

9 November 2021

File Ref: OIA 44095

9(2)(a)

Tēnā koe<mark>9(2)(a)</mark>

Official Information Act request

Thank you for your information request dated 11 October 2021. You asked for the following information:

1) The total number of formal complaints made by employees to your HR department in the past five years, broken down by year (2016 to 2021 to-date).

2) An explanation of how you code complaints (i.e. is it broken down by 'bullying', 'sexual harassment').

3) The number of bullying-related complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).

4) The number of sexual harassment-related complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).

5) The number of investigations undertaken into complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).

6) The number of settlements your organisation has paid to past or current employees for personal grievance complaints in the past five years, broken down by year (2016 to 2021 to-date).

7) The number of settlements your organisation has paid to past or current employees for unjustified dismissal complaints in the past five years, broken down by year (2016 to 2021 to-date).

8) The value of all settlements paid by your organisation for personal grievance or unjustified dismissal claims in the past five years, broken down by year (2016 to 2021 to-date).

9) The number of employee resignations from your organisation in the past five years, broken down by year (2016 to 2021 to-date).

10) A copy of your organisation's most recent staff satisfaction/experience survey.

Your request has been considered in accordance with the Official Information Act 1982 (the Act).

One document has been identified in scope of your request. The document and my decisions with regard to the release of the information are set out in the table attached as Appendix A.

We have responded to each of your questions in turn below:

1) The total number of formal complaints made by employees to your HR department in the past five years, broken down by year (2016 to 2021 to-date).

Financial year	Number of Formal Complaints Lodged	Reasons
2020/21	2	 Bullying & Sexual Harassment Bullying
2019/20	1	 Termination of Employment due to redundancy
2018/19	0	n/a
2017/18	2	 Termination of Employment due to redundancy Bullying
2016/17	2	 Termination of Employment due to redundancy Bullying
TOTAL	7	

Table One: Number of Formal Complaints lodged, by reason and financial year 2016-2021

Please note you have asked about 'formal complaints', which is a wider category that includes 'personal grievances' as a subset. As a result the answer is not identical to our response to the Māori Affairs Select Committee, which asked about 'personal grievances'.

2) An explanation of how you code complaints (i.e. is it broken down by 'bullying', 'sexual harassment').

We do not code complaints, as there are so few received. Each complaint is able to be managed individually.

3) The number of bullying-related complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).

Four (see Table One).

4) The number of sexual harassment-related complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).

One (see Table One).

5) The number of investigations undertaken into complaints made to your HR department in the past five years, broken down by year (2016 to 2021 to-date).

All formal complaints and personal grievances have been investigated (seven in total).

6) The number of settlements your organisation has paid to past or current employees for personal grievance complaints in the past five years, broken down by year (2016 to 2021 to-date).

Table Two: Number of settlements paid for personal grievance complaints, by financial year 2016-2021

Financial year	Number of settlements for Personal Grievances
2020/21	1
2019/20	1
2018/19	0
2017/18	1
2016/17	1
TOTAL	4

7) The number of settlements your organisation has paid to past or current employees for unjustified dismissal complaints in the past five years, broken down by year (2016 to 2021 to-date).

No settlements have been paid for unjustified dismissal complaints in the past 5 years. There were no complaints of this type during this period.

8) The value of all settlements paid by your organisation for personal grievance or unjustified dismissal claims in the past five years, broken down by year (2016 to 2021 todate).

Due to the small number of settlements made, we cannot provide information on the value of settlements, as it would be a breach under section 9(2)(a) of the Act, which protects the privacy of natural persons.

9) The number of employee resignations from your organisation in the past five years, broken down by year (2016 to 2021 to-date).

Table Three: Number of employee resignations from Te Puni Kōkiri by financial year 2016-2021

Financial Year	Number of resignations
2021/22*	29
2020/21	76
2019/20	46
2018/19	40
2017/18	36
2016/17	21
TOTAL	248
*As at 21 Octobe	er 2021

10) A copy of your organisation's most recent staff satisfaction/experience survey.

Please find attached as Appendix A.

I trust my response satisfies your request.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at <u>www.ombudsman.parliament.nz</u> or freephone 0800 802 602.

