.māori.nz

tereomāori.govt.nz

NEW ZEALAND GOVERNMENT RESPONSE TO TE REO MĀORI EMAIL ADDRESSES

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Methodology

- National government departments web sites were mined from www.govt.nz
- Local council web sites were mined from http://www.localcouncils.govt.nz/lgip.nsf/wpgurl/Profiles-Councils-by-Name-Council-Contact-List

Exceptions were made based on the author's moral obligations to web sites that impact on individual and national security topics such as the New Zealand Police, SIS, GCSB and CYPS.

Each site was manually scanned for a contact form. Once a contact form was identified, factual information was used in the following fields:

- Full name: *Karaitiana Taiuru*
- Address: *PO Box 10286, Christchurch 8145*
- Phone number: *021 0707507*
- Other Compulsory fields: *Were answered factually*
- Email: *karaitiana@taiuru.māori.nz*

- Message:
Kia ora,
My name is Karaitiana Taiuru. I am conducting research into how many New Zealand government web site contact forms recognise IDN email addresses. An IDN email address allows New Zealand's official language Māori to be represented in the written form and shows the department's dedication to The Māori Language Act.

IDN domain names for the Māori Language were first made available in .nz in 2010.

Could you please confirm receipt of this email. Forms who do not recognise an IDN email will be sent an OIA for more information.

karaitiana@taiuru.māori.nz

.

ENDS.

The IDN email at the bottom of the message was for two reasons:

1. To ascertain if te reo Māori could be used in the comments box
2. If for any reason my email address would not show or the system could not reply to my IDN email, then it was in the comment box.

If the contact form had a compulsory field for type of enquiry the preference was:

1. Website feedback

2. General enquiry.

For web sites with no contact form or forms specifically for customers such as the Selwyn District Council, I used the advertised contact email address, usually <info@.>.

All web site form replies were recorded to ascertain if a department had the ability to reply to an IDN email.

Direct emails

Sites that had no web form were emailed directly.

The email was sent from: karaitiana@taiuru.māori.nz
Mail servers: mail.taiuru.māori.nz
Email client: Outlook 2013 with Windows 7
Server: CentOS 6.4 Enterprise Linux x86

Note: The author deemed it of no value to have a macron in the first part of the email address.

The subject was: *OIA Enquiry*
The message was :

Kia ora,

My name is Karaitiana Taiuru. I am conducting research into how many New Zealand government web site contact forms recognise IDN email addresses. An IDN email address allows New Zealand's official language Māori to be represented in the written form and shows the department's dedication to The Māori Language Act.

IDN domain names for the Māori Language were first made available in .nz in 2010.

Could you please confirm receipt of this email? Forms who do not recognise an IDN email will be sent an OIA for more information.

karaitiana@taiuru.māori.nz

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ENDS.

IDN and bilingual names

Using data from an unpublished report which is due to be published late 2015 "Indigenous Domain Names" (2013), bilingual government department names were cross referenced with IDN registrations. Only one government department had a resolvable IDN address.
A more detailed methodology about the govt.nz data is included in that complete report.

MP's

The broad statement about contacting MP's was made as the .parliament.nz mail server rejected an IDN email address.

The three MPs who were contacted on non .parliament.nz emails was done using karaitiana@taiuru.māori.nz in the normal course of his work.

Introduction

Internationalized Domain Names (IDNs) permit the global community to use a domain name in their native language or script. In New Zealand within the .nz domain name hierarchy, an IDN allows a user to register and use the following characters for domain names (web and email addresses):

- ā
- ē
- ī
- ō
- ū
- in addition to the default .maori.nz domain which is also available as .māori.nz (less than 25% of .maori.nz registrations are configured to use its IDN variant)[1].

The Domain Name Commission (DNC) manages the .nz domain name space and protects the interests and rights of everyone who uses it[2].

In 2009 Karaitiana Taiuru lobbied the Domain Name Commissioner for International Domain Names to be implemented into .nz. A working group was then created by the Domain Name Commissioner who investigated and discussed the technical and linguist issues relating to implementation[3].

In mid 2010 this was technically made possible by recognising Māori macrons in all .nz addresses. Also, by default, all .maori.nz addresses could be used with a macron as .māori.nz

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[1] Unpublished report. Indigenous Domain Names.
[2] http://www.dnc.org.nz
[3] https://dnc.org.nz/story/internationalised-domain-names-idns-expressions-interest-working-group-0

Summary

Most of the 158 NZ government department website online contact forms surveyed, would not accept an email with macrons. This included Māori specific departments including: Te Puni Kōkiri, Te Mangai Paho and Parliament who would not only decline an email address with a macron in their online forms, but were the only three government organisations who also bounced emails that were directly sent.

