

Question 2: Extracts from the Korero Rautaki (Chief Executive's newsletter)

Q2: All information documents, consultation documents, and surveys sent to multiple staff regarding hiring and staffing changes in your department since November 2023.

Kōrero Rautaki with Richard July 24 -

Change updates

Organising Ourselves is now complete

All new structures are in place, everyone in Toitū Te Whenua is now on broad-based roles, and we are set up to be agile and customer focused into the future.

Thank you all for your engagement and the mahi throughout the processes.

Now is our time to make the most of opportunity and drive our new ways of working.

On Monday 1 July the implementation of Part Three of Organising Ourselves came into effect

These changes apply to Property Rights, the Contact Centre and Learning and Training.

It has been a lot of work to get to this point, which has involved a lot of work and participation from people in Part Three. Thank you for your effort and commitment

Other Organisational Change.

We have continued to have smaller, focused change processes in specific areas.

Changes in the Customer Engagement and People functions, and the STEP Enablement Practice Team in Digital Delivery also come into effect on 1 July.

Changes in the Location Information function are progressing, with decisions made on the change proposals. Location Information leaders are now working through the change process with affected people.

Change proposals in the Māori Crown Relations group have been out for consultation.

We have received thoughtful and constructive feedback, which will be carefully considered. We will advise once decisions are made.

A reminder that large scale organisational changes are not required to achieve our Budget 2024 savings targets.

Kōrero Rautaki with Murray April 24 -

Cost reduction and organisational change

Toitū Te Whenua, like all government agencies, must respond to a reduction in our budget that will apply from 1 July this year.

We need to stop or scale back some of what we currently do, to focus our resources on what is most necessary to deliver services to our customers and continue making progress on our priority work programmes.

We have reduced the number of consultants and contractors we engage and reduced discretionary spending in areas like travel and training. One of the key steps we took last year is to limit recruitment and only fill the highest priority vacant roles, which we will continue to do.

Please be aware that an organisational change process started last week. Change is proposed in our Customer Engagement and People functions and the STEP Enablement Practice Team in Digital Delivery. We are engaging with the teams involved.

You may see media coverage of the proposed changes. Please refer any media requests directly to media@linz.govt.nz.

This will be a difficult time for the people involved, so please be considerate and support those affected by the change.

Please speak up if you need support – your wellbeing is important. More information and resources to support wellbeing are available on Whatukura. This includes free and confidential assistance through EAP, including wellbeing support, budgeting and financial assistance, and career planning.

Kōrero Rautaki with Richard 21 March 24 -

Intro

Kia ora koutou

Before I start, I would like to say thank you to everyone for the great mahi that I see and hear about each day.

We are responsible for delivering important public services to the people of New Zealand, and your professionalism and care for our customers are seen and

appreciated.

There is a long list of topics I could cover in this update. But, I have to limit the update and cover Our Priorities, Organising Ourselves, Official Information Act Week and a few successes.

While I am in the hot seat, until Gaye gets back in June, I have set myself the following priorities:

Making sure we deliver on our organisational priorities.

Delivering on the expectations of us around savings and Budget.

Embedding and realising the benefits of Organising Ourselves (including making sure we implement what we have said we would). More on Organising Ourselves below.

Organising Ourselves Part Three

On March 14 we released decisions on Design Phase Part Three of Organising Ourselves Nā Mātou - Mō Tātou.

Part Three covers our Property Rights, Contact Centre and Learning and Training areas. These are key functions of the organisation as they deliver our Survey and Title operations, which many New Zealanders engage with.

Thank you to everyone who took the time to engage with the proposals We received a lot of feedback from people, on WhatSayYou, by email and in drop-in sessions that happened both online and in-person in each office. Kaihautū and Heads of Function considered and discussed all your feedback before making decisions.

A lot of your feedback was about how the proposals will work in practice. These are significant changes, and we agree that there needs to be time for implementation planning and development of the processes, ways of working, and systems that will be needed. To allow for this to happen, the changes will take effect on 1 July this year.

Property Rights Team Managers and Learning Specialists are now taking part in an

expression of interest process for new roles. We are introducing levels into Property Rights and the Contact Centre, with an opt-in expression of interest process for people who believe they have the capability to take on a Level Rua / Two Customer Regulatory Specialist role. Final role placement decisions are due around the end of April.

