

14 July 2020

s 9(2)(a)

Radio New Zealand

Ruth.Hill@rnz.co.nz

Dear **s 9(2)(a)**

Request for Official Information – Working from Home

I refer to your request for information made under the Official Information Act 1982 (the Act), on 17 June 2020 for the following information:

- (a) *What proportion of the workforce had flexible working arrangements/ were working from home prior to Covid-19? Under Level 4? Under Level 3? Under Level 2? Now under level 1?*
- (b) *Copies of emails from Cabinet or the office of the Minister to chief executives and from chief executives to staff regarding working from home arrangements under level 1.*
- (c) *Copies of emails, reports and surveys regarding staff and managers' experience of working from home and any measures of productivity carried out.*

We have alphabetically listed your requests for ease of referencing.

In response to (a) the following proportions of the Ministry for Pacific Peoples (the Ministry) staff had flexible working arrangements/ were working from home:

- **prior to Covid-19:** 37 per cent of staff chose flexible working arrangements.
- **under Levels 4, 3 and 2:** 100 per cent of staff worked from home
- **under Level 1:** staff have returned to pre Covid-19 flexible working arrangements, and teams are discussing flexible ways of working in the current environment

In response to (b), there were no emails from Cabinet or the Minister to the Ministry's Chief Executive. There is one email enclosed from the Chief Executive, Mac Leauanae, to Ministry staff.

In response to (c), one email and five survey reports are enclosed. No measures of productivity were carried out by the Ministry.

Please note that some names and contact details have been withheld under section 9(2)(a) of the Act to protect the privacy of natural persons and specific areas have been withheld under section 9(2)(g)(i) as the information is free and frank.

Please note, that we may publish this response on our website. Your name and contact details will be removed.

In accordance with section 28(3) of the Act, 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.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Tofilau', with a large, stylized loop at the end.

Tofilau Iris Webster
Deputy Chief Executive, Office of the Chief Executive
Ministry for Pacific Peoples

From: Mac Leauanae
To: Michelle King
Subject: Re: ALERT LEVEL 1 – UDPATED WORKFORCE GUIDANCE...
Date: Monday, 8 June 2020 5:11:22 PM
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Cool, thanks Michelle. Catch up tomorrow my friend!

Get [Outlook for iOS](#)

From: Michelle King <Michelle.King@mpp.govt.nz>
Sent: Monday, June 8, 2020 5:09 PM
To: Mac Leauanae; Tautua; Te Ivinui
Subject: RE: ALERT LEVEL 1 – UDPATED WORKFORCE GUIDANCE...

Thanks LauLu. I have just written a comms email to go out to staff tonight which is currently with the BCP/ comms team to review. This will hold us over until we can put guidance in place.

Michelle King
Business Services, People and Culture
s9(2)(a)

From: Mac Leauanae <Mac.Leauanae@mpp.govt.nz>
Sent: Monday, 8 June 2020 5:07 PM
To: Tautua <Tautua@mpp.govt.nz>; Te Ivinui <Telvinui@mpp.govt.nz>
Subject: FW: ALERT LEVEL 1 – UDPATED WORKFORCE GUIDANCE...

FYI

Please visit www.mpp.govt.nz for translations of COVID-19 messages in our Pacific Languages Or visit www.covid19.govt.nz for all the latest updates

Laulu Mac Leauanae
Chief Executive
s9(2)(a)
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Level 1, 101-103 The Terrace
PO Box 833, Wellington 6140, New Zealand
www.mpp.govt.nz

Alert Level 1 – the mission is to get New Zealand working and focused on economic and social recovery.

It may take some days to have staff fully returned to the workplace – there could be delays with public transport returning to normal or staff being able to return equipment, but you should plan to have staff working from their usual place of work as quickly as practicable. You will note that the guidance differentiates the remote working arrangements we have seen through higher Alert Levels in the response phase, from flexible working which is not the same thing. There is a separate process underway to establish flexible work policies for the Public Service, but the focus right now is the recovery and returning to the workplace.

The SSC workforce team is available to answer any questions you or your HR teams have via covidenquiries@ssc.govt.nz

Cheers,

Peter

Peter Hughes (he/him)

State Services Commissioner and Head of State Services

mobile: s9(2)(a) email: peter.hughes@ssc.govt.nz



Confidentiality notice: This email may be confidential or legally privileged. If you have received it by mistake, please tell the sender immediately by reply, remove this email and the reply from your system, and don't act on it in any other way. Nga mihi.

From: Kimberley Polata-Ahotolu
Sent: Thursday, 11 June 2020 4:03 pm
To: Te Ivinui <Telvinui@mpp.govt.nz>
Subject: Return to office on Monday

Fakaalofa lahi atu everyone

As per our discussion this morning I just wanted to advise you all that we have received guidance from the SSC encouraging us to all return to the office on Monday morning. Please note that this guidance has been given to all government departments in the last day.

The return to the office does not mean that the flexible working approach ends and the People and Culture team are currently working on a Flexible by Design approach to work following guidance from the SSC. In the meantime, continue to talk with your manager about your work arrangement needs and use the flexible working form on Vakapuna.

