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1 December 2022

s 9(2)(a)

By email: s 9(2)(a)  
Ref: H2022016339

Tēnā koe s 9(2)(a)

### **Response to your request for official information**

Thank you for your request under the Official Information Act 1982 (the Act) to Manatū Hauora (the Ministry of Health) on 5 November 2022 for information regarding staff turnover and end of employment. Each part of your request is responded to below.

#### *Unplanned staff turnover rate for this year to date*

Manatū Hauora had an annualised unplanned turnover rate of 19.2% for 2022 (to 31 October).

#### *Reasons provided for leaving*

Manatū Hauora offers all employees who leave the opportunity to complete an online exit survey. For those who have completed the survey, the reason for leaving is captured as a free text response. These have been themed into the following:

- Lack of opportunity for growth
- Lack of opportunity for permanent employment
- Undervalued or unsupported
- High workload or burnout.

#### *Number of personal grievances and their outcomes (how they were resolved, and total amount paid, not required on an individual settlement level)*

No personal grievances have been raised with Manatū Hauora during 2022, as at 31 October 2022.

#### *Total pay-outs to departing staff grouped by reason*

Other than contractual obligations, Manatū Hauora has not made any pay-outs to departing staff during 2022, as at 31 October 2022.

*Number of bullying complaints received over the last five years, including year to date*

The information you have requested is provided below in Table 1.

**Table 1: Number of bullying-related complaints received by Manatū Hauora**

<b>Year</b>	<b>Bullying-related complaints</b>
2016	2
2017	4
2018	7
2019	4
2020	5
2021	2
2022	2

*Number of bullying investigations or disputes, including separate counting of ongoing disputes*

As of 31 October 2022, Manatū Hauora has undertaken two bullying investigations during 2022, with one ongoing.

*Quantitative data from staff satisfaction surveys or similar on experiences of bullying for the last two years, including year to date*

One document was identified within the scope of your request, which is attached to this letter as Appendix 1 and has been released to you in full. This document contains the results from the Employee Experience Survey in 2020. No survey was conducted in 2021.

The results from the 2022 survey are yet to be finalised and has therefore been withheld under section 9(2)(f)(iv), to maintain the constitutional conventions that protect the confidentiality of advice tendered by Ministers and officials. Where information is withheld under section 9 of the Act, I have considered the countervailing public interest in releasing information and consider that it does not outweigh the need to withhold at this time. We expect that this survey will be available in March 2023, and we invite you to make a follow-up request at that time.

I trust this information fulfils your request. Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Manatū Hauora website at: [www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests](http://www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests).

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Celia Wellington', is positioned above the printed name.

Celia Wellington  
**Deputy Director-General**  
**Corporate Services | Te Pou Tiaki**



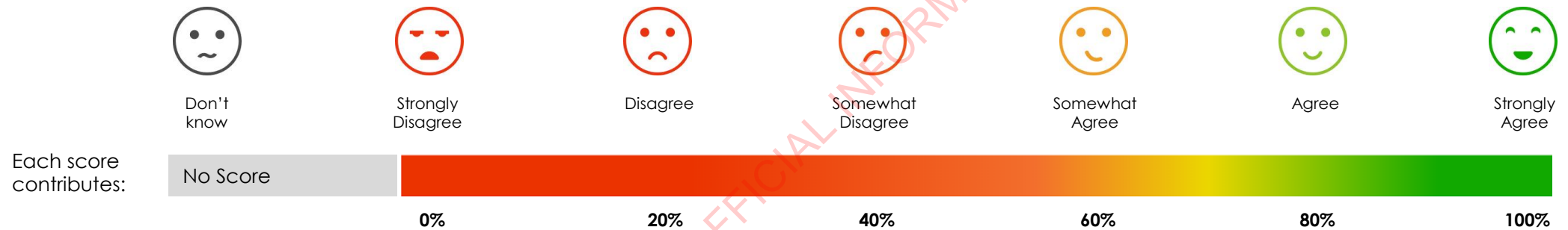
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# Kōrero Mai Employee Experience Survey

November 2020  
Ministry Overview

# Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored



Each response on this scale contributes a score as outlined below. The responses are then averaged to give your overall question score as a %. For example, if 5 people selected 'Strongly Agree' and 5 people selected 'Strongly Disagree' the score would be 50%

5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Score = 500% / 10 responses = 50%



Top 10 overall



Bottom 10 overall



# How are we doing?

## 75% Participation

**-13%** since 2018

9% higher than the State Sector Benchmark of 66%

## 61% Overall Score

**+9%** since 2018

This score represents the average of all the core "AskYourTeam" survey items. On par with the State Sector Benchmark of 62%.

