

14 November 2024

s9(2)(f)(iv)

REF: OIA-16802

Dear s9(2)(f)(iv)

Request made under the Official Information Act 1982

Thank you for your email of 16 August 2024 requesting information under the Official Information Act 1982 (the Act) regarding restructures at NZ Transport Agency Waka Kotahi (NZTA) in 2024. Please accept our sincere apologies for the delay in responding to you.

Your specific questions (clarified on 31 October 2024) and NZTA responses are outlined below.

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

As at 1 November 2024, 506 roles have been disestablished, one role was proposed to be disestablished and 225 roles have been created as a result of the 2024 change processes.

2. *Any communication to and from the leadership team regarding concerns on the impact to the frontline from March 1 to August 16 2024.*
3. *Any communication between management and leadership regarding leaks around the change process, from March 1 to August 16 2024.*

This response answers both questions 2 and 3. The email sweep of the Executive Leadership Team members inboxes has not found any communications that would fall in scope of this question. Therefore, this part of your request is refused under section 18(e) of the Act, as the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

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

There has been no written communication between the NZTA Chief Executive and the Minister of Transport between 1 March 2024 and 16 August 2024 regarding change processes in 2024. However, we provided the Minister's office with a verbal update on the change processes during officials' meetings.

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

There was one welcoming event for an Executive Leadership Team member in 2024. The cost for catering was \$660.

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

There have been no savings on contractors and consultant spend directly as a result of the 2024 change processes. However, NZTA is reducing its contractor and consultant spend as part of its overall contribution to the Government's fiscal sustainability programme introduced in 2023.

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

Counselling is one of the services NZTA staff and their immediate family can access through our Employee Assistance Programme (EAP). For the period March to August 2024, 817 EAP sessions were used, compared with 612 in the same period in 2023. Note this includes all EAP services, not just counselling. Please note that one staff member may use more than one session.

We do not hold information on whether these counselling sessions related to the 2024 change processes as EAP can be used for personal and professional reasons.

8. *The change process decision document.*

NZTA change processes concerned various business units and therefore there are several decision documents. A list of the documents is outlined in the document schedule appended to this letter.

- Documents 1-6 are already publicly available on NZTA website:
<https://www.nzta.govt.nz/about-us/official-information-act/official-information-act-responses/#>
- Documents 7-12 are refused under section 18(d) of the Act as the information requested will soon be publicly available on NZTA website at the link above.
- Documents 13 and 14 have been released to you in full.

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

No reviews with regards to the change processes in 2024 were conducted. Results of the NZTA restructures are measured through our operational outputs and are reported in our quarterly and annual reports and via Transport and Infrastructure Select Committee reviews. This information is publicly available on the NZTA website:

- <https://www.nzta.govt.nz/resources/quarterly-report/>
- <https://www.nzta.govt.nz/resources/annual-report-nzta/>
- <https://www.parliament.nz/en/pb/sc/scl/transport-and-infrastructure/tab/business>

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to partially refuse your request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

In line with NZTA policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with NZTA, please contact Andy Knackstedt, Senior Manager, Media, by email to andrew.knackstedt@nzta.govt.nz.

Yours sincerely

A handwritten signature in black ink that reads "Caz". The letters are cursive and fluid, with a small dot above the 'i' in "Caz".

Caz Jackson
Group General Manager People & Safety

Document Schedule

Decision documents issued in 2024.

REF	Document name	Release status
1.	Digital Change - Decision Document Final, June 2024	Publicly available (previous OIA-15337).
2.	Regulatory Performance & Insights Change - Decision Document – Final, May 2024	‘NZ Transport Agency Waka Kotahi business unit change proposals’ Responded: 19 July 2024 Requested by: Member of the public <ul style="list-style-type: none"> • Response letter [PDF, 280 KB] • 30 attachments (in a zipped folder) [ZIP, 72 MB]
3.	Te Mahau, Customer Support Model: Decision, June 2024 Final	
4.	LEV Review (CCD removal) - FINAL DECISION, 5 March 2024	
5.	CERF Programme Decision document, March 2024	
6.	LGWM decision document, March 2024	Publicly available (previous OIA-15131). ‘100-day plan staff reductions’ Responded: 21 May 2024 Requested by: Member of the public <ul style="list-style-type: none"> • Response letter [PDF, 272 KB] • Attachment 1 (File containing 14 documents) [ZIP, 65 MB]
7.	Business Support Services Decision Document, June 2024	Refused under section 18(d) of the Act as the documents will soon be publicly available on the NZTA website: https://www.nzta.govt.nz/about-us/official-information-act/official-information-act-responses/ in response to another request (OIA-16292).
8.	People Safety Decision Document, August 2024	
9.	Procurement Change -Decision document, September 2024	
10.	System Leadership Decision document, August 2024	
11.	Transport Services Decision document, July 2024	
12.	Engagement and Partnerships, July 2024	
13.	Revenue Integrity Team Regional Fuel Tax, September 2024	Released in full.
14.	LEV and Operational Support, September 2024	