines components such as Azure SQL, Data Factory, virtual machines, API management, and monitoring tools. This enables ingestion of structured and unstructured data, transformation pipelines, and the delivery of processed datasets for reporting and analytics purposes.

The Azure Data and Analytics Platform is managed by the Technology Team at SIA. It is used by SIA and other agencies, who are each responsible for their own resource groups within the shared architecture. While it supports workloads that can enable AI-related analytics, the system itself has not been publicly described, and therefore only high-level information can be released.

The Azure Open AI Platform is a secure, non internet connected environment that enables staff to safely use OpenAI models with organisational information. Its purpose is to provide a protected space for analysing internal documents, drafting reports, generating advice, and supporting policy or system design work. This addresses the organisational need to work with non-public data without exposing it to external AI services. Inputs include internal SIA documents, organisational information, and other non-public materials, while outputs are generated text such as summaries, drafts, recommendations, and analytical insights. This platform has been certified and accredited.

M365 Copilot is a generative AI tool used across SIA to support drafting, summarising, ideation, and image or infographic creation. It works only with information staff already have permission to access and is protected by Enterprise Data Protection. M365 Copilot takes natural language prompts and user selected files as inputs and produces rewritten text, summaries, draft documents, and edited or generated visual content. Operational responsibility for Copilot sits within the Technology Team.

- 4. For all current AI systems, please provide: any results, reports, summaries, or documentation from trials, pilots, or evaluations conducted before, during and after deployment. Any information on how regularly AI systems are reviewed or re-evaluated during operational use*

SIA is completing testing to ensure that the Oracle Cloud ERP solution is fit for purpose. As SIA has only just completed the build, we are unable to provide documentation until the warranty period has ended. Until SIA is confident in the product, a human review will be conducted for each invoice.

The Azure Data and Analytics Platform and the Azure Open AI Platform have been certified and accredited to a level of 'sensitive', aligning to the GCDO standards. These platforms were both re-accredited in 2025. Security specific information is withheld under section 9(2)(b)(ii) of the Act, to *protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.*

The Ministry of Social Development manages SIAs M365 environment and is currently undertaking a Certification and Accreditation (CnA) of M365 Copilot. This document has not yet been provided to SIA.

5. *If available, please provide any information (public or not yet public) indicating the scale of AI use within your organisation.*

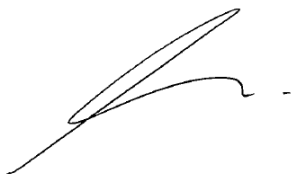
Oracle ERP is only used by the Finance Team. I can confirm that SIA has purchased 114 Azure licences, of which we can choose who uses the Azure Open AI Platform. This is currently available to 64 internal users. All SIA staff have access to Copilot Chat.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact [info@sia.govt.nz](mailto:info@sia.govt.nz)

As part of our commitment to transparency, we proactively release our responses to information requests where possible. This response, with your personal details removed, may be published on our website shortly.

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

Yours sincerely

A handwritten signature in black ink, appearing to read 'Luana Scowcroft', with a long, sweeping underline that extends to the right.

Luana Scowcroft  
**Manager – Engagement, Ministerials, and Communications**  
Social Investment Agency



# Using Artificial Intelligence

## Intent

To provide clarity and guidance on when and how to use artificial intelligence (AI) at SIA; which tools to use for different tasks; and how to ensure quality and security.

## Policy statement

This policy encourages and supports our people in the effective and responsible use of AI to enhance productivity, improve our work, deliver value, and maintain integrity, quality, security, and data ethics. We protect data from inappropriate access or misuse and enable better data extraction, analysis and use.

## Our values

### Tāngata – We're about people

People do better, sooner and for longer, when the social system works in partnership, acting on better evidence to develop and deliver services. We support our people to enable and empower them to spend more of their time on work that contributes to better outcomes for New Zealanders.

