

18 April 2024

Liam Hehir  
[fyi-request-25668-8730cad4@requests.fyi.org.nz](mailto:fyi-request-25668-8730cad4@requests.fyi.org.nz)

Dear Mr Hehir

Thank you for your email of 8 February 2024 to Kāinga Ora – Homes and Communities, requesting information under the Official Information Act 1982 (the Act). I have answered your questions individually below.

***A copy of Kāinga Ora's current policies and guidelines on the use of social media by employees, especially regarding political commentary.***

Kāinga Ora does not have a specific policy on the use of social media by employees. However, we do have relevant standards contained in our broader policies, in particular the Standard of Integrity and Conduct policy, together with a series of guidance on their application to social media use by employees. The following are attached to this letter:

- Standards of Integrity and Conduct (POL-337)
- Social media safety and reporting harmful content guidelines (SS-GDL-003)
- Atamai article: Be social media aware
- Atamai article: Walking a fine line during the election period
- Atamai article: Public Servant professionalism - before, during, and after the election
- Kāinga Ora social media guidance

We also use the Te Kawa Mataaho Public Service Commission (PSC) Standards of Integrity and Conduct, which can be found through the following link:  
<https://www.publicservice.govt.nz/guidance/guide-he-aratohu>

***Descriptions of any training or advisories provided to employees about the use of social media and the expression of personal political views.***

Kāinga Ora does not provide specific training related to the use of social media.

***Descriptions of the processes and criteria used to determine whether an employee's social media activity is in breach of these policies.***

Kāinga Ora will assess concerns related to social media activity against the standards set out in the relevant policy (such as the Standards of Integrity and Conduct policy) to assess whether a breach of a relevant standard has occurred.

***The number of complaints or inquiries received in the past year related to employees' social media use, particularly in relation to political content during work hours, and the outcomes of these cases.***

In the past year, Kāinga Ora has recorded two complaints regarding employees' social media use; however, neither of these were related to political content. Each complaint was addressed as an employment matter through the appropriate process, with the employee concerned.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Please note that Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/> with your personal information removed.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive, flowing style.

Rachel Kelly  
**Manager Government Relations**