Please note that Te Puni Kōkiri publishes some of its OIA responses on its website, after the response is sent to the requester. The responses published are those that are considered to have a high level of public interest. We will not publish your name, address or contact details.

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact <u>oia@tpk.govt.nz</u>.

Ngā mihi

whit

Grace Smit Deputy Secretary Organisational Support | Hautū Tautoko Whakahaere



Appendix A – documents OIA request from Oli Lewis dated 21 October 2021

Item	Date	Document description	Decision
1.	27 November 2021	Te Patapatai Whai Oranga	Release in full





Report Summary

Survey name: Te Patapata Wha Oranga 2020 Start date: 20:00pm, 10 November 2020 End date: 04:00am, 27 November 2020 Overall survey score: 60%* Participation: 59% Participants: 212 comp eted of 361 nv ted Created by:

Filters applied to this report

Te Puni: Off ce of the Secretary, Organ sat ona Support, Po cy Partnersh ps, Reg ona Partnersh ps & Operat ons, Strategy, Governance & Pub c Sector Performance

*Note: The overall survey score is calculated from the AskYourTeam Agree-Disagree questions

Categories summary

Overall 60%

Results of the survey are grouped by category to provide an overall summary The overall score includes AskYourTeam questions

		Average Score	Lowest Score	Highest Score
Leadersh p		68%	61%	74%
Culture		67%	51%	80%
Performance Development		54%	39%	69%
Strategy		58%	50%	69%
Project Processes		53%	49%	60%
mplementat on		2%	48%	54
Revew		49%	45%	52%
nternal Commun cat on	X	62%	56%	69%
Operat onal Processes		62%	51%	77%
Organ sat on Performance		60%	53%	80%
Technology		60%	48%	68%
Stakeholder Relat onsh ps		65%	62%	67%
External Prov ders		61%	60%	63%
Cl ent Focus		59%	54%	63%
Custom	$\sim \sim \circ \circ$	68%	58%	75%
Release				
official				

Questions summary

The question summary reports show the 10 highest and 10 lowest scores for the survey. The highest scores can identify areas to celebrate success. The lowest scores can identify areas to focus follow-up action plans

저 Тор 10

#	Categories	Questions	Score
1	Organisa ion Performance	am proud of the beneficial impact Te Puni KÅkiri has for iwi/hapu/whanau/maori	80%
2	Culture	enjoy working for Te Puni KÅkiri	80%
3	Culture	Te Puni KÅkiri is a great place to work	78
4	Operational Processes	understand clearly how the hings do affect he ability of others in my team to do their job	77%
5	Custom	understand the 7 strategic shifts for Te Puni KÅkiri outlined in the 2019 Gabine Paper	75%
6	Leadership	The actions of my manager are consistent with Te Puni KÅkiri values	74%
7	Leadership	My manager treats people he way hey ask us to treat others	74%
8	Custom	Te Puni KÅkiri values diversity	71%
9	Leadership	My manager handles s ressful situations well	71%
10	Custom	understand Te Puni KÅkiri's new operating movel and the impact it has on me and my mahi	70%
~	Bottom 10		

Softom 10

1Performance DevelopmentPoor performance is managed effectely. To Puni KAkiri3892ReviewProjects are reviewed thorbught to see how well the actual b. co. reflected the forecast outcome4593TechnologyWe can quickly obtain culorinsed reports from our formation systems4894mplementationWe use effectiverologie orianagement techniques for implementing projects4895Project ProcessesThere an effective planning processes a Te Pul KAkiri4996Performance DevelopmentTe Pun KAkir/has a culture of an owennent that maximises he performance of staff5097StrategyAlt teams have objectives the are elligned with those of other teams5098Project ProcessesEffective consultation occurs before changes are made that affect others5099Reviewnformation and estur from projects are analysed and effectively acted upon509				
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10 Culture We have clea, and effective systems for dealing with intimidating behaviour and workplace bullying which are applied equally to 519	8	Project Processes	Effective consultation occurs before changes are made that affect others	50%
	9	Review	nformation and results from projects are analysed and effectively acted upon	50%
	10	Culture		51%