I am aware that some staff have prior commitments next week which cannot be changed, please reassure these staff members that they do not need to change anything in this space.

Working through lockdown has been challenging at times for most of us but MPP has performed exceptionally well, and in particular, congratulations must go to our Comms and Policy teams for the work they have completed with our communities and budget bids.

s9(2)(g)(i)

In preparation for the return to office on Monday, please advise your teams the following:

- All staff will need to bring their surface pro, docking station with power lead in with them
- Regional Offices will have additional equipment they may need to bring back which managers will advise staff of

With regards to COVID 19 there are still some measures that need to be followed:

- You no longer need to sign in and out of the office. QR codes are available to scan in when you arrive so you can continue to track your movement
- Offices will be open to the public (including TPK offices) and guests will be required to sign in as per normal
- Please keep up the personal hygiene, and if you do not feel well, stay at home and let your manager know

If you have any questions please contact me directly.

Fakaaue lahi
Kimberley

**Unite
against
COVID-19**
INFORMATION FOR
PACIFIC PEOPLES

Please visit www.mpp.govt.nz for translations of COVID-19 messages in our Pacific Languages

Or visit www.covid19.govt.nz for all the latest updates

Kimberley Polata-Ahotolu
Director, People & Culture
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AskYourTeam: Working From Home Pulse Survey

Survey #1 Results

21 April 2020

Survey Period: 14 and 15 April 2020

Questions posed: 10

Number of staff invited to complete the survey: 76

Completion rate: 78.9%

See Appendix for team completion rates

Overview of results

Survey questions are grouped into 3 categories:

Working from home Pulse Survey #1	Average Score	Lowest Score	Highest Score
LEADERSHIP	100%	100%	100%
TEAM PROCESSES	83%	83%	100%
WELLBEING	82%	76%	100%

Question scores: ranked highest to lowest

Success Factor	Assertion	Score
Team processes	Our team has an agreed set of communication guidelines that help us work effectively together virtually	92%
Leadership	My manager is confident I can manage my physical and mental wellbeing	90%
Leadership	I feel encouraged to work in an adaptable and creative way, including thinking about simplifying how we do things	90%
Wellbeing	I have the information, training, resources, tools and systems I need to work effectively remotely	88%
Wellbeing	I feel confident I can manage my physical and mental wellbeing	87%
Team processes	Our team has an agreed set of communication guidelines that help us work effectively together virtually	83%
Custom qu:	I feel confident I can manage my physical and mental wellbeing	82%
Custom qu:	I feel encouraged to work in an adaptable and creative way, including thinking about simplifying how we do things	78%
Wellbeing:	I have the information, training, resources, tools and systems I need to work effectively remotely	76%

We received 19 comments, encompassing the following key themes:

See Appendix for details

Theme	Number of responses
Financial support for working from home requested	3
Working from home with children: request for guidelines on how to manage this, including flexibility of working hours	3
Thank you for support and leadership	6
VC services for external meetings requested	1
Activity report on what work staff are doing requested	1
Morning karakia suggested	1
No comment to make	4

The higher the percentage score, the better the organisation is perceived to be performing. Results are colour coded as follows:

- Red: Less than or equal to 49%
- Orange: 50% – 67%
- Yellow: 68% – 83%
- Green: 84% – 100%

Observations and Actions:

4 of the top 5 scoring questions address leadership and connection, scoring between 84% and 97%. It is important to celebrate the biggest success scores in the survey and Managers should be applauded for demonstrating great leadership and adaptability. Teams are also supporting each other, which again, should be recognised and celebrated. A special mention by CE at Staff Meeting would be a great start to recognising and appreciating this contribution.

The score for the Wellbeing question: *I have the information, training, resources, tools and systems I need to work effectively remotely* at 76% is the survey's lowest score and provides the greatest opportunity for improvement. It is also one of the most critical questions as it is an indicator of our performance in relation to our health and safety obligations to our staff in their home-based work environments. This score is likely to rise as staff get the tools and equipment needed to work effectively from home.

The question *I feel confident I can manage my physical and mental wellbeing*, scoring 82%, is being addressed through an on-going H&S focus in Staff Meetings and other forums. The People and Culture team are also working up further resources on Resilience and Wellbeing, to be released later in week beginning 20 April 2020.

Feedback comment regarding *guidance for childcare responsibilities and hours of work* will be addressed in the week beginning 20 April 2020, with Guidelines provided to Managers and a briefing at Staff Meeting.

Feedback comment regarding morning Karakia could be addressed at Staff Meeting, inviting anyone who would like to organise any informal social get togethers, is welcome to do so, using MS Teams.

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Appendix One: Participation by Team

Team	% completed	Completed	Invited
Regional Partnerships Central	100%	4	4
Finance	100%	4	4
People and Culture	100%	3	3
Regional Partnerships Southern	100%	3	3
Languages	100%	3	3
Regional Partnerships Northern	89%	8	9
Regional Partnerships Tupu Aotearoa	86%	6	7
Tautua	86%	6	7
Policy	80%	8	10
Ministerial Services	71%	5	7
New Initiatives	67%	2	3
Research and Evaluation	50%	2	4
Communications	50%	3	6
Business Services	50%	3	6

Appendix Two: Comments Received

Comments received in response to free text question: is there anything else we could do to support you while working remotely?