Te Taura Whiri (The Māori Language Commission) appears to also not recognise te reo Māori in email addresses when contacted directly.

Contacting an MP via their official .parliament.nz email address will not work. Though the research didn't conduct research into their alternative emails addresses with the exception of three Māori MP's who received and replied to an email with te reo Māori macrons.

Key findings

The Nelson City council would not allow me to type te reo Māori in the comment box as it contained a macron. If i used a non te reo Māori email address, it would still not all me to write Māori as a comment.

Of the 8 Universities in New Zealand, only Auckland University didn't recognise te reo Māori emails in their online forms while 2 Universities have no online form.

Of the 19 Institutes of Technology and Polytechnics in New Zealand, only 4 institutions recognise te reo Māori emails in their online forms. When institutions are emailed directly, the majority of replies were made to a different email address, suggesting that the customer service was so great, that an alternative contact email was found on the Internet.

New Zealand's Internet governing body InternetNZ[4] would not allow te reo Māori in an email address when I contacted it for their opinion and to debrief it of my key findings.

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[4] http://www.internetnz.net.nz

Conclusion

Technological advancements have been possible for several years to use IDN's in email and web browsing. Many New Zealand government departments have not kept abreast of that technology which recognised te reo Māori, likely due to financial issues and a lack of benefits to their organisation.

Government departments who didn't recognise macrons in web forms were largely using a government's Common Web Platform (CWP) Silverstripe [5] which at the time of the research was not IDN compatible. Though to the credit of the open source developers, they had committed to rectifying this situation as a priority.

All of the government departments who do not accept te reo Māori in their contact forms have bilingual names that appear on their web sites, and many government departments expressed an interest in registering their bilingual name as a domain name. It is also common for web sites to be managed by content or communications teams and individuals who have no need to poses appropriate technical skills nor the need to keep abreast of the latest web and Internet trends.

[5] https://www.ict.govt.nz/services/show/CWP

Appendices

Appendices

A. New Zealand Government Departments who accept IDN email addresses in online forms.

Name	URL	Notes	Replied
Elections New Zealand	http://www.elections.org.nz		
AG Research	http://www.agresearch.co.nz		
Department of Conversation	http://www.doc.govt.nz		
NZQA	http://www.nzqa.govt.nz	Replied to say they were not compliant. They cannot send to an IDN, only receive.	
Education New Zealand	http://www.enz.govt.nz/	Converts email address to PunyCode on the fly.	Manual. Will follow up to state if form is IDN compatible despite the email working
Ministry of Health	https://www.health.govt.nz		
Te Taura Whiri	http://www.korero.maori.nz/		
Land Information New Zealand	http://www.linz.govt.nz		Manual
Ministry for Primary Industries	http://mpi.govt.nz/		Manual/Automatic
Ministry of Education	http://www.minedu.govt.nz		
Earthquake Commission	http://www.eqc.govt.nz		
Department of the Prime Minister and Cabinet	http://www.dpmc.govt.nz	Converts email address to PunyCode on the fly.	Manual
Callaghn Innovation	www.callaghaninnovation.govt.nz	Converts email address to PunyCode on the fly.	

Govt	www.govt.nz	https://www.govt.nz/about/feedback/	
Study In New Zealand	studyinnewzealand.com		
Middlemore Hospital	middlemore.co.nz		Manual
Ministry of Health	moh.govt.nz		
Department of Conversation	doc.govt.nz		Manual/Automatic
The Department of the Prime Minister and Cabinet	dpmc.govt.nz		No

B. New Zealand Government Departments who don't accept IDN email addresses in online forms.

Name	URL
Antartica New Zealand	http://antarticanz.govt.nz/
Auckland Transport	https://at.govt.nz
Beehive	https://www.beehive.govt.nz
Canterbuiry Earthquake Recovery	https://cera.govt.nz
Careers New Zealand	http://www.careers.govt.nz
Civil Defence	http://www.civildefence.govt.nz
Commission for Financial Capability	http://www.cffc.org.nz/
Department of Conversation	http://www.doc.govt.nz/
Environmental Protection Authority	http://www.epa.govt.nz
Environmental Protection Authority	http://www.epa.govt.nz
Financial Markets Authority	http://www.fma.govt.nz
Governor General	https://gg.govt.nz/contact
Health Quality & Safety Commission	http://www.hqsc.govt.nz
Human Rights Commission	http://www.hrc.co.nz
Maritime New Zealand	http://www.maritimenz.govt.nz
Ministry of Business, Innovation and Employment	https://www.mbie.govt.nz/
Ministry of Consumer Affairs	http://www.consumeraffairs.govt.nz
Ministry of Health	https://www.health.govt.nz
Ministry of Primary Industries	http://mpi.govt.nz
New Zealand Artificial Limb Service	http://nzals.govt.nz
New Zealand Legislation	http://www.legislation.govt.nz/
New Zealand Trade and Enterprise	https://www.nzte.govt.nz/
Ombudsman	http://www.ombudsman.parliament.nz
Productivity Commission	http://www.productivity.govt.nz
Statistics New Zealand	http://www.stats.govt.nz
Statistics New Zealand	http://www.stats.govt.nz