All AskYourTeam Questions summary

Categories	Questions	Score
Leadership	My manager treats people the way they ask us to reat o hers	74%
Leadership	The actions of my manager are consistent with Te Puni KÅkiri values	74%
Leadership	My manager handles stressful situations well	71%
Leadership	The purpose vision and values for Te Puni KÅkiri are clearly understood	69%
Leadership	People are confident that our executive leadership team will implement our purpose vision and values successfully	6 %
Leadership	Our leaders make and deliver hard decisions in an effec ive way	6 %
Leadership	feel safe to tell the ruth even when it is unpopular	61%
Culture	enjoy working for Te Puni KÅkiri	80%
Culture	Te Puni KÅkiri is a great place to work	78%
Culture	There is a s rong focus on how we can work together better as a team	68%
Culture	We celebrate achievements as a team	67%
Culture	The contributions of individuals are recognised in my team	67%
Culture	Honesty and direc ness are valued at Te Puni KÅkiri	57%
Culture	We have clear and effective systems for dealing with intimidaling behaviour and workplace bullying which are applied equally to everyone	51%
Performance Development	My own performance targets are aligned with the prior ies of Puni KÅkiri	69%
Performance Development	Te Puni Kåkiri provides opportunities for me to vevelop my skills and compe end es and ctively encourages career development	63%
Performance Development	We have effective training hat enhances he performance and developme of in ividuals	55%
Performance Development	Each person at Te Puni Kåkiri has clearly de ned roles and responsibilite which they understand	53%
Performance Development	have regular and effective fei dba and performance reviews	53%
Performance Development	Our remuneration structure in propriate relative to he market	52%
Performance Development	Te Puni KÅkiri has a coture of empowerment that matimises the performance of staff	50%
Performance Development	Poor performance - monaged effective - et 1. Puni KÅkiri	39%
Strategy	Social espons bility is appropriately recorded in Te Puni KÅkiri purpose vision and values	69%
Strategy	Ev ry hing we do is consisten, with the organisation's purpose vision and values	58%
Strategy	The impact on the environment is appropriately reflected in Te Puni KÅkiri purpose vision and values	57%
Strategy	Te Puni KÅkiri is good loo ing at future demands and opportunities	55%
Strategy	All teams have big ives that are aligned wi h those of o her teams	50%
Project Processes	There is effective communication to inform what is required of me	60%
Project Processes	tiatives and projects are researched and planned effectively	53%
Project Processes	Effective consultation occurs before changes are made that affect others	50%
Project Process	There are effective planning processes at Te Puni KÅkiri	49%
mplementation	Changes to plans or deadlines are effectively communicated to all those affected	54%
mplementation	Everyone involved in implementing a project understands what needs to be done and by whom	54%
mplementation	People are held accountable for hitting their deadlines	53%
mplementation	We use effective project management techniques for implementing projects	48%
Review	The measurements we use show clearly whether or not we are on target wi h our strategy and projects	52%
Review	nformation and resul s from projects are analysed and effectively acted upon	50%

YOUR

Internal Communication My manager shares information with me that enables me to do my plo effectively 60% Internal Communication am mobiled by the effective way my manager communicates 60% Internal Communication Te Puri Kkkii ensures: understand with webplato changes are made 60% Operational Processes Internal Communication We are provided in a dear understandade way 60% Operational Processes Internal Communication We are provided with meeting at the Puri Kkkii is performing 60% Operational Processes Internal Communication We are provided in a dear understandade way 60% Operational Processes Internal Communication We are provided in a dear understandade way 60% Operational Processes We in provide with non-time is an responsible for 60% Operational Processes We infective way on the decisions with matter: an responsible for 60% Operational Processes We infective work form of the tareatilia inpact. The Puri Kkkin is apport provide in the decision for the definition inpact. The Puri Kkkin support provide in the decision for the definition inpact. The Puri Kkkin support provide in the decision for the definition inpact. The puri Kkkin support provide inpact. The puri Kkin support provide inpact. Th			
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	Custom	understand Te Puni KÅkiri's new operating model and the impact it has on me and my mahi	70%
Custom Leaders within Te Puni KÅkiri are visible and accessible 58%	Custom	Te Puni KÅkiri's new operating model was well communicated to me	68%
	Custom	Leaders within Te Puni KÅkiri are visible and accessible	58%

