

Our Ref DOIA 25 -052

13 September 2024

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Tēnā koe [REDACTED]

Response to your official information request

Thank you for your official information request received on 16 August 2024 for:

Regarding the 2024 change processes:

- *How many roles have been or will be disestablished overall? How many have been established?*
- *Any communication internally regarding concerns on the impact to the frontline from March 1 to August 16 2024*
- *Any communication between management and leadership regarding leaks around the change process, from March 1 to August 16 2024*
- *All communication between the CE and the Minister from March 1 to August 16, 2024 regarding the change process.*
- *How much has been spent on leadership leaving/a riving events or parties in 2024?*
- *How much has been saved on the contractors and consultant spend through the change process?*
- *How many times was the counselling service used between March 1 to August 16 2024, compared to the same time in 2023?*
- *The change process decision document*
- *Any reviews conducted after the change process was implemented, regarding the change process.*

I am releasing a range of documents to you in response to your request. The documents being released in response to each part of your request, as well as any relevant contextual or explanatory information, are set out below.

- 1 *How many roles have been or will be disestablished overall? How many have been established?*

Toitū Te Whenua (LINZ) has undertaken four change process during the period of 1 March to 16 August. These changes have combined some teams and disestablished 10 roles, one of which was vacant.

Four new roles have been established through these change processes.

Outside these four change processes, Toitū Te Whenua has disestablished a total of 57 vacant positions across the organisation related to permanent cost savings from Budget 2024.

2 Any communication internally regarding concerns on the impact to the frontline from March 1 to August 16 2024

I am interpreting your request to apply to official or formal correspondence internally regarding concerns on the impact to the frontline from March 1 to August 16.

There are no such official communications in regard to concerns on the impact to the frontline from March 1 to August 16 2024. I am therefore refusing your request under section 18(e) of the Official Information Act as the information does not exist.

3 Any communication between management and leadership regarding leaks around the change process, from March 1 to August 16 2024

There are no such communications between management and leadership regarding leaks around the change process. I am therefore refusing your request under section 18(e) of the Official Information Act as the information does not exist.

4 All communication between the CE and the Minister from March 1 to August 16, 2024 regarding the change process

I am releasing the two Ministerial briefings listed below that are relevant to your request. The briefings are released in full.

- a. BRF 24-384 Upcoming organisational Change proposal
- b. BRF 24-416 Further organisational Change proposal

5 How much has been spent on leadership leaving/arriving events or parties in 2024?

I am interpreting your request to apply to the amount spent on leadership leaving/arriving events or parties in 2024 to Tier 3 leadership and above. During 2024, Toitū Te Whenua has had one Tier 3 leader leave and two arrive at the organisation. None of the staff movements were a result of a change process.

All events or parties relating to these staff movements were self-funded or a personal contribution was provided and therefore no public money has been spent on leadership leaving/arriving events or parties in 2024

6 *How much has been saved on the contractors and consultant spend through the change process?*

You have requested information on the amount saved on contractors and consultant spend through the change process. As part of the wider fiscal savings from Budget 2024, we have achieved savings in several ways, including reducing our contract and consultant spend.

There is no fixed figure on the amount saved on contractors and consultants spend as the change processes were not targeted to reduce this spending.

I am therefore refusing your request under section 18(e) of the Official Information Act as the information does not exist.

7 *How many times was the counselling service used between March 1 to August 16 2024, compared to the same time in 2023?*

I am releasing the following information in relation to your request.

Date	How services were used
Jan – Mar 2023	23 clients seen over 57 sessions
Apr – Jun 2023	24 clients seen over 46 sessions
Jul – Sep 2023	27 clients seen over 64 sessions

Date	How services were used
Jan – Mar 2024	27 clients seen over 65 sessions
Apr – Jun 2024	36 clients seen over 80 sessions
Jul – Aug 2024	17 clients seen over 22 sessions

Please note, this data is provided in a quarterly report so the date ranges will differ slightly to the date range of your request and the final quarter of the 2024 figures is not yet complete. Furthermore, Toitū Te Whenua changed providers of counselling services on 1 July 2024.

8 *The change process decision document*

I am interpreting your request to apply to change process decision documents that fall within the March 1 to August 16 2024 timeframe.

Toitū Te Whenua ran four separate change processes over this period. I am releasing four documents listed below.

- a. Organisational Change proposal – People function - Decision document
- b. Organisational Change proposals - Customer Engagement and STEP Enablement Practice functions
- c. Organisational Change proposal – Māori Crown Relations – Decision Document
- d. Decisions on Design Phase Part Three – Organising Ourselves

This includes the final part of Toitū Te Whenua's multi-year organisational change and transformation programme called Organising Ourselves.

In the interests of focusing our response on the most relevant information, I have not included appendices for the Organising Ourselves document. These appendices set out the impacts of change proposals on individual roles, as well as structural diagrams, and change processes. The appendices are very detailed and largely administrative in nature. If you would like to receive the appendices, please contact us and they can be released to you.

I have decided to withhold the job titles of individual employees whose roles are disestablished or proposed to be disestablished by a change process from the documents. This applies to documents a-d listed above.

I have also decided to withhold in full two documents (not listed above) relating to two further change processes, each of which relates to a single employee.

Information relating to affected individual roles where the person in that role could be identifiable has been withheld under section 9(2)(a) of the OIA to protect the privacy of natural persons.

I consider that the withholding of the information is not outweighed by the public interest in making that information available.

9 *Any reviews conducted after the change process was implemented, regarding the change process.*

No reviews have been requested or conducted after the change processes. I am therefore refusing your request under section 18(e) of the Official Information Act as the information does not exist. Please note, this response letter, with your personal details

withheld, and the attached documents will be published on the LINZ website (<https://www.linz.govt.nz/resources>). This is likely to be published by 7 October 2024.

If you wish to discuss this decision with us, please feel free to contact ministerialsupport@linz.govt.nz.

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

Nāku noa, nā



Louise Hornabrook
Director (Acting)
Office of the Chief Executive

active release