Study Link	http://faqs.studylink.govt.nz
Te Mangai Paho	http://www.tmp.govt.nz
Te Papa	http://www.tepapa.govt.nz
The Serious Fraud Office	https://www.sfo.govt.nz/

Study Link   http://faqs.studylink.govt.nz

C.New Zealand Government Departments who don't have an online contact form and who were emailed directly.

Name	URL	email	Reply	Notes
Auckland District Health Board	http://www.adhb.govt.nz/	ADHBCommunications@adhb.govt.nz	Automatic	Are moving to the non IDN compliant CMS
Bay of Plenty District Health Board	http://www.bopdhb.govt.nz/	communications@bopdhb.govt.nz	No	
CAA	http://www.caa.govt.nz	info@caa.govt.nz	No	
Commerce Commission	http://www.comcom.govt.nz/	contact@comcom.govt.nz	Automatic	
Community Matters	http://www.communitymatters.govt.nz	community.matters@dia.govt.nz	No	
Creative New Zealand	http://www.creativenz.govt.nz/	info@creativenz.govt.nz	No	
Customs	http://www.customs.govt.nz/	websitemanager@customs.govt.nz	No	
Department of Internal Affairs	http://www.dia.govt.nz/	webmaster@dia.govt.nz	No	
Employment Relations Authority	http://www.era.govt.nz/	Excluded	No	
Government Superannuation Fund Authority	http://www.gsfa.govt.nz/	enquiries@gsfa.govt.nz	No	
Horowhenua District Council	ttps://ecouncil.horowhenua.govt.nz	enquiries@horowhenua.govt.nz	Yes	Didn't know what an IDN was
Immigration New Zealand	http://www.immigration.govt.nz/	EXCLUDED	No	

Inland Revenue	http://www.ird.govt.nz	webmaster@ird.govt.nz	No	
Kiwi Saver	http://www.kiwisaver.govt.nz/	webmaster@ird.govt.nz	No	
Ministry of Foreign Affairs and Trade	http://mfat.govt.nz/	http://mfat.govt.nz/About-the-Ministry/Contact-us/0--forms/enquiry-form.php	No	
Ministry of Foreign Affairs and Trade	http://www.aid.govt.nz/	enquiries@mfat.govt.nz	No	
Ministry of Youth Development	http://www.myd.govt.nz/	mydinfo@myd.govt.nz	No	
New Zealand Teachers Council	https://www.teacherscouncil.govt.nz/	inquiries@teacherscouncil.govt.nz	Manual	
NZ Transport Association	http://www.nzta.govt.nz	info@nzta.govt.nz	Automatic/Manual	Asked what an IDN is so as to send to relecvant person
Office of Ethnic Communities	http://ethniccommunities.govt.nz/	ethnic.affairs@dia.govt.nz	No	
Parliamentary Information Service	http://www.parliament.nz/	parliament.website@parliament.govt.nz	Bounced	
Personal Property Securities Register	http://www.ppsr.govt.nz/	EXCLUDED	No	
Pharmac	http://www.pharmac.health.nz/	enquiry@pharmac.govt.nz	Automatic/Manual	
Real Estate Agents Authority	http://www.reaa.govt.nz/	licensing@reaa.govt.nz	Automatic/Manual	
Social Workers	http://www.swrb.govt.nz/contact-us	info@swrb.govt.nz	Manual	

Registration Board				
Super Gold	https://www.supergold.govt.nz	information@supergold.govt.nz	No	
Te Puni Kokiri	http://www.tpk.govt.nz/	info@tpk.govt.nz	Bounced	
Te Taura Whiri	http://www.tetaurawhiri.govt.nz	info@tetaurawhiri.govt.nz	No	
Tertiary Education Commission	http://www.tec.govt.nz/	sectorhelpdesk@tec.govt.nz	No	
The Independent Police Conduct Authority	http://www.ipca.govt.nz	communications@ipca.govt.nz	No	

D.New Zealand Local Government Departments who accept IDN email addresses in online forms.