ASK YOUR TEAM

Alignment report

The Alignment report helps you check how aligned your Executive team are with everyone else in the organisation

#	Categories	Questions	Non- executive	Executive	Difference
1	Review	nformation and results from projects are analysed and effectively acted upon	50%	80%	30%
2	Project Processes	Effective consultation occurs before changes are made that affect others	50%	80%	30%
3	Operational Processes	We regularly review processes and identify possible improvements	51%	80%	29%
4	mplementation	Everyone involved in implementing a project understands what needs to be done and by whom	53%	80%	27%
5	Performance Development	have regular and effec ive feedback and performance reviews	53%	C	2 %
6	Strategy	Te Puni KÅkiri is good at looking at future demands and opportuni ies	54%	80%	26%
7	Organisation Performance	Te Puni KÅkiri supports people who come forward with new ideas	56%	80%	24%
8	Organisation Performance	People are regularly asked for feedback on how to improve Te Puni KÅkiri	56	80%	24%
9	nternal Communication	We are provided wi h meaningful updates on how Te Puni KÅkiri is pe forming	56%	80%	24%
10	Culture	There is a strong focus on how we can work together better as a sam	68%	90%	22%
11	mplementation	We use effective project management techniques for implementing projects	48%	70%	22%
12	Custom	Leaders wi hin Te Puni KÅkiri are visible and accusible	58%	80%	22%
13	nternal Communication	Te Puni KÅkiri results are provided in a char understandable way	59%	80%	21%
14	Operational Processes	Meetings are generally an effective use o time	60%	80%	20%
15	Project Processes	There is effective communication o inform what is required of me	60%	80%	20%
16	Leadership	feel safe to ell the outhousen when it is a noopular	61%	80%	19%
17	Performance Development	Our remun ration structure is appropriat. In lative of the market	52%	70%	18%
18	Leadership	People are confident hat our a ecutive leadership team will implement ou purpose vision and values uccess ully	62%	80%	18%
19	External Providers	Ouvexternal providers mane a posi ive contribution to Te Puni KÅkiri performance	62%	80%	18%
20	Leadership	My manager treat, people the way they ask us to treat others	73%	90%	17%
21	nternal Communication	Te Puni KAkin ensures understand why workplace changes are made	63%	80%	17%
22	nternal Communication	am motil ated by the effective way my manager communicates	64%	80%	16%
23	mplementation	Changes to plans or deadlines are effectively communicated to all those affected	54%	70%	16%
24	Culture	Te Puni KÅkiri is a great place to work	77%	90%	13%
25	Culture	The contributions of individuals are recognised in my team	67%	80%	13%
26	Strategy	Everything we do is consistent wi h the organisation's purpo e vision and values	58%	70%	12%
27	Custom	Te Puni KÅkiri's new operating model was well communicated to me	68%	80%	12%
28	External Providers	Our external providers provide excellent value	59%	70%	11%
29	Leadership	The purpose vision and values for Te Puni KÅkiri are clearly understood	69%	80%	11%