Some financial support to contribute to the costs of having to set-up a homework station, like appropriate desks continuously and ensure the set-up is safe ergonomically would be much appreciated. In these extraordinary times, the toll for some is not just emotional, physical and mental, but financially as well.

For Managers to understand the complexities/challenges of working from home with a young family. I find it challenging to try complete 8 hours let alone 40 hours a week. I am up late most nights trying to fit work in and trying to ensure I complete my 40 hours as well as trying to ensure my children are not neglected. My wife and I are both working from home however sometimes our meetings clash and so we are trying to juggle the meeting as well as looking after our children 2 under 10 and 2 under 5. We are both a parent, teacher, and employee at home Monday - Friday. It would be helpful if there was a realistic expectation on employees with children on what can be accomplished to prevent any misunderstandings. For example, the work I can usually complete in a day now takes me at least two to three days. I will love to lock myself in a bubble and just do work, but working from home with my children at home, I am effectively working two fulltime jobs. It will be good to have a clear guideline for those working from home with children and having some flexibility on the work expected.

No, I have everything I need. I would like to say thank you to Tautua and Te Ivinui for their leadership and support during this difficult time and the work done to set up the systems and processes and support for staff keeping us connected and informed. Keep up the awesome work.

Thanks for checking in on me - I'm doing well

Access to VC services for external meetings - currently organisations are using Zoom which works well for meetings that can support up to 100 people on at a time (not that I would have that many people). But it would be good as we settle into a new normal to host meetings with community leaders and organisations. Currently I am invited onto zoom meetings that exceed beyond the 40mins. Are there other providers or is Zoom an option for the Ministry to work remotely? Thank you for your time, stay safe and well.

Just sent through via Hazards Register. Stay safe family

No thank you

To get a gauge of staff activity - is it possible to get some type of activity report on PC and mobiles for each staff member?

Staff PCs - When staff are logging in and off/activity on PC report.

Staff Mobiles - number of calls, length of calls, timing of calls activity report per person.

Thank you

Will there be support in internet/power costs?

At the moment, happy with level of support and current arrangements

Thanks for the check in!!

Support with better WIFI

My main challenge is working from home while managing husband's work and childcare but am working through this with my manager who has been open and transparent about my new environment

Honestly, I think that we, the staff at MPP, are being well supported and I am most grateful for the chair that was delivered to my home.

Other agencies are having morning karakia - I think this could be valuable for our Ministry

Nothing at this stage.

No

With schools starting tomorrow, I will need to play an active role in being a teacher for them for a short while anyway. This may mean working different hours than the usual 9-5 that the Ministry works. This isn't an issue but just flagging that hopefully it is ok to work well outside normal working hours, even at home.

Thanks very much for enabling work from home ... I'm set up quite nicely now, and I know that our People and Culture Team members are reaching out and helping people achieve safe work environments from home. I'm also grateful for the regular checking in of our H&S reps who ask us to be constantly mindful

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AskYourTeam: Working From Home Pulse Survey

Survey #1 Results

4 May 2020

Survey Period: 27 and 28 April 2020

Questions posed: 10

Number of staff invited to complete the survey: 80

Completion rate: Survey #1 - 78.9%

See Appendix for team completion rates

Survey #2 - 63.7%

Overview of results

Survey questions are grouped into 4 categories:

Working from home Pulse Survey	Average Score Survey #1	Average Score Survey #2
LEADERSHIP	89%	90%
TEAM PROCESSES	88%	87%
CUSTOM QUESTIONS	-	85%
WELLBEING	82%	85%

Question scores

	Success Factor	Assertion	Survey #1	Survey #2
1	Team Process	We have scheduled regular team meetings which everyone joins	92	93
2	Team Process	Our team has an agreed set of communication guidelines that help us work effectively together virtually	83	82
3	Leadership	My manager communicates often, openly and shares information the team needs	90	90
4	Leadership	When I'm working at home, I know what is expected of me	88	89
5	Wellbeing	I have the information, training, resources, tools and systems I need to work effectively remotely	76	80
6	Wellbeing	I feel supported and connected with my team	87	90
7	Custom Qu	I understand how the work we do is helping New Zealand get through the current crisis, recover and rebuild	90	91
8	Custom Qu	I feel confident I can manage my physical and mental wellbeing	82	84
9	Custom Qu	I feel encouraged to work in an adaptable and creative way, including thinking about simplifying how we do things	78	82

We received 19 comments, encompassing the following key themes:

See Appendix for details

Theme	Nu responses #1	Nu responses #2
Equipment: screen, chair, MP3, Printer/Scanner, footrest	-	6
Financial support for working from home requested	3	1
Working from home with children: request for guidelines on how to manage this, including flexibility of working hours	3	-
Thank you for support and leadership	6	8
Post-Covid Future Plan for MPP	-	1
Balancing the urgency/importance of work with home commitments continues to be a challenge	-	2
People resources and training	-	1
VC services for external meetings requested	1	-
Activity report on what work staff are doing requested	1	-
Morning karakia suggested	1	-

The higher the percentage score, the better the organisation is perceived to be performing. Results are colour coded as follows:

- Red: Less than or equal to 49%
- Orange: 50% – 67%
- Yellow: 68% – 83%
- Green: 84% – 100%

Observations and Recommendations:

Continuing high scores.