### Manawa Maui – We're a catalyst for change

We challenge the status quo constructively and seek better ways of doing things. We help create change to improve lives through different approaches. We support the use of AI to enable us to work more effectively as we drive system change.

### Taunakitanga – We influence through evidence

We use evidence to influence positive change for New Zealanders. We support and enable the use of AI to develop more timely and efficient insights, analysis and advice in our role as system leaders.

### Puaretanga – We're transparent by nature

We share what we're doing, how we're doing it and what we learn. We use data and information ethically to produce accurate, quality work efficiently. We are open about how we work, acknowledging when AI has been used.

## Principles

SIA adopts the principles from the Public Service AI Framework, applied to our specific context:

- **Inclusive, sustainable development**
  - We use AI to work more efficiently and effectively
  - We focus on how AI can help us better support those experiencing disadvantage
- **Human-centred values**
  - We ensure all AI use respects privacy and upholds ethics
  - People always make the final decisions, not AI
- **Transparency and explainability**
  - We're clear about when and how we use AI
  - We can explain how AI has contributed to our work
- **Safety and security**
  - We protect all information when using AI
  - We assess and manage risks appropriately
- **Accountability**
  - We take responsibility for all AI-assisted work
  - We have clear oversight of how AI is used

## Purpose

Artificial intelligence continues to be a rapidly emerging area. SIA uses these new tools in ways that align with and contribute to SIA's goals, maximise our productivity and are safe, robust and transparent.

We support people to use AI by providing guidelines for safe use so we protect the quality of our work, the reliability of the outcomes we produce, the security of data we use, and people's personal information.

This policy therefore applies to all material we produce with the assistance of AI, as well as material created, collected and held about employees, contractors, correspondents, or provided to us in submissions.

## Who this Policy applies to

This policy applies to all SIA permanent and fixed term employees, contractors and consultants, secondees, interns and volunteers.

## Effective date

This policy is in place until SIA's ELT agree that it is no longer relevant or should be replaced. Due to the rapid evolution of AI, it is reviewed at least annually.

## Context

AI is a tool to help you work better, not replace your expertise and judgment. Since becoming a mainstream tool, AI has proved its worth in the public service context. It enhances speed and efficiency and, when used well, quality.

AI has uses for most, if not all of our people depending on their role at SIA.

**Policy advisors:** Summarising research, drafting discussion papers, refining language in briefings

**Data analysts:** Help with code, explaining complex concepts, drafting methodology sections

**Project managers:** Creating meeting summaries, drafting emails, building project timelines

**Administrative staff:** Summarising documents, drafting correspondence, organising information

However, some risks exist when using AI, such as risks around privacy, security (of data and of the organisation), or poor outcomes, rogue conclusions and the magnification of bias in language and analysis.

You are responsible for anything you share, even when AI helped create it, and this includes any aspect of the quality or veracity of it.

## Being transparent when we use AI

We are completely open about using AI. This means that, every time AI is used for any SIA purpose, you must be completely **transparent** about having used AI.

In particular, we proactively declare when we have used AI in the creation of any collateral, conclusions or advice.

We also have standard statements about our general use of AI in all our email signatures, on our website, and on all external publications. Wording for all of these is under Appendix 2.

This applies especially when we use Māori data.

## Points to remember about using AI at SIA

### First steps

1. **Complete the training:** All staff must complete a short AI training session.
2. **Try it out:** Start with simple tasks like drafting emails or summarising documents.
3. **Connect with champions:** AI champions can help you learn effective approaches.
4. **Share what works:** Tell others about successful AI uses in your work.

### Maintaining quality

When using AI, always:

1. **Review thoroughly:** Read everything AI produces before sharing it
2. **Verify facts:** Check that information is accurate and current
3. **Apply your judgment:** AI suggestions aren't always right or appropriate
4. **Get feedback:** For important documents, have a colleague review as well

### Using AI safely through the Platform

SIA provides a secure SIA Platform that allows staff to safely use AI with non-public information. The Platform:

- keeps information secure and protected
- provides AI tools appropriate for our work
- complies with government security requirements
- creates a safe environment for using AI with internal documents.

