



25 July 2025

Tēnā koe

Official Information Act request

Thank you for your email of 16 June 2025, requesting information about policies on staff workflow allocation, demographic requirements, and a breakdown of salary by positions and teams.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

You requested:

- 1. Can you please provide me with data regarding MSD's staffing workflow policies? Ie how work is allocated to staff, and the percentage of staff time spent on for example, OIA requests as compared to other policy projects?*
- 2. If you can please break this down in an accessible format, that includes information and data by core funding priorities, over the last 5 years, that would be great.*

The Ministry of Social Development (the Ministry) encompasses a wide range of business units with differing functions, responsibilities, and work-types. There is no set workflow policy that applies to the Ministry as a whole. Workflow management differs from team to team, depending on their individual requirements.

We do not centrally report on the percentage of time that staff spend on specific types of work. Accordingly, this part of your request is refused under section 18(e) of the Act as this information does not exist.

- 3. Please also include data and policies around how staffing requirements are decided by the Ministry, for example with evidence regarding the number and demographic data of staff by team or department. If you can please also include salary information by role or position and broken down by team, that would be great.*

The Ministry undertakes a merit-based selection process when selecting new employees. This is consistent with our obligations under the Public Service Act

2020 to appoint the person best suited to the position. The Ministry does not have a policy for hiring based on demographic based hiring.

When determining the candidate best suited to a position, this involves requiring us to identify the skills, responsibilities and effort that are necessary to perform the role. Criteria identified may include (but are not limited to): qualifications, technical knowledge, experience, team fit, cultural competency, community connections, or other relevant work-related criteria.

When determining the size of our workforce and when to recruit for roles, the key factors we consider are usually attrition and funding rather than team or workgroup demographics.

Merit-based appointments and diversity and inclusion are consistent and mutually reinforcing and helps us to recruit a diverse workforce with the experience and expertise to improve the lives of all the people we serve.

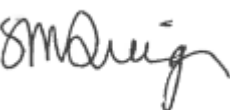
You have also asked for salary information by role or position. Please find attached the most recent decision under the OIA, which provided salary information by position: www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2024/august/19082024-information-on-funding-and-collaboration-with-unions.pdf

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, 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. 

Anna Graham
General Manager
Ministerial and Executive Services