Overall our scores are very slightly higher than Survey #1, undertaken 2 weeks ago.

Ask Your Team Client Services Specialist said our results are some of the highest he has seen in the Public Service during Covid-19, which is a great endorsement of our efforts across the business to support each other and to work effectively for our communities during this Covid 19 period.

Participation dropped

Participation has dropped from an impressive 78.9% in Survey #1, down to 63.7% in survey #2 which is disappointing.

Recommendation: Review key scores at Tuesday All Staff team meeting. Close the All Staff meeting with encouragement for everyone to take 5 minutes to complete the survey before going back to work.

Recommendation: Promote the Survey and results at Te Ivinui and encourage Directors to discuss the survey results with their team. This will not only lift interest in the survey but may support a team discussion about how people are finding their current work situations, what is going well and what could improve.

Tools to do my job

Question 5 *I have the information, training, resources, tools and systems I need to work effectively remotely* remains the lowest at 80% but has lifted as expected from the previous 76% and is likely to continue to rise as we get work equipment for more staff.

Recommendation: This health and safety consideration should continue to be a top priority while we work from home offices.

Discussion Point: Further consideration could be given to let individuals, under strictly controlled circumstances and one at a time, go into their local office to collect equipment, on a case by case and DCE approved basis.

Financial support for working from home

This continues to arise in the survey, in 3 comments in survey #1 and a further comment in Survey #2.

Recommendation: Send a communication out to staff, either via Te Ivinui and by All Staff email, to let people know the decision about this and the reasons for it.

Appendix One: Participation by Team

Team	Survey #1		Survey #2	
	% completed	Completed	% completed	Completed
Regional Partnerships Central	100%	4 of 4	75%	3 of 4
Finance	100%	4 of 4	50%	2 of 4
People and Culture	100%	3 of 3	100%	3 of 3
Regional Partnerships Southern	100%	3 of 3	67%	2 of 3
Languages	100%	3 of 3	67%	2 of 3
Regional Partnerships Northern	89%	8 of 9	89%	8 of 9
RP Tupu Aotearoa	86%	6 of 7	71%	5 of 7
Tautua	86%	6 of 7	86%	6 of 7
Policy	80%	8 of 10	30%	3 of 10
Ministerial Services	71%	5 of 7	57%	4 of 7
New Initiatives	67%	2 of 3	67%	2 of 3
Research and Evaluation	50%	2 of 4	75%	3 of 4
Communications	50%	3 of 6	33%	2 of 6
Business Services	50%	3 of 6	67%	4 of 6

Appendix Two: Comments Received

Survey #2

Comments received in response to free text question: is there anything else we could do to support you while working remotely?

I love working remotely :)
Thank you for your on going support - communication and connect is a key thing especially the social distancing from my team and colleagues has taken a while to get use to.
No
I have enjoyed this season - I do miss meeting up with staff. But overall, it has been good.
Give me access to printing, scanning and hard copies of things
Desk and chair (in process...) MPP Future Plan post-Covid19 Strategy - be good to know what that looks like
I am still finding it difficult to manage my work day with my family commitments, I find the work we do has a continued sense of urgency for the sake of our communities and people in need, it makes it hard to switch off.
Still having issues with my SP3 but will continue on. On the positive side [redacted] has been in contact and said I could be getting one in early May ... here's hoping. s9(2)(a)
electricity/wifi expenses?
Managing expectations of Boss. Hard to switch off at home from work, as work station is so close and easy to get stuck in it for a very long day. Knowing needs of our people and connects/info has to be shared. Some of us are working even longer and harder during these times. It has been stressful. Demands to deliver are high at this time, understandable though, trying to work from home during this pandemic.
Very happy with the support to date. I think it's up to me to follow through and complete the tasks with my team.
We don't have a set of communication guidelines - Is there one for the Ministry? Resourcing and training continues to be an ongoing problem - mostly we do work arounds where we can.
Thank you for supporting us while we're working from home, adapting and adjusting to our new norm.
Thank you for understanding, and trusting in us to still do our work (even if its not during the normal hours

that we usually would work). I feel less stress knowing that I'm supported to do what I can during this time (with kids/family and all to also work with at home). Thank you for these survey's as well. It's a good method to check-in on us. Thank you MPP family:)
I feel greatly supported and would like to acknowledge my appreciation of all the work BSPC does to ensure our SP & mobile tools and IT systems, Health & Safety and Wellbeing, Payroll and leave, HR supports - to ensure we are well supported and equipped. Thank you BSPC team, Fakaaue lahi, Meitaki ma'ata, Tino pai :)
I know it's a little late in the piece but I could really do with an office chair. I think my back is suffering from me sitting on a kitchen chair while working (it can't be because of my vast age :)). Having said this, it would not be appropriate to purchase a chair. If we continue to work from home when we go into L2, even if we are taking turns to have in-office time, perhaps I could bring a chair home from the office for short- to medium-term use.
Would love to pick up my chair and footrest from the Auckland office when it's clear to do so. Thanks Doing a great job HR - thanks for keeping us safe
If we are to be working from home for a while longer (longer than a month more), an additional screen will be really helpful.
No, thank you to our team for support. :)
Keep up the awesome work team :)