All references to “the Platform” in this Policy are specifically to the SIA Platform only.

## How to use AI at SIA

When working with **UNCLASSIFIED** information

Staff are permitted to use any approved AI tool when working with UNCLASSIFIED information.

This includes publicly available information and general material that is not sensitive.

Examples of what you might use AI for are:

- drafting and editing general, non-sensitive emails
- summarising publicly available reports
- researching topics using public sources
- brainstorming ideas
- getting help with basic coding
- improving, checking or editing your writing (as long as it's non-sensitive)

In this case, you must:

- only use tools from our approved list (see Appendix A)
- never upload anything that isn't publicly available
- always read and carefully review AI-generated content before sharing it
- check that what the AI has produced is accurate, appropriate and unbiased
- remember that you are responsible for anything you share, even if AI helped create it

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**When working with IN-CONFIDENCE, SENSITIVE, or RESTRICTED information**

**Staff must use the SIA AI Platform when working with IN-CONFIDENCE, SENSITIVE, OR RESTRICTED information.**

This includes internal documents, non-public information, and sensitive or potentially sensitive material.

Examples of what you might use the SIA AI Platform for are:

- working with internal SIA documents
- drafting reports and briefings
- analysing organisational information
- developing advice and recommendations
- preparing presentations containing non-public information
- working on policy or system change initiatives

For these activities and with this information, you must:

- only use the SIA AI Platform
- only include information that's necessary for your task
- have an SIA colleague review important AI-assisted work
- remember that you remain accountable for the quality and accuracy
- declare in the work how AI contributed to it

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**When working with CONFIDENTIAL, SECRET, or TOP-SECRET information**

**AI use is not permitted for anything involving CONFIDENTIAL, SECRET, TOP SECRET OR TOP SECRET SPECIAL information.**

This includes all highly sensitive information and all information requiring strict protection.

For these categories of information, you must:

- not use any AI tools at all. This includes the SIA AI Platform
- use conventional methods only to work with this information
- if you're unsure about classification, check with your manager or the Strategy and Performance team.

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**Do****Before:**

- Assess the classification of the information you are working with.
- Assess if you can use AI at all, noting that it is only suitable for information classified as UNCLASSIFIED, IN-CONFIDENCE, SENSITIVE OR RESTRICTED. All other information is not suitable for use with AI tools.
- Select the AI tool you will use. Ensure the tool is on the approved AI tools list (see Appendix 1). Remember you must use the Platform for any information above UNCLASSIFIED.
- When using generative AI for work purposes off the Platform, use **temporary chat** to disable learning functions, history and memories
- If you are using an AI tool to work on analysis, assess the risk of bias by considering the data, the methodology, and the intended outcome.
- Only ever work within the Algorithm Charter.
- Consult with Stats NZ's Centre for Data Ethics and Innovation where appropriate.
- Consult with the Data Systems team if needed.

**After:**

- Perform a quality assurance check, applying subject matter expertise where appropriate. For some material, have a peer perform this step for you.
- Ensure you have declared your use of AI in any collateral, conclusions, advice or external publication.

**Throughout:**

Perform thorough quality assurance checks at all stages to guard against bias, black box problems and poor decision making.

**Don't**

- Never use any unapproved AI tool.
- Never use imagery created by AI – it's just not good enough yet.
- Never upload anything to any AI tool off Platform – not documents and not data.
- Never use AI to analyse any personal data. *This includes IDI data – it may **never** be used with AI tools at this stage. No data or values may be taken outside the Lab in any form. AI may still be used for other purposes described in the Policy (writing reports, checking grammar, using plain language rewrites, creating summaries) in reference to IDI data.*
- Never use an AI tool that does not appear on the list of approved AI tools. If there is one you wish to use that does not appear, discuss it with the Data Systems team.