The decision document is available on the Organising Ourselves page of Whatukura.

Change isn't easy, but there is support there for everyone who is going through it. Please keep looking out for each other and look after yourselves.

We are stronger together, so please give your colleagues your support and encouragement.

Kōrero Rautaki with Adrienne 7 March 24 -

Budget

I also wanted to talk about our budget. You will have seen that all public agencies need to collectively save \$1.5 billion to help the Government deliver on policy commitments and address critical cost pressures.

Now more than ever, we must ensure we are getting the maximum benefit from every dollar we spend. To help us do this there will be a renewed focus on any proposals for funding, and a tightened approval process that senior leaders and budget managers will find out more about before too long.

We started planning for a reduced budget early with Kaihautū and Heads of working together to prioritise and identify areas where we can reduce spending. We have developed a good plan with well-developed options for savings that we are now discussing with our Minister and the Treasury.

The steps we took last year to hold vacancies have put us in a good position. By moving

early, this has effectively reduced our head count in advance and reduced the pressure on people costs.

As part of developing our plan, we asked people to share any ideas they had for savings and generating revenue.

The PSA also asked members about ideas for savings which they shared with us.

I was impressed by how thoughtful, positive and constructive the suggestions we received were. We can't action all of these straight away, but we can factor many into our future planning. I have included some good examples below.

People have seen that, with flexible working our offices have spare desks most days. We had suggestions that we could save money by using 'hot-desking' and more co-ordinated working from home arrangements to reduce the office space we rent.

Office space is a major cost overhead, and we regularly review what is happening in this space. Analysis shows that our current lease arrangements are cost-effective, and teams have explored several options for reducing floor space and sub-leasing, but they are limited in the current market. Our Wellington lease renewal is in 2026 and is the best option for reducing floor space.

I enjoyed reading the suggestions that because our work on Landonline through the STEP programme is world leading (which it is!), we could explore raising revenue by consulting, selling the system as a product, or providing it as a service overseas. Options like this are being discussed as a future opportunity, but the priority now is to successfully deliver the new system to New Zealanders.

Kaihautū have considered all the suggestions, and we have published a summary on Whatukura of what we heard and what we are doing.

I really appreciate people taking the time to share their ideas. Thank you to everyone who contributed.

Part Three of Organising Ourselves

Consultation on Part Three of the Design Phase of Organising Ourselves closed on Friday 23 February.

Part Three proposes changes to structures and ways of working, and a transition to broad-based roles in our Property Rights, Contact Centre and Learning and Training areas.

Thank you to everyone that engaged and provided feedback on the proposals. We had 35 written submissions made by email and 80 people posting comments or questions on WhatSayYou

Feedback will be considered by Kaihautū and Heads of before any decisions are made.

There will be more information about the date for releasing decisions once we have a better picture of what your feedback is, and how we will respond.

Change is never easy, but Organising Ourselves is setting Toitū Te Whenua up for the future. The changes are helping us to deliver our important public services to New Zealanders even more effectively and giving us more flexibility to respond when what is needed from us changes.

Thank you everyone for your engagement and support for the Organising Ourselves process.

Ask if you have questions or need to speak up.

Kōrero Rautaki with Adrienne December 24 -

Organising Ourselves, Nā Mātou Mō Tātou

It is now seven weeks since Part Two of Organising Ourselves landed on 16 October.

I know there is a lot of work going on to develop our teams and embed new ways of working to make the changes a success. Thank you to everyone for your commitment to getting the most out of the new structure and more flexible roles.

Let's set ourselves up for the future, put our customers at the centre and be ready to respond quickly to New Zealand's changing needs.

Part Three, covering Property Rights, the Contact Centre and Learning and Training, is now in the design phase.

There is good progress being made to develop new structures and approaches around how the teams work together. Our people who are covered by Part Three got very involved during the discovery phase, participating in workshops, an open home, call centre visits and other discussions in teams and groups. Thank you for your active participation and constructive suggestions!

All the ideas have been considered and the Heads of Function are working with the Organising Ourselves team to create draft change proposals. These drafts will then need to be analysed and go through financial modelling to make sure they are affordable.

We are targeting consultation in February next year, but if the analysis shows we need to adjust the designs, this could have an impact on timeframes. We'll keep you updated on progress.