MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

2 7 APR 2021

Tēnā koe

On 15 March 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Please provide an organisation structure chart with the names and positions down to tier 5 (tier 1 being the CE as of March 2021.*

On that same day, you wrote to the Ministry to confirm you no longer required staff names. In the spirit of transparency, the Ministry has provided staff names down to Reporting Line 3 (Tier 3).

On 8 April 2021, the Ministry advised you that due to internal consultations necessary to make a decision on the request, more time was required to respond. You were advised you would receive a response no later than 28 April 2021.

The Ministry is one of New Zealand's larger government departments employing people in over 200 locations around the country and providing a diverse range of services to New Zealanders. The Ministry is divided into the following business groups:

- Service Delivery
- Policy
- Strategy and Insights
- People and Capability
- Māori, Communities and Partnerships
- Business Integration
- Organisational Assurance and Communication
- Office of the Chief Executive

For the sake of clarity, the Ministry refers to job tiers as Reporting Lines. The following Reporting Lines correlate to the following tiers:

- Reporting Line 1 – Tier 1
- Reporting Line 2 – Tier 2
- Reporting Line 3 – Tier 3
- Reporting Line 4 – Tier 4
- Reporting Line 5 – Tier 5

Please find enclosed at the end of this response, as **Appendix A**, an organisational structure chart with the names and positions down to Reporting Line 3 and positions of employees down to Reporting Line 5. Please note that there have been staffing changes since 17 March 2021. Some of the people named in the roles may also have been acting in those positions as at 17 March 2021.

Additionally, the organisational structure chart includes only permanent and fixed-term employees. The information excludes casual staff members, Committee fee members and staff on parental leave or leave without pay.

Furthermore, staff and specialist positions where they had no people leadership/management responsibilities have been excluded from the organisation structure chart, for example, Lead Advisors, Principal Advisors, specialist roles and Executive Assistants. As such, these roles have been determined out of scope of your request.

Please also note, because of the different size of different business groups, you will see that similar roles, such as General Managers, might be dispersed across the reporting lines as some report to Deputy Chief Executives, while some report to Group General Managers who report to Deputy Chief Executives.

More information about the Ministry's organisational structure can be found at the following links:

- www.msd.govt.nz/about-msd-and-our-work/about-msd/leadership-team/index.html
- www.msd.govt.nz/about-msd-and-our-work/about-msd/our-structure/index.html

The principles and purposes of the Official Information Act 1982 under which you made your request are:
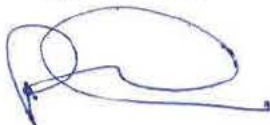
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

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. 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, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response to your request for the Ministry's organisational chart down to tier 5, 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

Penny Rounthwaite
Group General Manager
People

Appendix A

Reporting Line 1 (as at 17 March 2021)			
Reporting to	**Position title**	**Surname**	**First name**
	Chief Executive	Power	Debbie

Reporting Line 2 (as at 17 March 2021)			
Reporting to	**Position title**	**Surname**	**First name**
Chief Executive	Director, Office of the Chief Executive	Kilmister	Nadine
	Deputy Chief Executive Business Integration	Jones	Liz
	Deputy Chief Executive Māori Communities and Partnerships	Edwards	Marama
	Deputy Chief Executive Organisational Assurance and Communication	Gill	Melissa
	Deputy Chief Executive Strategy and Insights	Blakeley	Nic
	Deputy Chief Executive Policy	MacPherson	Simon
	Deputy Chief Executive People and Capability	Crombie	Stephen
	Deputy Chief Executive Service Delivery	Rickard	Viv