Name	URL	Responded
Westland District Council	www.westlanddc.govt.nz	No
Waimate District Council	www.waimatedc.govt.nz	No
Taupo DIstrict Council	http://www.taupodc.govt.nz	No
Tasman District Council	http://www.tasman.govt.nz	No
Rotorua District Council	http://www.rdc.govt.nz	No
Kaikoura District Council	http://www.kaikoura.govt.nz	IT Manager says form is not compatible though it is
Hauraki District Council	http://www.hauraki-dc.govt.nz	Manual
Hastings District Council	http://www.hastingsdc.govt.nz	No
Ashburton District Council	http://www.ashburtondc.govt.nz	No
Buller District Council	http://bullerdc.govt.nz	No
Gisborne District Council	http://www.gdc.govt.nz	No
Hamilton City Council	http://www.hamilton.govt.nz	Automatic/Manual In response to your question, Hamilton City Council's website partially accepts IDN email addresses in that when a form is submitted, an email is sent to the Council and the submitted form content is written to a backend database; however currently the sender is not sent an automated response as this part of the process causes an error. We are addressing this with urgency and expect it to be resolved in the short term but despite this if someone with an IDN email address contacts the Council via a contact form on the website, it is received and enters the workflow. Regards, Garrick Laing Online manager	Communication Unit
Otago Regional Council	http://www.orc.govt.nz/	No

New Plymouth District Council	http://www.newplymouthnz.com/	No
South Taranaki District Council	http://www.stdc.co.nz/	Manual
Western Bay of Plenty District Council	http://www.westernbay.govt.nz	Automatic
Hastings District Council	http://www.hastingsdc.govt.nz/	No
Tasman District Council	http://www.tasman.govt.nz/	No
Counties Manukau Health	http://www.countiesmanukau.health.nz	No
Christchurch City Council	http://webforms.ccc.govt.nz/	No
Queenstown Lakes District Council	http://www.qldc.govt.nz/	No
Thames Coromandel District Council	http://www.tcdc.govt.nz	Manual

E. New Zealand Local Government Departments who don't accept IDN email addresses in online forms.

Name	URL	Notes
Hutt City Council	http://www.huttcity.govt.nz/	
Hawkes Bay Regional Council	http://www.hbrc.govt.nz/	
Dunedin City Council	http://www.dunedin.govt.nz/	
Auckland City Counil	www.aucklandcouncil.govt.nz	
Enviroment Canterbury	http://ecan.govt.nz/	
Far North Disctrict Council	https://www.fndc.govt.nz/	
Nelson City Council	http://nelson.govt.nz/	Macrons not allowed in the comment box.
Waimakariri District Council	http://www.waimakariri.govt.nz	
Otago Regional Council	http://www.orc.govt.nz	
Horizons Regional Council	http://www.horizons.govt.nz/	
Auckland Council	http://www.aucklandcouncil.govt.nz	
Timaru District Council	https://www.timaru.govt.nz	
Central Otago and Queenstown Lakes District Libraries	http://codc-qldc.govt.nz	
Waikato District Council	https://www.waikatodistrict.govt.nz	
Selwyn District Council	http://www.selwyn.govt.nz/	Ph call to follow up

F. New Zealand Local Government Departments who don't have an online contact form and who were emailed directly.

Name	URL	email	Replied
West Coast Regional Council	http://www.wcrc.govt.nz/	http://www.wcrc.govt.nz/our-services/do-it-online/general-feedback/Pages/default.aspx	No
Wanganui District Council	http://www.wanganui.govt.nz/	wdc@wanganui.govt.nz	No
Waitaki District Council	http://www.waitaki.govt.nz/	service@waitaki.govt.nz	No
Wairoa District Council	http://www.wairoadc.govt.nz/	administrator@wairoadc.govt.nz	No
Waipa District Council	http://www.waipadc.govt.nz/	info@waipadc.govt.nz	Manual
Upper Hutt City Council	http://www.upperhuttcity.com/	askus@uhcc.govt.nz	Manual
Thames Coromandel District Council	http://www.tcdc.govt.nz/	http://www.tcdc.govt.nz/Your-Council/Contact-Us/Website-Feedback-Form/	Manual/Automatic
Tauranga City Council	http://www.tauranga.govt.nz/	info@tauranga.govt.nz	Automatic
Tararua District Council	http://www.tararuadc.govt.nz/	info@tararuadc.govt.nz	Can recieve but not send to IDN
Taranaki Regional Council	http://www.trc.govt.nz/	info@trc.govt.nz	Could recieve IDN but not send to
Stratford District Council	http://www.stratford.govt.nz/	stratforddc@stratford.govt.nz	No
Enviroment nt	http://www.es.govt.nz/	communications@es.govt.nz	No