**253 Comments** - What is the one thing that contributes most to making the Ministry a great place to work?

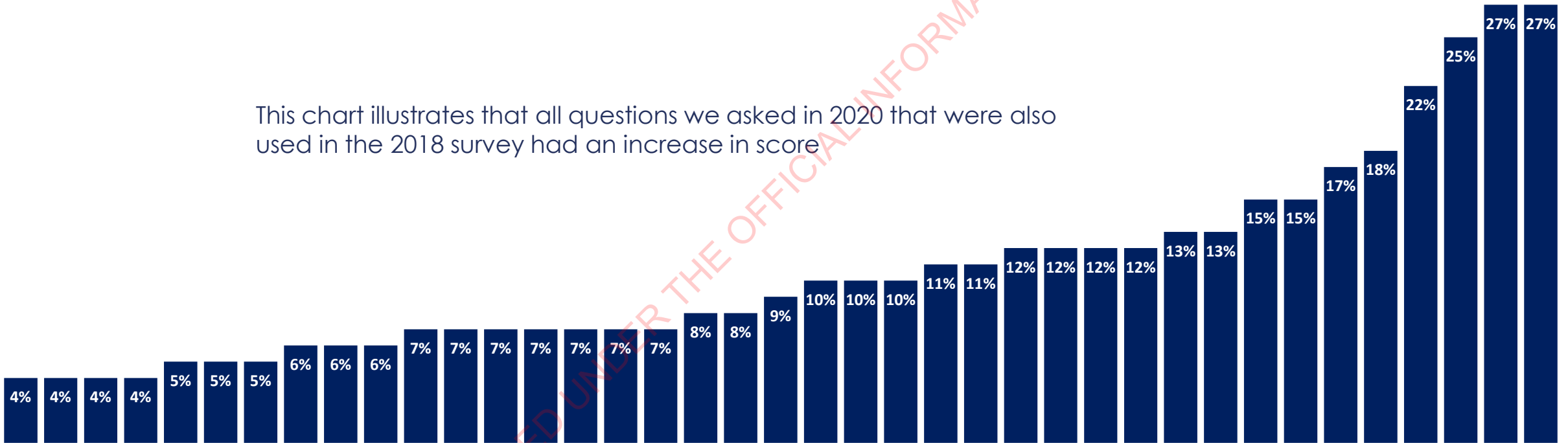
**402 Comments** - If you could choose one thing that you would like to change in the Ministry, what would it be?

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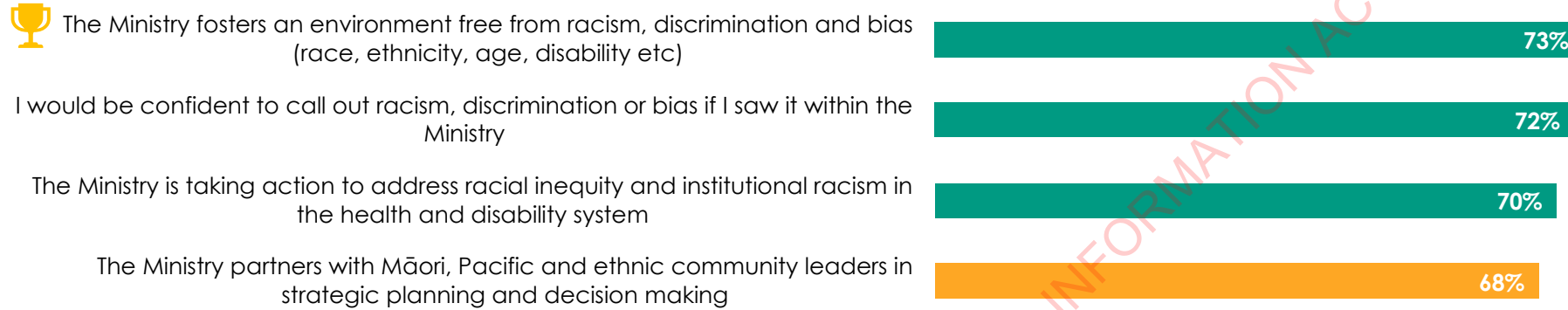
# Change since 2018