Reporting Line 3 (as at 17 March 2021)			
Reporting to	**Position title**	**Surname**	**First name**
Deputy Chief Executive Business Integration	Director Business Integration	Croton	Debbie
	Programme Director	Lawn	Rachel
Deputy Chief Executive Māori Communities and Partnerships	Director Deputy Chief Executive's Office	Brew-Harper	Rebecca
	General Manager Māori, Partnerships and Programmes	King	Manaia
	General Manager Pacific and Community Capability Programmes	Curtis-Lemuelu	Serena
	General Manager Safe Strong Families and Communities	Henderson	Mark
	General Manager Service and Contracts Management	Moffatt	Kelvin
	General Manager Youth	Te Kani	Juanita
Deputy Chief Executive Organisation Assurance and Communication	Chief Legal Advisor	Ablett-Hampson	Rupert

Reporting Line 3 (as at 17 March 2021)			
	General Manager Health Safety and Security	Stenhouse	Pauline
	General Manager Information	Pearce	Pennie
	General Manager Ministerial and Executive Services	Satterthwaite	Kate
	General Manager Workplace Integrity	Green	Janet
	General Manager Communications and Engagement	Beaumont	Louise
Deputy Chief Executive Strategy and Insights	Chief Economist	Maloney	Tim
	Chief Science Advisor	McIntosh	Tracey
	Co-Director Strategic Issues and Investment	Crespo	Maria-Laura
	Co-Director Strategic Issues and Investment	Maxwell	Sean
	Director Integrated Portfolio Management	Hamill	Shane
	General Manager Organisational Planning, Performance and Governance	Frew	Mark
	General Manager System Performance	McLaren	Fleur
	Group General Manager Insights MSD	Hodgson	Rob
Deputy Chief Executive Policy	Chief Advisor	Dwen	Sarah
	Director DCE Office	Manning	Stephen
	General Manager	Carter-Giddings	Fiona
	General Manager	Hamilton	Hayley
	General Manager	Bergman	Julia
	General Manager	Elliott	Mollie
Deputy Chief Executive People and Capability	Director Corporate Development Programme	Hill	Craig

Reporting Line 3 (as at 17 March 2021)			
	Executive Director Independent Children's Monitor	Jones	Arran
	General Manager Historic Claims	Hrstich-Meyer	Linda
	General Manager Social Services Accreditation	Fisk	Barry
	Group General Manager People	Rounthwaite	Penny
	Group GM Commercial Operations	Dawson	Karen
	Group GM Finance and Chief Financial Officer	Singh	Ranjit
Deputy Chief Executive Service Delivery	Director Service Delivery	Henare	Amy
	General Manager Client and Internal Communications	Drader	Felicity
	Group General Manager Client Service Delivery	Read	Kay
	Group General Manager Client Service Support	Van Ooyen	George
	Group General Manager Employment	Russell	Jayne
	Group General Manager Planning and Change	Cunningham	Jo
	Group GM Client Experience and Design	Bishop	Karen
	Programme Director Better Every Day	Dickinson	Dwina

Reporting Line 4 (as at 17 March 2021)	
Reporting to	**Position title**
Chief Legal Advisor	Manager Legal Operations
	Team Manager MSD Legal x5
Director Corporate Development Programme	IT Programme Manager
Director Integrated Portfolio Management	Director of Portfolio Management Office
Director Service Delivery	Manager Issue Resolution
	National Manager Emergency Management and Business Continuity
Executive Director Independent Children's Monitor	Chief Monitor

