



1 February 2023

Tēnā koe

On 25 November 2022, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *What mandatory training courses/programmes have staff (some staff or all) been required to attend in 2022? Please list the name of the course, the purpose, who facilitated it, who was required to attend, and the cost to Ministry of Youth Development in total and per participant.*
- *For each training courses/programme please indicate whether or not they were run during normal work hours.*

On 20 December 2022, the Ministry emailed you to advise that more time was required to make a decision on your request. In accordance with section 15(1) and 15A of the Act, the Ministry advised the decision would be with you no later than 1 February 2023. The reason for the extension is that the consultations necessary to make a decision on your request are such that a proper response to the request cannot reasonably be made in the original time limit.

The Ministry has interpreted your request for mandatory training to include compliance learning received by staff members.

The Ministry of Youth Development (MYD) is administered by the Ministry. MYD staff members receive the same Human Resources training as Ministry staff members. As such, the Ministry has interpreted your request for information to cover compliance learning received by all Ministry staff members.

The Ministry provides compliance learning to staff through an internal online learning portal. As the courses are developed inhouse, there is no cost to either MYD or the Ministry.

All Ministry staff members complete compliance learning during working hours as part of their induction, or an annual refresher.

Please see **Table One** in the below **Appendix** which shows the name and learning descriptor of each compliance learning course completed by Ministry staff members in 2022.

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 on the Ministry'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](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



Cain McLeod  
**Group General Manager**  
**People**

## Appendix

**Table One: Compliance learning courses completed by Ministry staff in 2022, broken down by course title and learning descriptor**

<b>Course title</b>	<b>Learning descriptor</b>
ActSAFE Staff Safety	<i>This online module is an introduction to ActSAFE and MSD Health, Safety and Security, it includes a mix of reading, quiz questions and a scenario.</i>
ActSAFE – Staff Secure	<p><i>Welcome to ActSAFE - Staff Secure, a refresher training module.</i></p> <p><i>Creating a safe workplace is everyone’s responsibility and it’s important that we make sure we do everything we can to stay safe while working with our clients.</i></p> <p><i>There are some key things to remember that will help keep yourself and others safe, this module aims to refresh you on these fundamentals.</i></p> <p><i>This online module covers:</i></p> <ul style="list-style-type: none"> <li>• <i>Keeping yourself safe</i></li> <li>• <i>Environment awareness</i></li> <li>• <i>Security features of your site</i></li> <li>• <i>What do de-escalation and situational awareness mean?</i></li> </ul>
ActSAFE Injury Management Refresher 2021	<p><i>This in an online course designed for all Ministry staff.</i></p> <p><i>This is a refresher module based on the full ActSAFE Injury Management module. It uses a scenario-based approach, to provide you with information about what to do when an injury occurs in the workplace.</i></p>
ActSAFE Injury Management Refresher 2022	<p><i>This in an online course designed for all Ministry staff.</i></p> <p><i>This is a refresher module based on the full ActSAFE Injury Management module. It uses a scenario-based approach, to provide you with information about what to do when an injury occurs in the workplace.</i></p>
ActSAFE Pain and Discomfort Refresher 2022	<p><i>Welcome to the ActSAFE: Pain and Discomfort Refresher 2022 training module.</i></p> <p><i>If you have been with the Ministry for some time, you may recall doing this module around this time last year.</i></p>

	<p><i>If you have recently joined us, this may be your first time.</i></p> <p><i>Over the past two years, how and where we work has changed, sometimes frequently. Some of you may have been working from home, in our sites or even both, on and off.</i></p> <p><i>What hasn't changed is the fact we need to look after ourselves and understand that if we are feeling any pain or discomfort from our work set ups, we need to act quickly to avoid ongoing niggles or further issues down the track.</i></p> <p><i>MSD has systems and processes to support you if you experience any work-related pain and discomfort. That's where this module comes in handy to give you an overview of what to do and how to go about it.</i></p> <p><i>This module covers:</i></p> <ul style="list-style-type: none"> <li><i>• Causes and symptoms of pain and discomfort</i></li> <li><i>• Creating a safe and healthy workspace, at both work and home</i></li> <li><i>• How to manage pain and discomfort, at both work and home.</i></li> </ul>
ChildSAFE	<p><i>This 15-minute module explains the principles of the Ministry's Child Protection Policy, and sets out our expectations of how our people should respond when they have concerns about the safety and well-being of our tamariki. Content includes references to child abuse. If this learning raises any concerns for you, please talk to your manager prior to commencing this learning. Support is also available through EAP and Poutuara-peer support at MSD.</i></p>
Code of Conduct	<p><i>Everyone in the Ministry has an obligation to behave with the highest ethical standards that are reflected in our principles and our Code of Conduct. This is fundamental and sets the standard we all work to.</i></p> <p><i>This compliance activity will help you check your understanding and give you an opportunity to reflect on how the code applies to your work. Successful completion of all test scenarios will serve as your certification to the code.</i></p> <p><i>If you are unsure about anything covered in this</i></p>