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## Who does what

### SIA managers

All SIA managers must:

- support their team to use AI appropriately
- ensure their team understands this policy
- model appropriate AI use

### Data Systems team

The Data Systems team:

- manages the SIA AI Platform
- maintains the list of approved AI tools
- provides technical support, information and guidance.

### AI Champions

AI Champions must:

- help colleagues with their use of AI
- share use examples and model best practice
- provide peer support on AI

### AI Governance Group members

Members of the AI Governance Group must:

- oversee SIA's approach to AI use
- recommend updates to this policy as technology evolves
- address issues on AI use as they emerge

### All staff

All SIA staff must:

- ensure your use of AI aligns with the classification of the information
- complete the required AI training
- review and verify AI-assisted outputs
- ask for help if unsure

*Unauthorised or improper use of AI may be considered a serious matter and dealt with accordingly.*

**Other policies**























This policy should be read and understood with relevant SIA policies and strategies, including:

- [Privacy Policy](#)
- [Security Policy](#)

It should be read in conjunction with the [Public Service AI Framework](#), [MSD Acceptable Use of Technology Policy](#), and the [Generative Artificial Intelligence – System Leaders’ Guidance for the Use of GenAI Across the New Zealand Public Service](#), the [Algorithm Charter](#), as well as the [Data Protection and Use Policy \(DPUP\)](#), the [Official Information Act 1982](#), the [Privacy Act 2020](#), and the [Copyright Act 1994](#).

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## Appendix 1 – Approved AI tools

 <b>o3-mini</b> Chat completion	 <b>gpt-4o-mini-audio-preview</b> Audio generation	 <b>gpt-4o-mini-realtime-preview</b> Audio generation	 <b>o1</b> Chat completion
 <b>o1-mini</b> Chat completion	 <b>gpt-4o</b> Chat completion	 <b>gpt-4o-mini</b> Chat completion	 <b>gpt-4o-audio-preview</b> Audio generation
 <b>gpt-4o-realtime-preview</b> Audio generation	 <b>o1-preview</b> Chat completion	 <b>gpt-4</b> Chat completion	 <b>gpt-4-32k</b> Chat completion
 <b>text-embedding-3-large</b> Embeddings	 <b>text-embedding-3-small</b> Embeddings	 <b>tts</b> Text to speech	 <b>tts-hd</b> Text to speech
 <b>whisper</b> Speech recognition	 <b>dall-e-3</b> Text to image	 <b>dall-e-2</b> Text to image	 <b>text-embedding-ada-002</b> Embeddings
 <b>davinci-002</b> Completions	 <b>gpt-35-turbo-16k</b> Chat completion	 <b>gpt-35-turbo-instruct</b> Chat completion	 <b>gpt-35-turbo</b> Chat completion
 <b>babbage-002</b> Completions			

*NB Claud may also be used outside the Platform.*

## Appendix 2 –AI transparency statements

### To accompany work produced using AI

"This content was generated with the assistance of artificial intelligence (AI). AI has not been used to analyse raw data." OR

"AI-powered tools were used in the generation of this content, with the exception of the analysis of raw data." AND

"The author remains responsible for the content in its entirety including all AI-generated or assisted parts and aspects and for ensuring it meets all applicable standards for accuracy, fairness, reliability and the absence of bias. Please note that we do not use AI to analyse raw data."

### Email Signature Addition

"At SIA, we use AI tools responsibly to help develop more timely and efficient evidence and insights for better social outcomes."

### Website Statement

"The Social Investment Agency embraces artificial intelligence as a key enabler of our mission. We use AI responsibly to enhance our analytical capabilities, improve our evidence base, and ultimately contribute to better outcomes for New Zealanders. Our approach to AI balances innovation with appropriate safeguards, ensuring we maintain privacy, security and fairness while driving greater public value from data and analytics."

### External Publication Statement

"This document was developed using a combination of human expertise and artificial intelligence tools. AI was used primarily to assist with language refinement and communication clarity rather than generating new content or analysis. All content has been reviewed and verified by SIA staff, who maintain full accountability for the accuracy and quality of this material."