Reporting Line 4 (as at 17 March 2021)	
General Manager (Disability Seniors and International)	Demonstration Director Enabling Good Lives
	Director Office for Disability Issues
	Director Office for Seniors
	Policy Manager x2
General Manager (Welfare System and Income Support)	Policy Manager x3
General Manager (Social Development, Child and Youth)	Policy Manager x3
General Manager (Employment and Housing)	Policy Manager x3
General Manager Client and Internal Communication	Manager Campaigns
	Manager Change Communications
	Manager Digital Communications
	Team Leader Knowledge Base Project
General Manager Health Safety and Security	Manager HSS Operations
	Manager HSS Strategy and Risk
	Manager HSS Technical Advisory
General Manager Historic Claims	Director Strategy
	Manager Claimant Support and Assessment x2
	Manager Information Coordination and Administration
General Manager Information	Manager Information Management
	Programme Implementation Manager
	Manager Information Privacy and Sharing
	Manager Information Security
General Manager Māori, Partnership and Programmes	Director Māori / Manager, Partnering with Iwi Māori
	Programme Manager
	Manager Community Partnerships and Programmes
	Pou Arahi
General Manager Ministerial and Executive Services	Manager Complaints Management Insights and Improvement
	Manager Official and Parliamentary Information
	Manager Correspondence
General Manager Organisational Planning, Performance and Governance	Manager Strategy & Performance x2
General Manager Pacific and Community Capability	Director Pacific
	Programme Manager
	Team Leader
General Manager Safe Strong Families and Communities	Manager Family and Community Services
	Manager Operational Policy and Planning
	Programme Manager

Reporting Line 4 (as at 17 March 2021)	
General Manager Service and Contracts Management	Director Service and Contract Management
	National Manager Contracts
	Programme Manager
General Manager Youth	Director Youth
	Manager Youth Development
	Programme Manager x2
General Manager Social Services Accreditation	National Accreditation Manager
	National Manager Māori
	Policy and Practice Manager
General Manager System Performance	Manager Forecasting & Costing
	Manager Modelling and System Analytics
	Manager Monitoring and Analysis
General Manager Workplace Integrity	Manager Internal Integrity
	Team Manager Risk Services
General Manager Communications and Engagement	Manager Corporate Communications
	Manager Media and Social Media
	Team Leader Events
Group General Manager Client Service Delivery	Director Client Service Delivery
	Director Industry Partnerships
	General Manager Housing
	Regional Commissioners for Social Development x12
	Regional Commissioner for Social Development Auckland
	General Manager Centralised Services
	General Manager Contact Centre and Digital Services
Group General Manager Client Service Support	General Manager Integrity and Debt
	General Manager Planning and Analysis
	Manager Client Service Support
	National Director Youth Services
Group General Manager Improvement, Systems and Technology	Head of Architecture and Emerging Technology Practice
	Technology Practice
	Head of System Improvement Practice
	Head of Technology
	Head of Technology People Capability
	Head of Technology Security
	Manager IT Security
	Technology Infrastructure Portfolio Owner

Reporting Line 4 (as at 17 March 2021)	
Group General Manager Employment	Director Employment
	Director Employment Implementation
	Director Employment Service Design and Development
	Director Employment Strategy
	Lead Advisor Implementation
Group General Manager Insights MSD	General Manager Client and Business Intelligence
	General Manager Data Management and Information Delivery
	General Manager Research and Evaluation
	Operations Manager Data Management and Information Delivery
Group General Manager People	Director Business Partner
	Director Culture and Inclusion
	Director HR Operations
	Director Learning and Capability
	Programme Director People
Group General Manager Planning and Change	Director Change Implementation
	Head of Digital Channel Strategy and Implementation
	Head of Systems and Channel Support
	Manager Project Delivery and Business Analysis
Group General Manager Client Experience and Design	Director Alignment
	Director of Service Design and Development x3
	Head of Client and Channel Experience
	Manager Partnerships and Services
	Manager Trial Design and Evaluation
	Team Manager Operational Policy
	Team Manager Process Improvement x3
Group General Manager Commercial Operations	General Manager Property and Facilities
	Manager Financial Operations
	Manager Procurement Practice
Group General Manager Finance and Chief Financial Officer	Director Finance x2
	Manager Finance Information and System
	Manager Financial Accounting
	Manager Strategic Finance
	Product Owner

Reporting Line 4 (as at 17 March 2021)	
Programme Director Better Every Day	General Manager Service Delivery Capability

