



11 April 2024

Tēnā koe

Official Information Act request

Thank you for your email of 20 February 2024, requesting information about consultation and decision documents about specific restructures at the Ministry.

I have considered your request under the Official Information Act 1982 (the Act). I will respond to each part of your request separately.

- *Service Delivery Systems and Channel Support*
 - *To define and formalise roles and responsibilities across the team, improve gateways and communication channels for service delivery, and align services to operational needs.*

Please refer to the following documents, which were provided to you in response to your request made in 2020:

1. *Memo – Realigning Systems & Channel Support*, dated 8 January 2018.
2. *Systems & Channel Support Realignment – Confirmation of Final Structure*, dated 5 March 2018.

I have attached these documents to this response, for your ease of reference.

- *Communications and Engagement Review*
 - *Change in structure to support new operating model.*

Please refer to the following documents, which were provided to you in response to your request made in 2020:

3. *Regrouping of National Office Functions – Proposal for Consultation*, dated 12 August 2019.
4. *Regrouping of National Office Functions – Decision*, dated 9 September 2019.

I have attached these documents to this response, for your ease of reference.

- *Review of Information Officer role – Information Group*
 - *To review the position of Information Management Officer due to a reduction in workload.*

Please refer to the following documents:

5. *Information Management Officer review – change proposal*, dated 11 October 2019.

6. *Information Management Officer review – final decision, dated 6 November 2019.*

Workload of the Information Management Officer (IMO) role saw a significant decrease due to the establishment of Oranga Tamariki and the discontinuation of transitional services. During a review of the IMO role and responsibilities, we identified opportunities to gradually automate a number of manual tasks which were traditionally handled within the scope of the IMO's responsibilities. Consequently, any remaining tasks previously assigned to the IMO were transitioned into the role of Information Management Advisors. Following consultation and approval by Nadine Kilmister (DCE People & Capability), a decision was made to disestablish the role.

- *Human Resources Operations Group*
 - *Review of Vetting Services Function following transition of the management of Non-Government Organisation checks to Oranga Tamariki – Ministry for Children*

Please refer to the following documents, which were provided to you in response to your request made in 2020:

7. *HR Business Advisory, Recruitment, Vetting Services and Reporting and Analysis – Proposal for consultation, dated 2 May 2018.*
8. *HR Business Advisory, Recruitment, Vetting Services and Reporting and Analysis – Confirmation of Final Structure, dated 5 June 2018.*

I have attached these documents to this response, for your ease of reference.

- *Social Services Accreditation*
 - *Increase capacity and implement a new structure to meet the increased demand from, and enable a more responsive and timely service to, the six government agencies it serves.*

Please refer to the following document:

9. *Social Services Accreditation – consultation and decision documents*
- *Employment, Health & Disability Function Review*
 - *The EHDFR was the last role review commitment associated with the 2016 and 2018 Service Delivery Terms of Settlement. Originally proposed as a functional review however given impact of COVID-19 the decision was made to change it to a role review only – reviewing seven roles in the employment area in Service Delivery.*

As a result of agreed Terms of Settlement from bargaining with the Public Service Association in 2016 and 2018, the Ministry committed to review all Service Delivery roles outside of National Office and manager roles. Initially, the Employment Health and Disability review was set up to look at how the Ministry organise and deliver employment services, including for disabled people and people with health and mental health conditions. Due to the impacts of COVID-19, the function review was changed to be a role review in July 2020.

Please refer to the following documents:

10. *Job Evaluation in MSD*
11. *Outcome of EHD Review*

Please note that the contact details of Ministry staff members have been withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

- *Youth Service Support Unit Role Review*
 - *Review of the leadership structure following the 12-month pilot.*

Please refer to the following documents:

12. *Email – Exciting news for YSSU – 12 Month Trial*, dated 12 June 2019
13. *YSSU – Growing from strength to strength*, dated 7 July 2020

Please note that the contact details of Ministry staff members have been withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

- *Employee Relations and Remuneration*
 - *To align all remuneration activity into one functional area.*

Please see the following documents:

14. *Change Management Protocol – People Group Employee Relations and Remuneration*, dated 28 November 2019
15. *People Group Employee Relations and Remuneration – Proposal for Consultation*, dated 28 November 2019

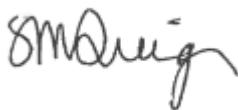
- *Systems and Channels Support and Business Process Management teams*
 - *Lift and shift of Systems and Channels Support and Business Process Management teams from Client Service Support to Planning and Change and Client Experience and Design.*

I have searched for the consultation and decision documents for this restructure decision, and I cannot locate them. As such, your request for this information is refused under section 18(e) of the Act as the information does not exist or, despite reasonable efforts to locate it, cannot be found.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course. If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request regarding restructure documents, 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.

Ngā mihi nui

pp. 

Magnus O'Neill
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Ministerial and Executive Services