



31 May 2023

Tēnā koe

On 1 May 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*We request the following information:*

- *For 2020/21, 2021/22 and 2022/23 (to date) broken down by year please provide:*
  - *Staff sickness absence figures for each team in your Department. Also detail each team's average sickness days against departmental sickness targets.*
- *For 2020/21, 2021/22 and 2022/23 (to date) broken down by year please provide:*
  - *Number of resignations within each team. If you do not collate resignation figures for each department please provide figures for the Department as a whole.*

For the sake of clarity, the Ministry will respond to each request in turn.

- *For 2020/21, 2021/22 and 2022/23 (to date) broken down by year please provide:*
  - *Staff sickness absence figures for each team in your Department. Also detail each team's average sickness days against departmental sickness targets.*

On 29 May 2023, the Ministry emailed you advising of the decision to grant your request. However, more time was required to prepare the information for release.

Sick leave allows staff to take time off in the event of personal illness or injury. Dependant illness leave allows staff members to take time off, in short term situations, to care for someone in their family or household who becomes dependent on them through illness, incapacity, accident or injury.

Permanent and temporary staff members are entitled to sick and dependant illness leave as specified in their employment agreements.

Please see below **Table One** which shows the average staff sickness absence by the Ministry's business groups for the period 2020/2021, 2021/2022 and 2022 to 30 April 2023.

**Table One: Average days of staff sickness absence by Business Group**

<b>Business Groups</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022 to 30 April 2023</b>
Māori Communities and Partnerships	5.9	6.5	7.1
Organisational Assurance and Communication	6.5	7.2	7.6
People and Capability	8	8.1	8.5
Policy	6.4	6.1	7.4
Service Delivery	12.8	13.7	13.8
Strategy and Insights	7.7	6.7	7.7
Transformation	7	7.2	8.7
<b>The Ministry total sickness absence</b>	<b>11.7</b>	<b>12.5</b>	<b>12.6</b>

Notes:

- Sickness absence reported here includes paid sick and dependant leave and unpaid sickness absence.
- Service Delivery includes all of the Ministry's Work and Income sites, where front facing staff work face to face with clients.
- Sickness absence recorded can be dynamic, in that leave reasons can change. A leave event might initially be entered as sick leave but subsequently changed to annual leave, ACC leave (once approved by a 3rd party administrator) or even removed from the system if the leave was not taken. The Ministry's data will report what was captured at the time which might differ slightly from a report run today for a previous Financial Year period.

The Ministry manages sick leave usage in a number of ways in accordance with the employee's employment agreement and the Ministry guidelines including:

- monitoring sick leave and taking appropriate steps at an early stage
- where appropriate, referring employees to support services and rehabilitation programmes in a timely manner
- supporting an employee's return to work by communicating with the employee about, and entering into, a return-to-work plan (as may be agreed with the employee and/or their treatment provider)
- involving employees in decisions the manager may make about their use of sick leave.

The Ministry's approach to staff wellness recognises that both work and non-work-related issues could affect an employee's physical and emotional wellbeing and is committed to working together with managers and employees to maintain a positive work environment.

- For 2020/21, 2021/22 and 2022/23 (to date) broken down by year please provide:
  - Number of resignations within each team. If you do not collate resignation figures for each department please provide figures for the Department as a whole.

The Ministry's turnover figures include cessations of permanent employees due to resignations and other forms of cessation such as retirement, death and dismissal.

While turnover has been high, the Ministry has been able to maintain overall staffing levels. In 2022/23 the Ministry will continue to improve the wider employee experience, including working on improving our recruitment processes, enhancing employment terms and conditions, and providing a positive employee experience through Pā Harakeke (our wellbeing approach).

Please see below **Table Two** which shows the number of staff resignations by the Ministry's business groups for the period 2020/2021, 2021/2022 and 2022 to 30 April 2023.

**Table Two: Number of Resignations by business group**

<b>Business Groups</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022 to 30 April 2023</b>
Māori Communities and Partnerships	29	44	30
Organisational Assurance and Communication	38	58	36
People and Capability	68	153	114
Policy	16	47	27
Service Delivery	665	1106	884
Strategy and Insights	31	52	27
Transformation	49	145	53
<b>Ministry total resignations</b>	<b>897</b>	<b>1,605</b>	<b>1,172</b>

#### Notes

- This table includes Permanent staff
- Fixed term staff who have a resignation reason recorded
- Excludes dismissal, death, retirement, redundancy, Machinery of Government

You may also find helpful the Social Services and Community Committee 2021/22 Annual Review of the Ministry of Social Development, which provides information related to staff sickness absences in questions 80-84 and staff resignations in questions 88-92 at the following link: [https://www.parliament.nz/resource/en-NZ/53SCSS\\_EVI\\_127528\\_SS5240/5bb09bc1a83e5bd3396f8d0b9f92fb86e85e984d](https://www.parliament.nz/resource/en-NZ/53SCSS_EVI_127528_SS5240/5bb09bc1a83e5bd3396f8d0b9f92fb86e85e984d).

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



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People**