



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

19 NOV 2018

Dear [REDACTED]

On 19 September 2018, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, information relating to Ministry resources.

You might be interested to know that the Social Services Committee conducts an Annual Review of the Ministry's annual expenditure. The 2016/17 Annual Review can be found here: [www.parliament.nz/resource/en-NZ/52SCSS\\_EVI\\_75163\\_505/7d8e75c8322f6cf772a0e60411df9fed0e20687f](http://www.parliament.nz/resource/en-NZ/52SCSS_EVI_75163_505/7d8e75c8322f6cf772a0e60411df9fed0e20687f)

For the sake of clarity, I will address each of your questions in turn.

- *1) How many employees does your department employ on a casual, part time or full time capacity?*

As at 31 August 2018, the Ministry employed 6,675 permanent and fixed term employees. In addition, 131 employees were on leave without pay or parental leave. There were also 26 casual employees in the system, 17 of which had worked in the most recent pay run for that period. Please note, a casual employee may be active in payroll and IT systems, however may not have worked recently. When reporting this information, the Ministry reports on the number of casual employees who have worked in the most recent pay run.

- *2) How many managers does the department have.*

As at 31 August 2018, there were 727 managers in a permanent or fixed term position. In addition, eight management staff were on leave without pay or parental leave. Please note, these figures include staff that were seconded into a manager position at this date.

- *3) Does the department use any document management services such as basic print and scan services, or managed print services?*

Ministry frontline staff use a software product installed on some of the Multi-Functional Devices (MFDs) called Scannervision, to digitalise, document and store any client documents. These files are electronically stored in the Ministry's Client Management System (CMS); the system used for the management of client records.

- 4) *How many printers, copiers and fax machines does the department own/lease as of the date of this email.*
- 6) *Which vendor provides the department's printing services?*

The Ministry has recently transitioned to a MFD arrangement with Fuji Xerox. Currently, the Ministry uses 714 MFDs from Fuji-Xerox charged under a cost per copy arrangement, and owns 20 printers for non-standard printing, such as Personal Security Device cards, reception areas and courier tickets. The manufacturers of these are varied, depending on the purpose of each device.

Prior to the transition, MFDs were supplied and supported by Ricoh.

The Ministry is unable to provide the number of fax machines that are owned/leased by the Ministry as at 20 September 2018 as this would require substantial manual collation. The Ministry currently has a total of 704 analogue circuits, however cannot definitively confirm if these circuits have fax machines connected to them. In order to provide you with this information, the Ministry would need to divert personnel from their core duties and allocate extra time to contact each site to identify whether a fax machine is connected to each analogue line. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request is refused under section 18(f) of the Official Information Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your requests given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

- 5) *How much was spent in the last financial year (FY17) on printing costs? This includes any lease/purchase costs and fees, consumables (toner/ink) cost, delivery fees, contract break fees, repairs and maintenance, paper costs, and all other costs that the department deems to fall under printing.*

As at 30 June 2017, the Ministry employed 6,799.3 permanent, part time, and fixed term employees.

The 2016/2017 financial year had significant changes for the Ministry. On 1 April 2017, there were changes to the structure of the Ministry and the establishment of Oranga Tamariki —Ministry for Children. As a result, 3,205.9 full time equivalents (FTEs) were transferred from the Ministry to the new Ministry for Children, Oranga Tamariki and, as a consequence, FTE numbers changed by more than 10 per cent within the Ministry.

The changes within the Ministry included:

- the establishment of a new Insights and Investment Group to combine insights and analytics, strategy, the Chief Policy Advisor and actuarial functions
- combining many of the functions from Organisational Governance and Organisational Solutions into a single corporate group
- re-aligning the Social Policy Group
- changes within the Social Housing group.

The following table shows the Ministry's total printing costs, excluding GST for the 2016/17 financial year.

<b>Printing Costs</b>	<b>Total</b>
Stationary systems correspond	\$58,943.65
Consumables (Toner Ribbons)	\$79,579.50
MFD Impression print costs	\$ 2,076,471.66
Printing/ Photocopying	\$ 5,145,715.97
<b>Total</b>	<b>\$ 7,660,710.78</b>

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us regarding Ministry's expenditure and resourcing, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely



*msd* Stephen Crombie  
**Deputy Chief Executive, Corporate Solutions**