30	nternal Communication	My manager shares information with me that enables me to do my job effectively	69%	80%	11%
31	Strategy	Social responsibility is appropriately reflected in Te Puni KÅkiri purpose vision and values	69%	80%	11%
32	Performance Development	My own performance argets are aligned with the priorities of Te Puni KÅkiri	69%	80%	11%
33	Project Processes	There are effec ive planning processes at Te Puni KÅkiri	49%	60%	11%
34	Performance Development	Te Puni KÅkiri has a culture of empowerment hat maximises the performance of staff	50%	60%	10%
35	Custom	understand Te Puni KÅkiri's new operating model and the impact it has on me and my mahi	70%	80%	10%
36	Leadership	Our leaders make and deliver hard decisions in an effective way	61%	70%	9%
37	Custom	Te Puni KÅkiri values diversity	71%	80%	9%
38	Leadership	My manager handles stressful situations well	71%	80%	9%
39	Stakeholder Relationships	We consult effectively with stakeholders	62%	70%	8%
40	Client Focus	We place enough emphasis on the importance of our customer's needs in how we work	63%	70%	7%
41	Performance Development	Each person at Te Puni KÅkiri has clearly defined roles and responsibilities which they understand	53%	60%	7%
42	External Providers	We have external providers who are responsive to our feedback	63%	70%	7%
43	Leadership	The ac ions of my manager are consistent with Te Puni KÅkiri values	74%	80%	6%
44	Client Focus	We gather feedback actively from customers and use this to improve our lervice's othem	54%	60%	6%
45	Custom	understand the 7 strategic shifts for Te Puni KÅkiri outlined in the 2013 Cabi et Paper	75%	80%	5%
46	Stakeholder Relationships	We collaborate effectively with other relevant organisations	65%	70%	5%
47	Operational Processes	When receive work from other teams it is fit or purpose	56%	60%	4%
48	Culture	We celebrate achievements as a team	67%	70%	3%
49	Operational Processes	understand clearly how the things of a ect he ability of others in my ear to do their job	77%	80%	3%
50	Operational Processes	have the autonomy to make decisions with matters am espo sible for	68%	70%	2%
51	Operational Processes	The health, safety and wellbeing of people at Terrini KAkiri is appropriately reflected in our systems processes an workenvionment	68%	70%	2%
52	Organisation Performance	am proud o the bune icial impact Te Puni KÅkiri has for iwi/hapu/whanau/maori	80%	80%	0%
53	Culture	njoy king for Te Puni KAki	80%	80%	0%
54	Culture	W have clear and effect to systems for dealing with in imidating behaviour and workplace bullying which are applied equally to very the	51%	50%	1%
55	Performance Development	Te Puni KÅkirt provides opportunities for me to develop my skills and competencies and ac ively encourages cares development	63%	60%	3%
56	Culture	ones y a d directness are valued at Te Puni KÅkiri	57%	50%	7%
57	Strategy	The npace on the environment is appropriately reflected in Te Puni KÅkiri purpose vision and values	57%	50%	7%
58	Stakeholde Relationsh s	We perate effectively in delivering value in our sector	67%	60%	7%
59	Organisation Performance	The performance of our organisation is better than that of similar organisations	59%	50%	9%
60	Review	The measurements we use show clearly whether or not we are on target with our s rategy and projects	52%	40%	12%
61	mplementation	People are held accoun able for hitting heir deadlines	53%	40%	13%
62	Organisation Performance	Responding quickly to changes in Te Puni KÅkiri policy is one of our s rengths	53%	40%	13%
63	Performance Development	We have effective training that enhances the performance and development of individuals	55%	40%	15%

YOUR

4 Operation of the background is narranged effectively at Te Part KAbiai cognitation in the total transport of flexibility at Te Part KAbiai cognitation in the total transport of flexibility at Te Part KAbiai cognitation in the total transport of flexibility at Te Part KAbiai cognitation in the total transport of the total containers in the total containers in the total transport of the total containers in the total co	-				
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67 Technology have the information need to do my job as effectively as possible 61% 40% 21% 68 Technology have access to the right information which enables me to make effec ive decisions 62% 40% 22% 69 Stakeholder Relationships Te Puni KÅkiri has a good reputa ion for providing quality advice and services to Ministers 65% 40% 25% 70 Technology We can quickly ob ain customised reports from our information systems 48% 20% 28% 71 Technology We have the technology to effectively support our processes 68% 40% 28% 71 Technology We have the technology to effectively support our processes 68% 40% 28% 71 Technology We have the technology to effectively support our processes 68% 40% 28% 71 Technology We have the technology to effectively support our processes 68% 40% 28% Keiterioterioterioterioterioterioterioter		Poor performance is managed effectively at Te Puni KÅkiri	39%	20%	19%
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60 Comparison	67 Technology	have the information need to do my job as effectively as possible	61%	40%	21%
Relationships 40% 20% 28% 70 Technology We can quickly ob ain customised reports from our information systems 68% 40% 28% 71 Technology We have the technology to effectively support our processes 68% 40% 28% Fectorization our information systems Fectorization our information systems Fectorization our information system Fectorization our information system Fectorization our information system Fectorization our information system Fectorization our information system Fectorization our information	68 Technology	have access to the right information which enables me to make effec ive decisions	62%	40%	22%
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Te Puni Kōkiri INISTRY OF MAORI DEVELOPMENT

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