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AskYourTeam: Working From Home Pulse Survey 3

18 May 2020

Survey Period: 12 and 13 May 2020

Questions posed: 10

Number of staff invited to complete the survey: 80

Completion rate: Survey 1 - 78.9%

See Appendix for team completion rates

Survey 2 - 63.7%

Survey 3 - 73%

Overview of results

Survey questions are grouped into 4 categories:

Working from home Pulse Survey	Average Scores		
	Survey 1	Survey 2	Survey 3
LEADERSHIP	89%	90%	90%
TEAM PROCESSES	88%	87%	86%
CUSTOM QUESTIONS	-	85%	84%
WELLBEING	82%	85%	83%

Question scores

	Success Factor	Assertion	Survey 1	Survey 2	Survey 3
1	Team Process	We have scheduled regular team meetings which everyone joins	92	93	91
2	Team Process	Our team has an agreed set of communication guidelines that help us work effectively together virtually	83	82	82
3	Leadership	My manager communicates often, openly and shares information the team needs	90	90	90
4	Leadership	When I'm working at home, I know what is expected of me	88	89	90
5	Wellbeing	I have the information, training, resources, tools and systems I need to work effectively remotely	76	80	79
6	Wellbeing	I feel supported and connected with my team	87	90	87
7	Custom Qu	I understand how the work we do is helping New Zealand get through the current crisis, recover and rebuild	90	91	90
8	Custom Qu	I feel confident I can manage my physical and mental wellbeing	82	84	81
9	Custom Qu	I feel encouraged to work in an adaptable and creative way, including thinking about simplifying how we do things	78	82	81

We received 13 comments, encompassing the following key themes:

See Appendix for details

Theme	Responses Survey 1	Responses Survey 2	Responses Survey 3
First Aid kits	-	-	1
Technology solutions challenging and difficult at times			2
Equipment: screen, chair, MP3, Printer/Scanner, footrest, desk	-	6	4
Financial support for working from home requested	3	1	1
Very keen to get back to the office, with fully resourced work station			1

The higher the percentage score, the better the organisation is perceived to be performing. Results are colour coded as follows:

- Red: Less than or equal to 49%
- Orange: 50% – 67%
- Yellow: 68% – 83%
- Green: 84% – 100%

Working from home with children: continues to be a challenge. Increased support and understanding is appreciated.	3	-	1
Thank you for support and leadership. Great preparation for each Alert level	6	8	5
Working from home checklist please			1
Post-Covid Future Plan for MPP	-	1	-
Balancing the urgency/importance of work with home commitments continues to be a challenge	-	2	-
People resources and training	-	1	-
VC services for external meetings requested	1	-	1
Activity report on what work staff are doing requested	1	-	-
Morning karakia suggested	1	-	-

Observations and Recommendations:

Continuing high scores.

Overall our scores are holding steady and remain very positive across the survey questions.

Participation has lifted to a strong 73%

Recommendations:

Continue to review survey scores at Tuesday All Staff team meeting.

Continue to close the All Staff meeting with encouragement for everyone to take 5 minutes to complete the survey before going back to work.

Continue to promote the Survey and results at Te Ivinui and encourage Directors to discuss the survey results with their team. This will not only lift interest in the survey but may support a team discussion about how people are finding their current work situations, what is going well and what could improve.

Resources for staff

Recommend to remind staff, at All Staff meetings, to check out the resources on VP, in the Covid 19 folder. One employee requested a Working from home checklist, which is on VP as Tips for Working from home.

3 staff are still struggling without appropriate workstation resources at home. This remains a top priority.

Financial support for working from home

This continues to arise in the survey, down to just 1 comment in survey 3.

Appendix One: Participation by Team

Team	Survey 1		Survey 2		Survey 3	
	% completed	Completed	% completed	Completed	% completed	Completed
Regional Partnerships Central	100%	4 of 4	75%	3 of 4	75%	3 of 4
Finance	100%	4 of 4	50%	2 of 4	50%	2 of 4
People and Culture	100%	3 of 3	100%	3 of 3	100%	3 of 3
Regional Partnerships Southern	100%	3 of 3	67%	2 of 3	100%	3 of 3
Languages	100%	3 of 3	67%	2 of 3	67%	2 of 3
Regional Partnerships Northern	89%	8 of 9	89%	8 of 9	89%	8 of 9
RP Tupu Aotearoa	86%	6 of 7	71%	5 of 7	86%	6 of 7
Tautua	86%	6 of 7	86%	6 of 7	86%	6 of 7
Policy	80%	8 of 10	30%	3 of 10	60%	6 of 10
Ministerial Services	71%	5 of 7	57%	4 of 7	71%	5 of 7
New Initiatives	67%	2 of 3	67%	2 of 3	100%	3 of 3
Research and Evaluation	50%	2 of 4	75%	3 of 4	50%	2 of 4
Communications	50%	3 of 6	33%	2 of 6	67%	4 of 6
Business Services	50%	3 of 6	67%	4 of 6	67%	4 of 6

Appendix Two: Comments Received

Comments received in response to free text question: is there anything else we could do to support you while working remotely?

