



Tēnā koe

On 16 July 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *The latest two staff surveys relating to morale, job safety, security, bullying and harassment and similar from all departments*
- *In whatever format or formats it has been communicated to senior leadership.*
- *And any resulting changes from leadership including emails to staff and/or unions*

On 27 July 2021, the Ministry contacted you to clarify the type of survey you were interested in. You confirmed that you wanted information regarding Ministry-wide staff surveys which were initiated by the Ministry, rather than by external agencies, and that you were happy for the surveys to cover one of the topics listed, rather than all.

The most recent surveys distributed by the Ministry to all staff, with relevance to the topics "morale, job safety, security, bullying and harassment and similar" are the two Kei te pēhea koe? (How are you doing) staff surveys.

Kei te pēhea koe (How are you doing), the Ministry's most recent pulse survey, was run twice in 2020 as New Zealand moved between COVID-19 alert levels. The first survey ran in April 2020 when New Zealand moved from alert level four to alert level three. The second, in May 2020, as New Zealand moved between alert level three and alert level two. The survey was used to find out if staff were able to stay connected with their manager and team, and whether communications were hitting the mark. Please find enclosed, a copy of the questions and results for the first survey attached as Appendix 1, and a copy of the questions and results for the second survey attached as Appendix 2.

The pulse survey was communicated to leaders and all staff through Doogle, the Ministry's intranet site. These messages can be viewed in Appendix 3 and 4.

Additionally, reminders (copied directly below) were sent to staff through daily updates.

## **Kei te pēhea koe? How are you doing?**

Whether you're working from home or in the office, we want to know that you're able to stay connected with your manager and team, and our communications are hitting the mark.

Please take a couple of minutes to complete the confidential pulse survey and let us know if you've been able to stay informed and connected with us during the national shutdown.

## **Kei te pēhea koe? (how are you doing?)**

A wee reminder to complete the Pulse Survey that closes this week. Take a moment now and let us know how you've found the support at work since the COVID-19 restrictions began.

The survey results were communicated via Doogle and can be seen in Appendix 5.

The survey, along with existing channels of feedback (including from leaders, employee representatives, and staff), has prompted a number of areas where the Ministry has refocused on the way we engage with and support our people:

- The Ministry undertook a review of the communication channels to better support the flow of information to staff and managers. A number of new methods of sharing critical information were established, and are now the primary sources of communicating to our distributed workforce.
- The Ministry's Leadership Team has frequent regional engagement sessions to share our direction, successes and to gather feedback directly from our staff and managers. These sessions have also allowed for site visits and more direct contact between our Leadership Team and those on the frontline.
- We have also reviewed our need for improved online collaboration tools and have been testing Zoom, MS Teams, WebEx for an effective and long term method of collabrating, particularly with the need to adopt flexible working practices. This work is called Connected Workspace and an overview of the Connected Workspace story can be seen in Appendix 6.
- The Ministry reviewed and promoted an updated flexible working policy and guidelines, working closely with Employee Representatives. These have been implemented so employees and managers can fully consider flexible working arrangements and ensure arrangements meet the operational needs of the organisation and the team, as well as the needs of individuals. A leadership message can be seen in Appendix 7.
- Wellness was another area of focus as a result of the feedback from the Kei te pēhea koe survey. In November 2020 we established the Pā Harakeke Wellbeing Plan that covers the following outcomes:
  - Raising wellness awareness,
  - leadership (of wellbeing),
  - committment to Te Pae Tata (our Māori Strategy and Action Plan),
  - supporting physical health,
  - supporting mental health, and
  - developing supportive and inclusive workplaces.

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

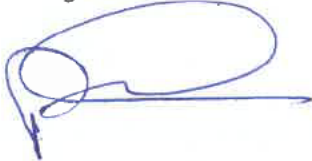
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

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. The Ministry will do this by publishing this letter and attachments 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 regarding the Kei te pēhea koe surveys with us, 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.

Ngā mihi nui



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