A comparison with the 2018 "Our Voice" survey

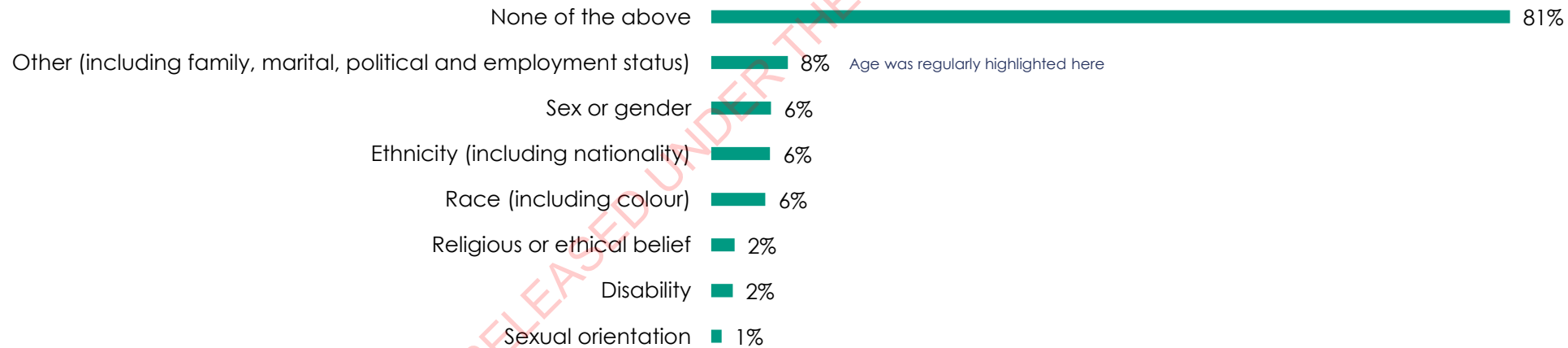
This chart illustrates that all questions we asked in 2020 that were also used in the 2018 survey had an increase in score