Survey #3: 13 comments

Better Wifi and SP is slow as and sometime crashes
Really can't wait to get my office chair and footrest. The dining room chairs just don't do it. Getting a sore back. Have tried a few options but they're not working. Special mention to thank Aiulupo for her unwavering support while two member of my household are in hospital for surgery. This has made it so much easier to check in, complete work - get organised for the hospital visits. Thanks MPP. Alofa tele everyone
For those who don't get special leave because we don't have kids are we able to get help with internet costs?
Could we have first aid kits?
Just continued understanding of the pressures and challenges parents with young children/children face. Being on the same page with my Manager and knowing that it is the same across the Ministry has really helped with my mental wellbeing.
If there was a way of fast tracking a proper working desk, this would be much appreciated. A printer/scanner would be helpful but am getting by without one so far.
Managers continue to remind staff to take breaks, opportunity to take annual leave now, encourage parents to take a breather, spend time preparing kids and selves for going back to school next Monday. Continue to give clear guidance to staff re Alert levels and expectations re going to office - thank you BSPC

for the fantastic work you are doing supporting us WFH and preparations for us to go back into the office - keeping us safe, happy and supported!

Managers continue to remind staff to take breaks, opportunity to take annual leave now, encourage parents to take a breather, spend time preparing kids and selves for going back to school next Monday. Continue to give clear guidance to staff re Alert levels and expectations re going to office - thank you BSPC for the fantastic work you are doing supporting us WFH and preparations for us to go back into the office - keeping us safe, happy and supported!

Ideally I need to get back into the office as soon as reasonably possible so that I can use a sit/stand desk. Unfortunately the combination of my long term disc injury in my back and the what we now know is a ruptured (snapped) tibialis posterior (ankle tendon) means that I get pain from sitting down all the time or from standing up all the time (just in different places!). Since I don't have a sit/stand desk at home (or anywhere to put one) I have had to chose to have a permanent standing desk (ankle pain being less debilitating than the back pain when my disc problem flares up - which it did after a couple of weeks at home). This is much easier for me to manage in the office and means I don't need to take pain relief so frequently.

My request for equipment has not been filled. It's difficult/slower than usual to work with only a surface pro, but I'm managing as best as I can.

I'm well supported, as (I feel) are all the members of my teams ... I now have several, and I'm grateful to be gainfully engaged to help and serve where I can. Fāiāk se'ea | Vinaka vaka levu, naku hoa nā

Keep up the great work!!!

Comments from s9(2)(a) We've got a really good model moving forward, where obviously work can be done remotely and not physically be in the office. I find some of the technology solutions such as Teams when video calling isn't as good of an "Experience" compared to Zoom and we need to think of solutions not only to keep connected internally but externally is important as well - and I personally choose to use zoom or phone calls. I still find that our Surface Pros aren't the best "machine" for our comms team, and we really need the right machines and software to be much more productive and save a bit of time. It's the processing system, the storage, the grunt.. etc. And then Vaka'una - hopefully some work has been done to improve this structure and the way it serves our needs - because also through this process I've been using Google Drive etc to quickly and easily share files and content because most of our work is external facing and we need to use tools to easily and quickly meet these needs. It becomes a little hard at home when our whole household are working and connected to the internet we don't have fibre, so it's extremely slow. It'll be great to have a high speed internet solution - especially for our comms team as we end up working the long hours not only due to the workload, but just due to the speed of our connection - whereas if it is fast we'd be even more efficient. I know in the private sector they provide the data plugs for laptops etc which I assume is a stronger connection compared to hot spotting our phones - that could be a quick solution? Data on mobile - I find it's really slow and we need fast and good access to data on our mobile devices and we (comms) are constantly loading content, monitoring content across our social channels and it's just so slow using our data - are there restrictions on this, or do we have data caps? I end up hot spotting my work phone from my personal phone for faster and better data - but I shouldn't have to do this if we could change our plans/provider? I've really enjoyed listening in to our all staff calls - we have a good solution moving forward I think. I would like to see and hear from other staff still though, as it does feel like a top down approach. Overall I'm really proud of how our Ministry has quickly adapted to this new way of working and still been able to deliver really good results across all our teams:) Meitaki!

