



[REDACTED]

Dear [REDACTED]

On 18 June 2019, you emailed the Ministry requesting, under the Official Information Act 1982, demographic information about the Ministry's staff.

To assist we have answered each of your questions separately as follows.

1. *What is the name of your organisation?*

The Ministry of Social Development

2. *How many staff do you employ?*

The Ministry employs 7,013 staff (6,885.5 full time equivalent).

3. *Do you measure the gender make-up of your staff?*

Yes. Demographic information regarding the Ministry's staff is collected at the on-boarding stage in the recruitment process. During the on-boarding process, it is mandatory that staff choose from one of the following options concerning their gender: Female, Male, Unknown, Undeclared or Others.

4. *What percentage of your staff are female?*

70.4%

5. *What percentage of your senior management staff are female?*

48.1%. The definition of "Senior Management" was understood for this question to be employees who were on a Senior Management remuneration band in their employment agreement.

6. *Do you measure the ethnic make-up of your staff?*

Yes. Demographic information regarding the Ministry's staff is collected at the on-boarding stage in the recruitment process. During the on-boarding process, staff have the option to identify up to three ethnicities. As a result, the sum of the following percentages will be more than 100%. Please also note that not all staff choose to disclose their ethnicity.

7. *What percentage of your staff are NZ European?*

61.2% of those who have self-identified their ethnicity.

8. *What percentage of your staff are Māori?*

23.6% of those who have self-identified their ethnicity.

9. *What percentage of your staff are Pacific Islanders?*

16.2% of those who have self-identified their ethnicity.

10. *What percentage of your staff identify as Asian?*

13.8% of those who have self-identified their ethnicity.

11. *What percentage of your staff are Middle Eastern/Latin American/African?*

1.3% of those who have self-identified their ethnicity.

12. *What percentage of your staff are of another ethnicity?*

0.6% of those who have self-identified their ethnicity.

13. *What percentage of your senior management staff are NZ European/Pākeha?*

85.3% of those who have self-identified their ethnicity.

14. *What percentage of your senior management staff are Māori?*

17.3% of those who have self-identified their ethnicity.

15. *What percentage of your senior management staff are Pacific Islanders?*

2.7% of those who have self-identified their ethnicity.

16. *What percentage of your senior management staff identify as Asian?*

2.7% of those who have self-identified their ethnicity.

17. *What percentage of your senior management staff are Middle Eastern/Latin American/African?*

0.0% of those who have self-identified their ethnicity.

18. What percentage of your senior management staff are of another ethnicity?

0.0% of those who have self-identified their ethnicity.

19. Are there any plans in place to encourage diversity in staffing and the daily operation of the Ministry/department?

The Ministry values having a diverse workforce. At the outset, the Ministry works to attract a diverse range of applicants to roles and supports Managers to undertake unbiased appointment processes. Unconscious-bias training is provided as part of our recruitment training to hiring managers, allowing managers to identify areas where unconscious biases may influence decision making, helping them to approach recruitment more objectively.

The Ministry also provides support and guidance to hiring managers on diversity and inclusion practices and principles. This also includes: how to incorporate a diverse perspective into advertising; composition of diverse selection panels to promote diversity of thinking and the value of different perspectives in the recruitment process; how to create objective and inclusive selection criteria; and awareness of how different ethnicities approach selection processes.

This helps us to assess people appropriately against objective and job relevant selection criteria.

20. What is being done to encourage diversity?

A Diversity and Inclusion work programme has been developed focusing on three areas:

1. Diverse perspectives – building awareness of diversity and inclusion across the Ministry and incorporating diverse perspectives into everything we do
2. Accessibility - making our workplace accessible and inclusive
3. Enabling potential – making sure our people/HR practices are inclusive and fair through offering fair and equitable pay, eliminating the gender pay gap, providing flexible working options, offering family friendly policies and ensuring development and leadership opportunities are offered to talent.

A Diversity and Inclusion Steering Group provides advice and helps shape the Ministry's diversity and inclusion work programme and priorities, providing diverse voices of our people throughout the organisation covering a wide range of roles, perspectives and expertise.

From time to time the Ministry gathers information from employees to understand their experiences at work. This helps us prioritise the Diversity and Inclusion work programme.

Some of the Ministry's strategies, programmes and networks which encourage diversity (existing or in development) include:

- Pacific Strategy
- Maori Responsiveness Work Programme including Te Pae Tata – our Māori Strategy and Action Plan
- LEAD Toolkit for Employing Disabled People developed by the Ministry's Principal Disability Advisor and published by the State Services Commission
- Diversity networks for employees include: Pasefika Helava, Women's Network, Proud@MSD (for LGBTQI+ staff) and Disabled Network
- Service Delivery hold Regional Maori Staff Development Hui annually
- Pacific Staff Fono held bi-annually over 2 days – one in Auckland and one in Wellington (next event due in 2020).

In addition, the Ministry has a Gender Pay Gap Action Plan which outlines areas of focus for the next 12 months under four key areas; Equal Pay, Flexible Working, HR Practices and Gender Balanced Leadership.

21. Is there any diversity training offered to staff?

Yes

22. Describe any diversity training offered.

The Ministry focuses on the capabilities that underpin an openness to diversity, which applies to how we work with our clients, communities and our own workplace and people.

The Ministry ensures that managers and employees focus on the individual and their needs, rather than any label or grouping. We aim to provide mana manaaki, assuring the dignity of people with warmth, listening, respect, compassion, openness and fairness.

Examples of our training and development that encourage a diversity and inclusion lens are:

- learning provided to employees and managers to better understand mental health conditions and how best to respond in a caring and effective way (e.g. Mental Health-101, Responding to Mental Health, Suicide Awareness, Re-thinking Mental Health)
- a 'psychological safety' module in our New Manager Programme which is ensuring that all voices feel comfortable at saying what they really think
- strengths development is a major focus for our employees and managers with a variety of workshops delivered to help people appreciate and leverage the differences there are in all of us, recognising and demonstrating that there is strength in diversity
- mindset training and unconscious bias features alongside empathy as critical training programmes for our client facing teams (e.g. Lives Like Mine, Lives Like Mine Outtakes, Stress and Stressors, Mindset)

- the Ministry offers a range of NZQA Qualifications which include modules which teach the importance of diversity for our people, such as engaging with people, family and whānau in a manner which respects their socio-cultural identity, experiences and self-knowledge. (e.g. New Zealand Diploma in Health and Wellbeing).

23. How is diversity considered within your employment process (e.g blind CVs)?

Unconscious-bias training is provided as part of our recruitment training to hiring managers, allowing managers to identify areas where unconscious biases may influence decision making, helping them to approach recruitment more objectively.

We provide support and guidance to hiring managers on diversity and inclusion practices and principles. This also includes: how to incorporate a diverse perspective into advertising, composition of diverse selection panels to promote diversity of thinking and the value of different perspectives in the recruitment process, how to create objective and inclusive selection criteria and awareness of how different ethnicities approach selection processes.

This helps us to assess people appropriately against objective and job relevant selection criteria.

24. Have you had to manage issues/complaints of racism in the workplace?

Yes.

25. How many racism issues/complaints have you had in the last five years?

Three complaints were identified where 'racism' formed an element of the complaint in the past five years.

26. If issues/complaints of racism occurred, what happened?

No aspects of the three complaints were substantiated.

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 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 information about the staff makeup at the Ministry further with us, please feel free to contact 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 or 0800 802 602.

Yours sincerely



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