



Attorney General  
Minister of Defence  
Minister for Digitising Government  
Minister for the Public Service  
Minister Responsible for the GCSB  
Minister Responsible for the NZSIS  
Minister for Space

Marcus

fyi-request-34154-5xxxxxxx@xxxxxxx.xxx.xxx.xx

Dear Marcus

## Official Information Act Request

I refer to your official information request received on 19 March 2026 for:

*I saw that there was a Digitising Government conference held in Wellington on March 18th, 2026 where Judith Collins, in her capacity as Minister for Digitising Government, gave a Ministerial Address titled "The Digital Government Vision 2026: Trust, transparency and tangible outcomes".*

*I was interested in getting a copy of the slide deck if there was one used for this address as well as any assistive notes used for the address.*

There is one document in scope of your request. I am releasing this document in full, attached as **Appendix A**.

I did not use a slide deck, or any assistive notes for this address. Therefore, I am refusing this part of your request under section 18(e), as this information does not exist.

## Accessing the Ombudsman

You have the right to seek an investigation and review of my decision by the Office of the Ombudsman. 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 'Judith Collins'.

Hon Judith Collins KC  
**Minister for Digitising Government**

**Appendix A: Document in scope of your OIA response**

## Digitising Government NZ Summit

### Ministerial Address

#### *The Digital Government Vision 2026: Trust, transparency and tangible outcomes*

#### Opening remarks

- Good morning, it is my pleasure to open the Digitising Government New Zealand Summit.
- Over my time as Minister for Digitising Government, there has been a significant shift in how we operate.
- We've made changes to strengthen public trust, improve the transparency of our system and deliver outcomes that will benefit New Zealanders.
- Our target is a citizen-focused, digital-first public sector, that offers better, faster, and safer digital services for Kiwis.
- The way the public service has been operating was unnecessarily complex and costly.
- Digital investment across the system has been uneven and too often disconnected from shared outcomes.
- The expansion of our digital footprint and lack of a unified all-of-government direction has led to services that are hard to find, use, and maintain, and a digital landscape that is unaffordable and unsustainable.
- This has resulted in a digital investment pipeline of \$13 billion over five years, with significant duplication and unfunded projects.
- At the same time, the digital landscape has changed rapidly and we now have modern cloud and AI technologies that allow faster, cheaper and modular digital delivery.
- It is clear that the system has not been delivering the value that government and taxpayers should rightly expect.
- That's why the Government is moving to a more centralised, coordinated system for digital investment that will reduce cost and improve digital services to New Zealanders.
- We will no longer have a fragmented, agency-by-agency approach to investment and procurement. Instead, agencies will be grouped into efficient digital clusters that share common IT platforms.
- This more centralised model will remove duplication between agencies, reduce complexity, and ensure that every dollar spent delivers clear value for money.
- The opportunity here is significant. By avoiding unnecessary spend and leveraging economies of scale, we believe the system can save billions.
- That's money that can instead be spent on delivering better public services for the benefit of all New Zealanders.

- Importantly, these benefits are enduring. By permanently reducing the size of government's digital footprint, we create a simpler, more sustainable system that will continue to deliver value well into the future.
- To drive this, the Government Chief Digital Officer (or GCDO) will now centrally lead government digital investment and procurement decisions.
- This includes developing a multi-year work programme that gives agencies a clear and stable whole-of-government plan.
- To signal how seriously we are taking this work, the functions of the GCDO will be shifting to the Public Service Commission on 1 April, creating the new Government Digital Delivery Agency (GDDA).
- The private sector will continue to be an essential partner in this shift.
- With a clearer and more consistent direction of travel, they can better deliver solutions that are scalable, cost-effective, and that contribute to a connected digital system across government.
- This is not a new approach.
- Leading digital nations like Singapore, Estonia, Australia and Denmark use strong, centralised digital leadership—achieving major savings and better citizen services.
- We have a chance to climb up the ranking internationally and join our high-performing partners.
- Digital services are now a big part of how New Zealanders engage with government.
- In fact, the Public Service Commission reported that people who used exclusively digital channels for their most recent service had higher levels of satisfaction than those who used non-digital services.
- Internationally, I have seen the digital offerings of other countries and the impact this has had on enabling better engagement with citizens.
- We see in banking and power providers the impact that apps have, with customers no longer being constrained by physical sites or opening hours. Access to services via an app on your phone increases the ability for citizens to engage.
- That is why last year we launched the New Zealand Government App to make it easier and safer for people to access government services.
- Over the coming months additional features will be added, including secure messaging and notifications, and a digital wallet to hold identity credentials like licences and qualifications.
- It will include AI-enabled interfaces to ensure people and businesses can access important government services and information, anytime and anywhere.
- The Government App will provide usability, security and privacy for all users but it will always be optional to use.
- Artificial intelligence is also playing a growing role in the delivery of public services in New Zealand and has the potential to transform how we do things.

- Almost every public service agency is using AI in some form, and this is rapidly increasing.
- A recent survey identified 272 use cases across 70 agencies, ranging from pilots to fully implemented use cases that are already improving productivity, efficiency, and service delivery for New Zealanders.
- For example, a new AI scribe tool in emergency departments is helping clinicians spend more time with patients and less time on paperwork, and ACC and IRD staff are using AI to speed up Contact Centre call transcriptions. There's even more to come, with some agencies starting to look at more advanced applications.
- To support the accelerated uptake of AI, we have designed guardrails such as the Public Service AI Framework, and AI Guidance, but also stepped-up initiatives to accelerate AI uses cases, build capabilities, and work closer with the private sector.
- I expect that as agencies and the public become more familiar and confident with AI, these exciting use cases will continue to increase.
- As we progress through this digital transformation, I encourage everyone to engage with the process and hold us and your colleagues to account.
- The direction is clear, now it's time to deliver.

Released under the Official Information Act 1982