

29 May 2026

Tēnā koe [REDACTED],

### Official Information Act request

Thank you for your request under the Official Information Act 1982 (OIA) which we received on Thursday, 21 May 2026

You said:

1. *What Artificial Intelligence is your Ministry considering implementing in the next year?*
2. *What aspects or parts of the business will it be implemented? ie how will the AI be used*
3. *Will it's implementation reduce the workload or staff numbers?*
4. *What safety and security protocols has it had to pass to be considered acceptable for implementation?*

### Response to your request

#### 1. What Artificial Intelligence is your Ministry considering implementing in the next year?

The Classification Office is currently developing a range of use cases suitable for incorporating the use of AI to support the delivery of our functions. We don't yet have specific implementation plan or strategy but will follow government guidance in decision making and implementation.

#### Potential Use Cases

- Consumer information about films for the website
- Drafting Correspondence
- Assisted Entertainment Classification pilot
- Functionality within a new Classification Database Application

#### 2. What aspects or parts of the business will it be implemented? ie how will the AI be used.

As mentioned above, the Office does not yet have a strategy or specific implementation plan for introducing AI functionality to support our service delivery. The examples

provided below have been loosely scoped for inclusion on the work programme, and are offered as examples of use cases that the Office might consider in time. No firm decisions have been made, and no funding has yet been allocated.

**Consumer information about films for the website** – we currently produce content breakdowns of films and shows for the website. These supplement the formal classification/rating and content warning produced under the Classification Act. This information is made available to the public via the [Find a Rating](#) page on our website, and is designed to support informed viewing decisions. We are exploring options to streamline this process with a view to increasing the number of content breakdowns available and the speed with which we can respond to new films and shows being released.

We expect this could be an early use case for deploying AI tools to support the delivery of our information functions.

**Drafting correspondence** – Under section 88 of the Classification Act, the Classification Office is responsible for receiving inquiries and complaints about the operation of classification system. There are opportunities to increase the speed and consistency of responses for human review, using AI tools trained on our existing knowledge base.

**Assisted Entertainment Classification** – During 2026/27 the Office is intending to run an entertainment classification pilot which will utilise systems which incorporate AI and are operated by third party providers. This will support our team of Classifiers with classification decision making of entertainment content.

**Classification Database Application Redevelopment** – During 2026/27 the Classification Office is redeveloping our core classification workflow tool. We expect providers solutions (which are yet to be confirmed – procurement is underway) will utilise AI to support workflow, reporting, search functionality and publication management, as well as generating system documentation and support integration with systems that currently sit outside the application.

### 3. Will its implementation reduce the workload or staff numbers?

These potential use cases described above are intended to maximise the impact of the services we deliver, rather than to replace staff. Improved tools are being explored to build capacity within our small team to process increasing volumes of transactional, and

time intensive, process-oriented, activities. This will allow staff to focus on high value functions that require human expertise and decision-making.

**4. What safety and security protocols has it had to pass to be considered acceptable for implementation?**

No decisions have yet been made about the implementation of these use cases with the exception of the Assisted Entertainment Classification pilot.

In relation to the Assisted Entertainment Classification pilot the AI implementation will be the responsibility of the third-party provider/s. The Classification Office will contractually require entertainment industry standard safety and security. It is voluntary for the film distributors to participate in the pilot, the third-party providers will have to satisfy the industry of the safety and security protocols before they will submit any films for through their systems. The specific terms will be agreed between the distributors and third-party provider/s.

**Publication of response**

This response may be published on the Classification Office's [website](#). If it is published there, your personal information will be redacted.

**Right of review**

You have the right to make a complaint and seek a review by the Ombudsman of this response under [section 28\(3\) of the OIA](#). Information about this process is available at [ombudsman.parliament.nz](http://ombudsman.parliament.nz) or freephone 0800 802 602.

Thank you for your interest in our mahi.

Ngā mihi nui,  
Te Mana Whakaatu—Classification Office