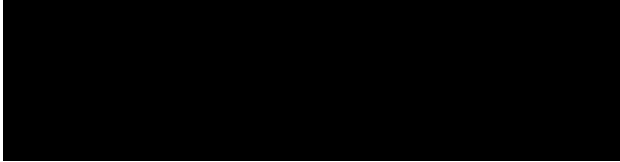


15 January 2026

C206399



Tēnā koe 

Thank you for your email of 12 November 2025 to the Department of Corrections – Ara Poutama Aotearoa, requesting information about Corrections' use of Artificial Intelligence (AI) and automation tools. Your request has been considered under the Official Information Act 1982 (OIA).

You requested:

I am a journalist at BusinessDesk and would like to request the following info under the OIA:

- ***AI and digital automation spend***

*A list of all projects, pilots or procurements undertaken by your agency use between **1 January 2023 and 31 October 2025** involving:*

- *Artificial intelligence (AI) or machine learning*
- *Natural-language processing, transcription or summarisation tools*
- *Automation, robotic process automation (RPA) or digital assistants*
- *Predictive analytics or decision-support algorithms*
- *Agentic AI*

For each, please provide:

- *Project name and description*
- *Vendor or delivery partner (if any)*
- *Total cost to date and funding source*
- *Total budget*
- *Current status (active, completed, paused, cancelled)*
- *Whether it was developed in-house or procured externally.*

On 2 December 2025, you clarified that your request was for what AI tools/software etc. Corrections is either looking to implement into our systems or using during the period 1 January 2023 and 31 October 2025.

Corrections staff can only access the free Microsoft Copilot chat feature that is part of our existing Microsoft 365 licence. This chat function has limited access across our other

applications and cannot search Corrections' Word, Excel, PowerPoint files and is a standalone chat function, without integration into our system data.

Additionally, Corrections has sanctioned a trial of CoPilot Premium, which was procured through Corrections' Microsoft Licensing subscription via the Microsoft All of Government Software Framework agreement. This licence subscription is active for 12 months from 26 February 2025 to 26 February 2026. The trial of CoPilot is being carried out by 30 users across the department.

As we only have the one contract for a licence subscription, the total cost to date is withheld under section 9(2)(b)(ii) of the OIA, 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.

As per section 9(1) of the OIA, we have considered if the public interest to make the information available outweighs the reason for withholding, including transparency and accountability. We do not believe such considerations are present in this case that outweigh the reasons for withholding outlined above.

Additionally, Corrections does not have a specific budget for procuring AI technology. These costs are absorbed as part of business-as-usual processes within our IT teams. Therefore, this part of your request is refused under section 18(g) of the OIA, as the information requested is not held by Corrections, and we have no grounds for believing that it is held by another agency or more closely connected with the functions of another agency.

- **Broader technology-productivity initiatives**
 - *Any reports or analyses since 1, January 2023 quantifying how technology investment (AI, automation, digital infrastructure) has contributed to **productivity or efficiency improvements** within your agency.*
 - *Any comparative or benchmarking data used to measure those gains.*

Corrections is one of New Zealand's largest public service departments, with around 11,000 staff. Information Technology infrastructure is essential to support the work of the organisation. Corrections uses a number of modern platforms including M365, SAP, and Windows 11. Performance reporting on IT investment is embedded into our planning, investment and operation processes.

To comprehensively identify the information on all efficiency and productivity gains, we would be required to manually review a vast number of files and data sources, and to consult extensively across the organisation.

In accordance with the OIA, we have considered whether to affix a charge or extend the time limit for responding. However, given the scale of the request we have determined that responding to this part of your request would equate to substantial collation to try to answer, and therefore we are refusing this part of your request under section 18(f) of the OIA.

As per section 18B of the OIA, we have considered whether consulting with you would enable the request to be made in a form that would remove the reason for the refusal. However, we do not consider that the request can be refined in this instance, as IT is so integrated into our work that we have determined that trying to define this impact across the organisation would be difficult to identify.

Please note that this response may be published on Corrections' website. Typically, responses are published quarterly or as otherwise determined. Your personal information including name and contact details will be removed for publication.

I hope this information is helpful. I encourage you to raise any concerns about this response with Corrections. Alternatively, you are advised of your right to raise any concerns with the Office of the Ombudsman. Contact details are: Office of the Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi

A handwritten signature in blue ink, appearing to read 'Alastair Turrell', with a stylized flourish extending to the right.

Alastair Turrell
Deputy Chief Executive
Infrastructure and Digital Assets