# Equity



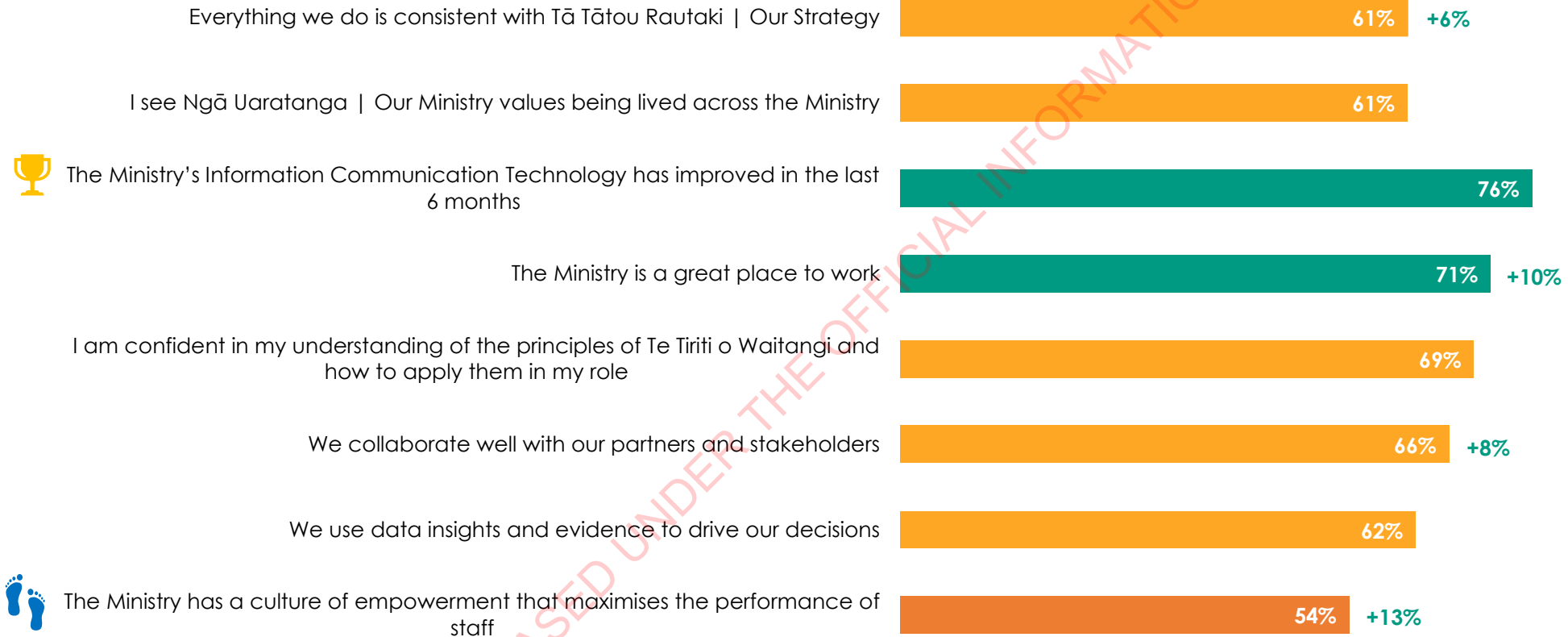
Have you observed or experienced unfair treatment relating to any of the following within the Ministry in the last 6 months?





# Tā Tātou Rautaki Scorecard

+/- = Change since 2018



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# Leadership

+/- = Change since 2018



# Culture and work environment

+/- = Change since 2018



I regularly have the opportunity to work flexibly (e.g work from home, flexible work hours)



I am able to maintain a balance between my personal and working life



We celebrate achievements as a team



The Ministry shows concern for my wellbeing



The contributions of individuals are recognised in my business unit



There is a strong focus on how we can work together better as a team



I feel safe to tell the truth even when it is unpopular



We have clear and effective systems for dealing with intimidating behaviour and workplace bullying, which are applied equally to everyone



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# Communication and Collaboration

## Communication

+/- = Change since 2018



I am given timely updates that keep me informed on what is happening at the Ministry



My DDG shares information with me that helps me feel engaged in my work and enables me to do my job effectively



The Ministry ensures I understand why workplace changes are made



Our business unit's results are provided in a clear, understandable way



## Collaboration



We deliver value to the health and disability sector



The Ministry has a good reputation for providing quality advice and services to Ministers



We use feedback from the sector and other stakeholders to improve our service delivery



We place enough emphasis on the importance of the sector's and other stakeholders' needs in how we work



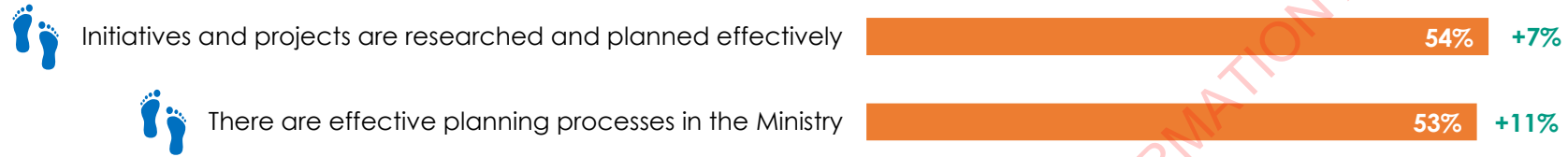
We take a genuine approach to consultation, using feedback to inform our decisions