Reporting Line 5 (as at 17 March 2021)	
Reporting to	**Position title**
Chief Monitor	Independent Children's Monitor Manager Corporate Strategy and Insights
	Independent Children's Monitor Manager Monitoring x3
Director Change Implementation	Change Implementation Manager
Director Client Service Delivery	Manager Client Service Delivery Support
National Manager Emergency Management and Business Continuity	Programme Manager x2
Director Office for Disability Issues	Manager Office for Disability Issues
Director Finance	Finance Manager Service Delivery
Director HR Operations	HR Reporting and Analysis Manager
	Manager HR Advisory
	Manager HRIS Applications and Payroll
	Manager Recruitment
Director Learning and Capability	Manager Learning & Capability Development
Manager Community Partnerships and Programmes	Team Leader Community Partnerships and Programmes
	Team Leader x2
National Manager Contracts	Team Manager Contracts
General Manager Centralised Services	Manager Centralised Services x6
	Manager Workforce Management Planning & Analysis
General Manager Client and Business Intelligence	Manager Business Intelligence
	Manager Data Science and Products
General Manager Contact Centre and Digital Services	Manager Contact Centre Services x9
	Manager Workforce Management Planning & Analysis
General Manager Housing	Housing Manager
General Manager Integrity and Debt	Manager Intelligence Unit
	National Manager Collections
	National Manager Fraud Intervention Services
	National Manager Integrity Intervention Centre
	Team Manager Information and Advice
General Manager Planning and Analysis	Manager Planning and Analysis x3

Reporting Line 5 (as at 17 March 2021)	
General Manager Property and Facilities	Manager National Office Facilities
	Manager Property Development Service Delivery
	Manager Property Operations
	Manager Property Strategy & Planning
General Manager Research and Evaluation	Manager Research and Evaluation x2
General Manager Service Delivery Capability	Manager Capability x5
	Manager Capability National Office
Head of Technology	IT Programme Manager
Head of Technology People Capability	Head of Organisational Development
	Manager Design & Development
	Manager IT Business Analyst
	Manager Release & Environment
	People Lead
	Technical Product Owner x3
	Technology People Leader x11
Technology Infrastructure Portfolio Owner	Manager Digital Software Products
	Manager IT Customer Services
	Manager IT Performance and Risk
	Manager Network Services
	Manager Technology Services
Manager Digital Software Product	Capability Manager Cloud Integration
Manager Family and Community Services	Team Leader x4
	Team Leader Social Action
Manager Financial Accounting	Team Leader Crown Revenue & Reconciliation x2
	Team Leader External Reporting
Manager Financial Operations	Team Manager x2
Manager Information Management	Communications and Engagement Manager
Manager Partnerships and Services	Team Leader Information System
Manager Procurement Practice	Manager Business Improvement and Support
Manager Release & Environment	Team Lead Middleware Development Support
National Accreditation Manager	Accreditation Manager x3
	Manager National Processing Unit
	Senior Advisor National Providers
National Director Youth Services	Team Leader Youth Services x2
National Manager Contracts	Team Manager Contracts
Operations Manager Data Management and Information Delivery	Manager Data Management and Information Delivery x4
	Programme Manager

Reporting Line 5 (as at 17 March 2021)	
Principal Advisor ER Strategy	Manager HR Consultancy
	Manager Remuneration
Regional Commissioner for Social Development	Economic Development Manager x4
	Māori Relationship Manager x5
	Regional Contracts Manager x10
	Regional Director x10
	Regional Director Auckland North and West
	Regional Director Auckland South
	Regional Housing Manager
	Regional Labour Market Manager x8
	Service Centre Manager
	Social Development Manager
	Strategic Housing Manager
Regional Commissioner for Social Development Auckland	Manager Regional Business Support
	Regional Director Auckland East and Central
	Regional Labour Market Manager
	Senior Contracts Manager
Technology Infrastructure Portfolio Owner	Manager Digital Software Products
Technology Infrastructure Portfolio Owner continued	Manager IT Performance and Risk
	Manager IT Performance and Risk
	Manager Network Services
	Manager Technology Services