		<p><i>module, please discuss and seek clarification from your manager or Human Resources specialist.</i></p>
Code of Conduct Refresher 2022	Conduct Training	<p><i>Code of Conduct is a mandatory compliance training module for all staff.</i></p> <p><i>Everyone in the Ministry has an obligation to behave with the highest ethical standards that are reflected in our principles and our Code of Conduct. This is fundamental and sets the standard we all work to.</i></p> <p><i>This compliance activity will take you through a number of scenarios and give you an opportunity to reflect on how the code applies to your work. Successful completion of this module will serve as your certification to the code. You must visit all slides for the module to complete.</i></p> <p><i>If you are unsure about anything covered in this module, please discuss and seek clarification from your manager or Human Resources specialist.</i></p>
Fire Learning	Evacuation	<p><i>This module includes a four minute long video highlighting the safe process for evacuating our National Office buildings and five multi choice questions to show your learning. You will have completed the online training once you tick the declaration acknowledging understanding of your responsibility to keep yourself and others safe in the workplace.</i></p>
Get Ready, Get Thru		<p><i>An emergency can happen at any time so are you prepared for a disaster if it occurred today?</i></p> <p><i>This self-directed online module that you are required to complete as part of your induction helps you to plan for the unexpected. This module will give you the knowledge and resources to better prepare for emergencies and business disruptions. It will cover:</i></p> <ul style="list-style-type: none"> <li><i>• The importance of being personally prepared.</i></li> <li><i>• The role of MSD in an emergency or business disruption.</i></li> <li><i>• The Ministry's business continuity arrangements.</i></li> </ul> <p><i>In this module you'll meet Ministry staff sharing their experiences – their emergency plans, situations they've found themselves in and how they've managed to get through.</i></p>

	<p><i>Once you have completed the module, if you want to read more about Emergency Management in the Ministry we have lots more information on our intranet site. Click on this link to view.</i></p>
Information Management, Privacy, and Security	<p><i>Welcome to the Information Management, Privacy, and Security online module.</i></p> <p><i>This module covers:</i></p> <ul style="list-style-type: none"> <li>• <i>what information management is and why it is important</i></li> <li>• <i>protecting information</i></li> <li>• <i>information privacy and sharing</i></li> <li>• <i>how to recognise and report a privacy, information, or IT security breach</i></li> <li>• <i>three scenarios</i></li> <li>• <i>next steps and where you can find more information.</i></li> </ul>
Ministry of Social Development Official Information Act 1982	<p><i>Welcome to this eLearning module on the Official Information Act (OIA).</i></p> <p><i>This module covers:</i></p> <ul style="list-style-type: none"> <li>• <i>the purpose of the Official Information Act</i></li> <li>• <i>what information can be requested</i></li> <li>• <i>who can make an OIA request and</i></li> <li>• <i>where to go to for support.</i></li> </ul>
Ministry of Social Development Official Information Act Refresher 2022	<p><i>Welcome to this refresher for the Official Information Act (OIA).</i></p> <p><i>This refresher is reminder about:</i></p> <ul style="list-style-type: none"> <li>• <i>the purpose of the Official Information Act</i></li> <li>• <i>what information can be requested</i></li> <li>• <i>who can make an OIA request and</i></li> <li>• <i>where to go to for support.</i></li> </ul>
Te Kawa Mataaho Public Service Commission	<p><i>This online induction module introduces to Te Kawa Mataaho and how it works to deliver outcomes and services for all New Zealanders.</i></p>
The Terrace Safety and Emergency Information	<p><i>This is an online course aimed at all National Office Staff that work any of these sites: 44 or 50, 56, 85 or 89 The Terrace or 110 Featherston Street. This course aims to provide the critical information on how you should respond to an incident or emergency situation at</i></p>

	<p><i>either site.</i></p> <p><i>There are questions throughout the tutorials to test your understanding.</i></p>
Unconscious Bias	<p><i>This series of five modules explores bias and how understanding biases can shape our thinking and help make more effective and rational decisions and includes:</i></p> <ul style="list-style-type: none"> <li><i>• the benefits of diversity and inclusion</i></li> <li><i>• the impacts of unconscious bias in the workplace</i></li> <li><i>• recognising unconscious bias in our thinking and behaviour</i></li> <li><i>• how unconscious bias and 'same group' orientation affects us and the people we work with</i></li> <li><i>• how the brain reacts to stress and threats, some common biases in the workplace, and recognising our stress responses</i></li> <li><i>• being aware of our biases and taking steps to minimise their impact</i></li> </ul>
Welcome to the Ministry of Social Development	<p><i>This module covers organisation structure, strategic direction and an overview of MSD products and services</i></p>