

20-D-00268

13 March 2020

s 9(2)(a)

New Zealand Taxpayers' Union
s 9(2)(a) @taxpayers.org.nz

Dear s 9(2)(a)

Thank you for your email of 14 February 2020 requesting the following under the Official Information Act 1982 (the Act):

“What’s the staff turnover been since 2009? I.e. the number who left (as a percentage of total staff each year).

Please also provide any reports provided to the CEO on the staff turnover or reasons for the same in the last four years.”

Staff turnover data since 2009

The Ministry provides turnover data to the State Services Commission on an annual basis as part of the Human Resources Capability (HRC) Reporting. Data since 2009 is provided below.

Year	Core Unplanned Turnover
2009	16.20%
2010	11.20%
2011	16.80%
2012	12.50%
2013	19.70%
2014	17.10%
2015	19.90%
2016	24.00%
2017	21.60%
2018	21.00%
2019	25.80%

The HRC Report provides a specific definition to calculate "Core Unplanned Turnover".

Variable [□]	Description [□]	Calculation [□]	Measurement unit [□]
Core Unplanned Turnover [□]	The rate of staff turnover for unplanned reasons. Includes permanent staff only. Unplanned termination reasons cover resignations, retirements, dismissals and death, as well as unknown reasons. (Excludes Fixed Term employees.)[□]	$\text{COUNT (terminated permanent staff, who left due to resignation, retirement, dismissal death or unknown reasons)} / \% [(\text{Current year's permanent headcount} + \text{Previous year's permanent headcount}) / 2] \times 100$ (Excludes Fixed Term employees.) [□]	% [□]

□

Source: 2019 HRC Department Report prepared by the State Services Commission

Reports provided the Chief Executive on turnover over the past four years

Over the past four years there have been no specific reports providing formal advice relating to turnover provided to the Chief Executive.

However, the Ministry acknowledges that turnover has increased and continues to take pro-active steps to increase staff retention. These steps are:

- Implemented face-to-face exit interviews with leavers
- Programme to develop leadership capability
- Joined the State Services Flexible by Default Pilot Programme
- Implemented a new performance approach from June 2019
- Introduced stay interviews
- Reviewing our on-boarding processes
- Implementation of a new remuneration system.

You have the right to seek an investigation and review by the Office of the Ombudsman of my decision to withhold information relating to this request, in accordance with section 28(3) of the Act. The relevant details can be found on their website at: www.ombudsman.parliament.nz.

Please note that due to the public interest in our work the Ministry for the Environment publishes responses to requests for official information on our website on our [OIA responses page](#) shortly after the response has been sent.

If you have any queries about this, please feel free to contact our Executive Relations team.

Yours sincerely

Neil Hurley
Director, People Experience

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