AskYourTeam: Working From Home Pulse Survey 4

2 June 2020

Survey Period: 26 and 27 May 2020

Questions posed: 10

Number of staff invited to complete the survey: 80

Completion rate: Survey 1 - 78.9%

See Appendix for team completion rates

Survey 2 - 63.7%

Survey 3 - 73%

Survey 4 - 70%

Overview of results

Survey questions are grouped into 4 categories:

Working from home Pulse Survey	Average Scores			
	Survey 1	Survey 2	Survey 3	Survey 4
LEADERSHIP	89%	90%	90%	90%
TEAM PROCESSES	88%	87%	86%	87%
CUSTOM QUESTIONS	-	85%	84%	87%
WELLBEING	82%	85%	83%	83%

Question scores

	Success Factor	Assertion	Survey 1	Survey 2	Survey 3	Survey 4
1	Team Process	We have scheduled regular team meetings which everyone joins	92	93	91	89
2	Team Process	Our team has an agreed set of communication guidelines that help us work effectively together virtually	83	82	82	85
3	Leadership	My manager communicates often, openly and shares information the team needs	90	90	90	91
4	Leadership	When I'm working at home, I know what is expected of me	88	89	90	90
5	Wellbeing	I have the information, training, resources, tools and systems I need to work effectively remotely	76	80	79	78
6	Wellbeing	I feel supported and connected with my team	87	90	87	88
7	Custom Qu	I understand how the work we do is helping New Zealand get through the current crisis, recover and rebuild	90	91	90	92
8	Custom Qu	I feel confident I can manage my physical and mental wellbeing	82	84	81	84
9	Custom Qu	I feel encouraged to work in an adaptable and creative way, including thinking about simplifying how we do things	78	82	81	86

We received 13 comments, encompassing the following key themes:

See Appendix for details

Theme	Responses Survey 1	Responses Survey 2	Responses Survey 3	Responses Survey 4
What changes have occurred, as result of this survey?	-	-	-	1
Request to work from home/reduce working week to 4 days	-	-	-	7

The higher the percentage score, the better the organisation is perceived to be performing. Results are colour coded as follows:

- Red: Less than or equal to 49%
- Orange: 50% – 67%
- Yellow: 68% – 83%
- Green: 84% – 100%

Technology solutions challenging and difficult at times, including VP	-	-	2	3
Equipment: screen, chair, MP3, Printer/Scanner, footrest, desk	-	6	4	3
Financial support for working from home requested	3	1	1	2
Very keen to get back to the office, with fully resourced work station	-	-	1	1
Working from home with children: continues to be a challenge. Increased support and understanding is appreciated.	3	-	1	-
Thank you for support and leadership. Great preparation for each Alert level	6	8	5	1
Balancing the urgency/importance of work with home commitments continues to be a challenge	-	2	-	-
People resources and training	-	1	-	1
VC services for external meetings requested	1	-	1	-
Activity report on what work staff are doing requested	1	-	-	-
Morning karakia suggested	1	-	-	-
First Aid kits	-	-	1	-
Post-Covid Future Plan for MPP	-	1	-	-
Working from home checklist please	-	-	1	-

This is our last Working from Home Pulse Survey.

As we move toward Covid Response Level 1, the emphasis for our Ministry is moving to what our 'new normal' may look like. The People and Culture Team will consider a new survey, to look at what individuals, Managers and the Ministry might do differently in the future.

Recommendations:

Work from Home

Recommend the Ministry considers new work patterns, including more extensive 'work from home' arrangements for those who wish to do so.

Recommend incorporating this work into a review of the Ministry's Flexible Work Policy.

Financial support for working from home

Recommend the Ministry consider a \$15 per week payment for staff, strictly limited to the work from home period required under Covid-19. This would cost approximately \$15k, based on \$15 per week, for 80 staff, over a 12 week period.

Staff Resources, Work Programmes and Business Planning

Recommend ensuring that Business Planning across the Ministry includes careful aligning of work programme demands with people resources. Long working hours and constant high pressure to complete work programmes that are unrealistic may put the wellbeing of our people in jeopardy.

Technology and Resources

Recommend completing a survey on ICT requirements. This will support the Ministry to understand and address recurring comments about internet connections and speed, access to resources such as printers and scanners and the challenges of working with Vaka Puna.

Tautua review

Recommend Tautua discuss this Survey Report and the above recommendations and provide feedback for further actions.

