



Public Service Commission

Te Kawa Mataaho

17 August 2026

Callum McMenamin

callum@openaccess.nz

Dear Callum

Official Information Request

Our Ref: OIA 2026-0233

I refer to your Official Information Act 1982 (OIA) request received by the Public Service Commission Te Kawa Mataaho (the Commission) on 20 June 2026 for information relating to the draft Digital Accessibility Standard. For ease of reference, I have listed each of your requests and our response directly underneath.

Information does not exist – part one

This OIA request is about [the draft Digital Accessibility Standard](#) currently open for consultation. Under the current draft, compliance is mandatory for s. 10(a) Public Service Act entities, while the Standard is issued only as guidance to Crown agents. This is because it is a standard issued by the GCDO (System Lead) under s. 57(1) Public Service Act, s. 57(4) states that such standards only apply to public service agencies. As Health New Zealand is a Crown agent, it would not be required to comply with the Standard. Please provide:

Part one: All substantive communications between the Web Standards team/GCDO/GDDA, and:

- Health New Zealand
- the Ministry of Health
- the Ministers of Health, Public Service, Digitising Government (or respective offices)

concerning:

- *whether the Digital Accessibility Standard or Web Standards generally should/could be applied to Health New Zealand or the wider health system;*
- *the development of a coordinated digital accessibility standard covering both the public service and health system;*

- *Health New Zealand voluntarily adopting or committing to the Digital Accessibility Standard; or*
- *the creation of separate accessibility standards for the health system.*

The GDDA has not had any communications with Health New Zealand, the Ministry of Health, the Minister of Health or the Minister for the Public Service and Digitising Government (or their respective offices) concerning whether the Digital Accessibility Standard or Web Standards generally should/could be applied to Health New Zealand or the wider health system, the development of a coordinated digital accessibility standard covering both the public service and health system, Health New Zealand voluntarily adopting or committing to the Digital Accessibility Standard; or the creation of separate accessibility standards for the health system.

Information does not exist – part two

Part two: All substantive information/documents held by the Web Standards team, GCDO or GDDA that consider:

- whether Health New Zealand or the wider health system should, or could be covered by the Digital Accessibility Standard;*
- why Health New Zealand should be excluded from the Standard;*
- whether Health New Zealand or the Ministry of Health should, or has been consulted about the Standard's scope;*
- analysis of implications of Health New Zealand being outside the Standard's mandatory scope (the Act's clear requirement upon Chief Executives in s. 57(5));*
- possible mechanisms for extending mandatory or voluntary compliance to Health New Zealand or other Crown agents.*

The Commission (which includes the Web Standards team, GCDO or GDDA) does not hold substantive information/documents within scope of part two of your request.

I am therefore refusing parts one and two of your request under section 18(e) of the OIA on the grounds the information requested does not exist.

Information publicly available – part three

Part three: Any documents that consider the draft Digital Accessibility Standard's consistency with New Zealand's obligations under the UN Convention on the Rights of Persons with Disabilities, particularly Article 9.

Information within scope of this part three of your request is publicly available on the digital.govt.nz website at the links provided in the table below.

Item	Date	Document Description	Website Address
1	7 July 2025	A more future focused accessibility standard	https://www.digital.govt.nz/blog/a-more-future-focused-accessibility-standard

2	2 April 2026	3.21 Align with international standards	https://www.digital.govt.nz/digital-government/strategy/insights-and-commentary/accessible-digital-government-services-for-new-zealand/3-recommendations#321
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Accordingly, I have refused your request for the documents listed in the above table under section 18(d) of the OIA on the grounds the information requested is or will soon be publicly available.

If you wish to discuss this decision with us, please feel free to contact Enquiries@publicservice.govt.nz.

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 or freephone 0800 802 602.

Please note that we intend to publish our response to your request on the Public Service Commissions website.

Yours sincerely



Nicky Dirks
Manager – Ministerial and Executive Services
Public Service Commission Te Kawa Mataaho