Southland			
South Wairarapa District Council	http://www.swdc.govt.nz/	enquiries@swdc.govt.nz	Manual
Ruapehu District Council	http://www.ruapehudc.govt.nz/	info@ruapehudc.govt.nz	Manual
Rangitikei District Council	www.rangdc.govt.nz	info@rangitikei.govt.nz	expired SSL certificate
The Porirua City Council	http://www.pcc.govt.nz/	webmaster@pcc.govt.nz	No
Palmerston North City Council	http://www.pncc.govt.nz/	info@pncc.govt.nz	Automatic
Opotiki District Council	http://www.odc.govt.nz	info@odc.govt.nz	No
Napier City Council	http://www.napier.govt.nz/	http://www.napier.govt.nz/our-council/about/contact-us/email-us/	No
Masterton District Council	http://www.mstn.govt.nz/	mdc@mstn.govt.nz	No
Manawatu District Council	http://www.mdc.govt.nz/	public@mdc.govt.nz	No
Mackenzie District Council	http://www.mackenzie.govt.nz	info@mackenzie.govt.nz	No
Kawerau District Council	http://www.kaweraudc.govt.nz	kaweraudc@kaweraudc.govt.nz	Manual
Invercargill City Council	http://icc.govt.nz/	http://icc.govt.nz/website-feedback/	No
Horowhenua District Council	http://www.horowhenua.govt.nz/	enquiries@horowhenua.govt.nz	No

Grey District Council	http://www.greydc.govt.nz/	http://www.greydc.govt.nz/our-services/do-it-online/request-for-information/Pages/default.aspx	No
Gore District Council	http://www.goredc.govt.nz	info@goredc.govt.nz	Manual/Automatic
Clutha District Council	http://www.cluthadc.govt.nz/	http://www.cluthadc.govt.nz/Web%20Pages/Contact_Us.htm	No
Chatham Islands Council	http://www.cic.govt.nz/	info@cic.govt.nz	No
Central Otago District Council	http://www.codc.govt.nz/	info@codc.govt.nz	Manual/Automatic
Bay of Plenty Regional Council	http://www.boprc.govt.nz	info@boprc.govt.nz	No
Carterton District Council	http://cartertondc.co.nz/	info@cdc.govt.nz	Manual
Hurunui District Council	hurunui.govt.nz	info@hurunui.govt.nz	No

G. Tertiary institutions findings.

Name	URL	IDN Compliant
Auckland University	https://uoa.custhelp.com/app/ask	No
University of Canterbury	canterbury.ac.nz	Yes
Lincoln University	lincoln.ac.nz	Yes
AUT	http://www.aut.ac.nz	Yes
Massey University	http://www.massey.ac.nz	Yes
University of Otago	http://www.otago.ac.nz	Yes
University of Waikato	http://www.waikato.ac.nz	Yes
Victoria University	http://www.vuw.ac.nz	N/a

H.   Polytechnic and Technical institutions findings

Name	URL	IDN Compliant
Aoraki Polytechnic	www.aoraki.ac.nz	No
Bay of Plenty Polytechnic	www.boppoly.ac.nz	N/A
Christchurch Polytechnic Institute of Technology	www.cpit.ac.nz	No
Eastern Institute of Technology (Hawkes Bay)	www.eit.ac.nz	N/A
Manukau Institute of Technology	www.manukau.ac.nz	N/A
Nelson Marlborough Institute of Technology	www.nmit.ac.nz	Yes
Northland Polytechnic (NorthTec)	www.northtec.ac.nz	No
Otago Polytechnic	www.op.ac.nz	N/A
Southern Institute of Technology	www.sit.ac.nz	No
Tai Poutini Polytechnic	tpp.ac.nz	Yes
The Open Polytechnic of New Zealand	www.openpolytechnic.ac.nz	N/A
Unitec New Zealand	www.unitec.ac.nz	N/A
Universal College of Learning	www.ucol.ac.nz	N/A
Waiariki Institute of Technology	www.waiariki.ac.nz	Yes
Waikato Institute of Technology	www.wintec.ac.nz	No
Wellington Institute of Technology	www.weltec.ac.nz	N/A
Western Institute of Technology at Taranaki	www.witt.ac.nz	N/A
Whitireia Community Polytechnic	whitireia.ac.nz	Yes