

ARTICLE

New Zealand: New Guidance Released on Generative AI Use in the Public Service

On February 3, 2025, the New Zealand government [released updated guidance](#) to support the uptake of artificial intelligence technology across the government. The guidance, [Responsible AI Guidance for the Public Service: GenAI](#), “enables agencies to explore and adopt Generative AI (GenAI) systems in ways that are safe, transparent and responsible, and which effectively balance risks with potential benefits of these systems.” It replaces interim guidance on using generative AI in the public service published in July 2023.

The guidance covers [foundational](#) matters, including governance and assurance; security; procurement; staff skills and capabilities; avoiding misinformation and hallucinations; and accountability and responsibility.

It also addresses “key considerations about GenAI systems that affect [customer service experience](#) with government.” These include ethics and transparency; using GenAI to create “fairness and equity instead of [biases and discrimination](#)”; accessibility for disabled people; privacy; and an understanding of the perspectives of the Maori and Pacific peoples communities.

New Zealand’s Approach to Regulating AI

In June 2024, the New Zealand [Cabinet agreed](#) that “New Zealand will take a proportionate and risk-based approach to AI regulation where needed, using agile approaches, and leveraging existing mechanisms in preference to developing a standalone AI Act.” This includes promoting the Organization for Economic Co-operation and Development (OECD) [AI Principles](#), which were [adopted in 2024](#), as a key part of New Zealand’s [approach to AI](#).

The new GenAI guidance sits below the [Public Service AI Framework](#), which was released in January 2025. The framework falls under the National AI Strategy, which is [currently in development](#). The framework and new generative AI guidance incorporate the AI Principles.

The new resource is part of a broader suite of responsible AI guidance for the public service being developed by the Government Chief Digital Officer. It also connects with separate guidance on responsible AI for business being drafted by the Ministry of Business, Innovation and Employment.

Kelly Buchanan, Law Library of Congress

May 15, 2025

[Skip to main content](#)

Read more [Global Legal Monitor articles](#).

Read Law Library reports on [New Zealand](#).

About this Item

Title

New Zealand: New Guidance Released on Generative AI Use in the Public Service

Online Format

web page

Part of

[Global Legal Monitor \(7,894\)](#)

[Law Library of Congress \(485,811\)](#)

Dates

[2025-05-15](#)

Topic

[Artificial Intelligence \(A.I.\)](#)

[Executive Agencies](#)

[Government](#)

[Technical Innovation](#)

Jurisdiction

[New Zealand](#)

Article Author

[Buchanan, Kelly](#)

Rights & Access

Cite This Item

[Skip to main content](#)

More Articles like this

ARTICLE

New Zealand: Government Launches Charter on Use of Algorithms by Public Agencies

(July 31, 2020) On July 28, 2020, the New Zealand government launched the Algorithm Charter for Aotearoa New Zealand, with the minister for statistics stating that it was the first country in the world...

ARTICLE

Chile; New Zealand; Singapore: Digital Trade Agreement Signed

(June 17, 2020) On June 12, 2020, the governments of Chile, New Zealand, and Singapore signed the Digital Economy Partnership Agreement (DEPA) in an online ceremony, with e-signature tools utilized. Negotiations for the...

ARTICLE

Germany: Federal Court Rules AI Cannot be Recognized as an Inventor

In a decision published July 31, 2024, the Federal Court of Justice (Bundesgerichtshof, BGH) ruled that because under German patent law only natural persons can be inventors, artificial intelligence (AI) cannot be...

ARTICLE

New Zealand: Decision on Scope of Crown/Maori Relations Portfolio and Establishment of New Office

(Sept. 25, 2018) On September 18, 2018, the New Zealand government announced that the Cabinet had agreed to the final scope of the Crown/Maori Relations ministerial portfolio and to establish a new agency...



BLOG

Parliamentary Petitions Move Online in Australia and New Zealand

The Australian and New Zealand parliaments now provide the ability to create and sign petitions online. The right to petition the legislature or the government is a feature of various democracies around...

You might also like

[Skip to main content](#)



PERIODICAL
The Eritrean Science and Technology Development Agency Establishment Proclamation 122/2002

Variant title: Gazette of Eritrean laws | Variant title: Gāzētā 'āwāḡāt 'Éretrā | Variant title: Jarīdat al-i'lānāt al-Irītrīyah



PERIODICAL
A Proclamation to Provide for the Establishment of Eritrea Information System Agency 53/1994

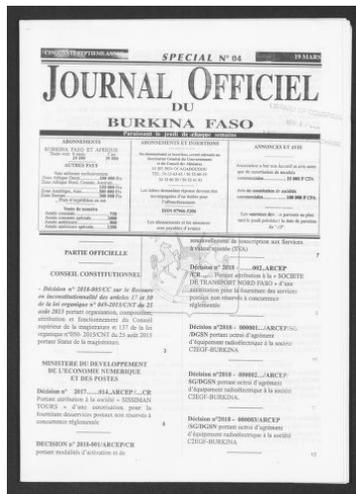
Variant title: Gazette of Eritrean laws | Variant title: Gāzētā 'āwāḡāt 'Éretrā | Variant title: Jarīdat al-i'lānāt al-Irītrīyah



PERIODICAL
Official Gazette of Burkina Faso; Année 57, No. 5
Official title: Journal officiel du Burkina Faso



PERIODICAL
Official Gazette of Burkina Faso; Année 57, No. 10
Official title: Journal officiel du Burkina Faso



PERIODICAL
Official Gazette of Burkina Faso; Année 57, Spécial No. 4
Official title: Journal officiel du Burkina Faso