Appendix One: Participation by Team

Team	Survey 1		Survey 2		Survey 3		Survey 4	
	% completed	Completed	% completed	Completed	% completed	Completed	% completed	Completed
Regional Partnerships Central	100%	4 of 4	75%	3 of 4	75%	3 of 4	75%	3 of 4
Finance	100%	4 of 4	50%	2 of 4	50%	2 of 4	75%	3 of 4
People and Culture	100%	3 of 3	100%	3 of 3	100%	3 of 3	67%	2 of 3
Regional Partnerships Southern	100%	3 of 3	67%	2 of 3	100%	3 of 3	67%	2 of 3
Languages	100%	3 of 3	67%	2 of 3	67%	2 of 3	75%	3 of 4
Regional Partnerships Northern	89%	8 of 9	89%	8 of 9	89%	8 of 9	70%	7 of 10
RP Tupu Aotearoa	86%	6 of 7	71%	5 of 7	86%	6 of 7	67%	4 of 6
Tautua	86%	6 of 7	86%	6 of 7	86%	6 of 7	71%	5 of 7
Policy	80%	8 of 10	30%	3 of 10	60%	6 of 10	67%	6 of 9
Ministerial Services	71%	5 of 7	57%	4 of 7	71%	5 of 7	57%	4 of 7
New Initiatives	67%	2 of 3	67%	2 of 3	100%	3 of 3	100%	3 of 3
Research and Evaluation	50%	2 of 4	75%	3 of 4	50%	2 of 4	100%	4 of 4
Communications	50%	3 of 6	33%	2 of 6	67%	4 of 6	67%	4 of 6
Business Services	50%	3 of 6	67%	4 of 6	67%	4 of 6	67%	4 of 6

Appendix Two: Comments Received

Comments received in response to free text question: is there anything else we could do to support you while working remotely?

Survey #4: 14 comments

A week or two ago we were told that there would be no allowance for home-costs. I read in an article recently that there is a scheme whereby employees can apply for a scheme through IRD to help meet work from home costs. There were 2 options - 1. employees to calculate % of the house used as a home office and apply it to bills and submit that to employers, or 2. A flat rate of \$15 for working from home. I can't remember if this was part of the consideration Tautua made or if this is something that they may consider moving forward? Thanks.

More resources (FTE's) on board to help with the work programme. People are really struggling to even consider the thought of having a work/life balance (COVID-19 or not) and something needs to be done about it.

Will we be able to continue to work from home in the future? For those of us who don't have children so therefore aren't entitled to the special leave be able to apply for reimbursement or some support towards internet/power costs?
My preference is to continue working out of the national office if possible
The Ministry has done so well in many fronts, achieved milestones beyond our capabilities and capacity and met many of our community and audience needs, and away from our usual workspace and maxed-out resources, all during Covid-19 lockdown. It is clear that we are productive in a working environment that is free of travel (less emission on the environment), surrounded by our comforts and people we care and love, the security and safe space which have all transpired into our working mentality. Becoming attentive and appreciative of our colleagues, and adding the personal touches to the work that we do in remembering those who gave their tomorrows, so that we have our todays. I am more productive when I work from home. I support a 4 day working week.
Provide the resources to enable me to do my job, eg printing and scanning
Having a printer would help thank you
Thank you BSPC for continuing to support us with excellence re our tools, health and safety, moving back to office preparations - wow, ahead of the game, feel safe and fully informed, and supported always-a phone call or text or email away. Appreciative of continuing to work from home, enables staff to support vulnerable family members at home while working, flexible hours that I can work my best when I'm working and tend to my personal/family responsibilities fully also, appreciate the trust and confidence in staff to do the mahi. Thank you BSPC, thank you to all our People Managers, great work!
With a return to school and our bubble no longer juggling childcare, I feel a lot more relieved and comfortable in my work space. I have a great setup for home office and am productive and really enjoying working from home - I would be interested in trialing this after we return to a new normal. I love how we're making an impact on the environment by not driving to work or printing paper. I would love to see more training / resources available for us to manage work operations electronically. Vakapuna not always a user friendly option for multiple users to access documents and IT have asked us not to save documents on MS Teams. I am relying heavily on ONE NOTE which has been very easy to use and accessible via browser as well. Looking forward to seeing what our new working life could look like. Thanks COVID for the beautiful family time :)
It would be helpful for MPP organisation to see more broadly, what outcomes resulted directly from these surveys and what impact it had in terms of issues raised by respondents and how these were addressed.
Can we collectively discuss 4 day working week?
Please let us keep working from home :)
Better Wifi and new sp
Thank you for the constant updates and information! Appreciate we can continue to work remotely as I feel like we will get more out of the wider team if they can work in the manner that suits them best!

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AskYourTeam: Working From Home Pulse Surveys

Survey dates: 14 April, 27 April, 12 May, 26 May 2020

Questions posed: 10

Number of staff invited to complete the survey: 80

Completion rate: Survey 1 - 78.9%

Survey 2 - 63.7%

Survey 3 - 73%

Survey 4 - 70%

Overview of results

Survey questions are grouped into 4 categories:

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9	Custom Qu	I feel encouraged to work in an adaptable and creative way, including thinking about simplifying how we do things	78	82	81	86
10		Is there anything else we could do to support you while working remotely?				

We received feedback from staff encompassing the following key themes:

Theme	Responses Survey 1	Responses Survey 2	Responses Survey 3	Responses Survey 4
What changes have occurred, as result of this survey?	-	-	-	1

The higher the percentage score, the better the organisation is perceived to be performing. Results are colour coded as follows:

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People resources and training	-	1	-	1
VC services for external meetings requested	1	-	1	-
Activity report on what work staff are doing requested	1	-	-	-
Morning karakia suggested	1	-	-	-
First Aid kits	-	-	1	-
Post-Covid Future Plan for MPP	-	1	-	-
Working from home checklist please	-	-	1	-

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