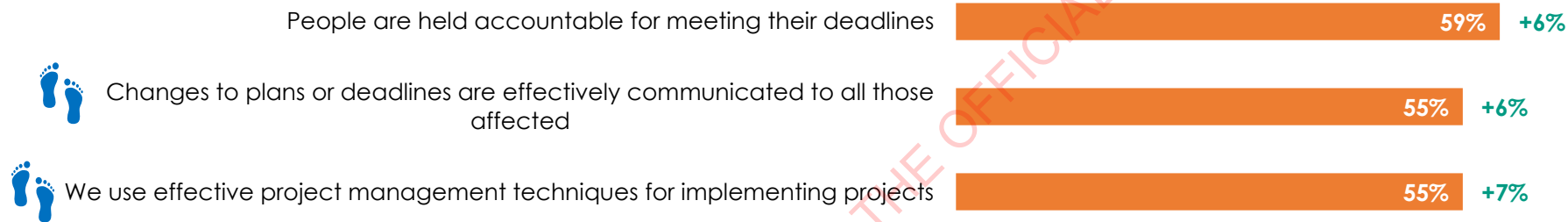
# Managing work

## Planning

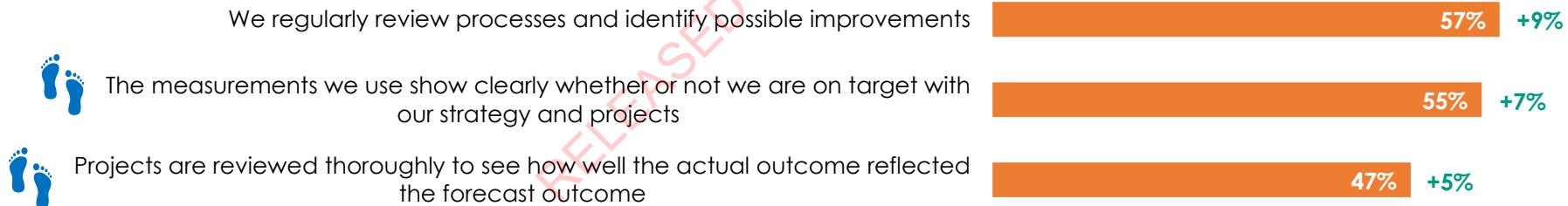
+/- = Change since 2018



## Implementation



## Review



# Future focus and connection

## Future focus

+/- = Change since 2018



The Ministry is good at looking at future demands and opportunities

54% +12%

Responding quickly to changes in policy is one of our strengths

61% +17%



We keep up with best practice in other relevant organisations

55% +8%

## Connection



All business units have objectives that are aligned with those of other business units

53% +10%

My own performance targets are aligned with the priorities of the Ministry

72% +4%



Each person in the Ministry has clearly defined roles and responsibilities which they understand

54% +4%

## Empowerment

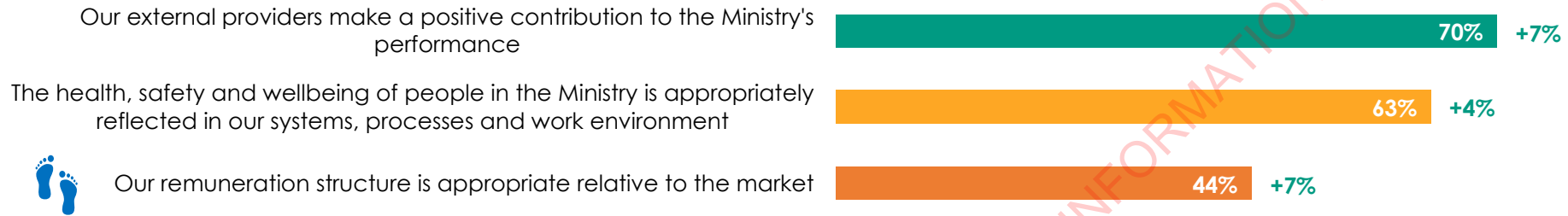
I have the autonomy to make decisions with matters I am responsible for

68% +5%

The Ministry supports people who come forward with new ideas

62% +12%

# Other



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