



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

22 FEB 2017

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On 13 December 2016 you emailed the Ministry requesting, under the Official Information Act 1982, information regarding the Ministry's use of recruitment agencies and specialist job boards, domestically and internationally, and the dollar amount spent on these services.

You may be familiar with the Ministry's work, and the breadth of services it provides to over a million New Zealanders. The Ministry employs almost 10,000 staff who work at more than 290 locations in New Zealand. In the last year the Ministry has administered, on behalf of government, a total spend of \$23.2 billion in social services outcomes, received 2 million visits to its frontline offices, received 148,000 notifications of child abuse and neglect and answered over 12 million phone calls.

Effective recruitment is one way that the Ministry of Social Development builds its staff capability. The majority of recruitment at the Ministry is managed either through its internal Recruitment Services team or by hiring managers based in the regional offices. However, there may be occasions, such as those below, where it is beneficial or necessary to engage a recruitment agency to manage a recruitment assignment.

- Senior management or key position where a search process is required.
- There is a shortage of applicants with the required skills and experience in the external market and it is necessary to tap into an agency's pool of applicants and/or resources.
- There is a 'bulk' recruitment assignment that requires the assistance of external resources to handle the recruitment and selection process.
- Suitable applicants for a position are more likely to apply through a recruitment agency than respond directly to an advertisement placed by the Ministry.

In Auckland, Wellington and Christchurch hiring managers are required to comply with the All of Government Recruitment Agreement (April 2013) which determines external recruitment procedures.

When using external recruitment agencies, managers in the above regions are required to choose from the list of preferred providers. Managers outside of these regions can choose any recruitment agency that best meets their needs. The use of recruitment agencies for all regions is strictly controlled, requiring approval from at least General Manager or Regional Commissioner level.

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The All of Government External Recruitment Services contract that relates to a range of recruitment services is provided by a dedicated team within the Ministry of Business, Innovation and Employment (MBIE) called the Centre of Expertise. As a result some data which is referred to below has been provided by MBIE.

For clarity, each of your questions are addressed in turn.

- *How many permanent hires were made via recruitment agencies in each of the last three financial years? Please identify each year separately.*

MBIE has provided the below data regarding the number of permanent hires made by the Ministry using recruitment agencies in each of the last three financial years, from 2013/14 to 2015/16.

	2013/14	2014/15	2015/16
Placements	19	21	28

Note:

This data includes progress payment placements and temporary to permanent placements. This data is provided by our All of Government suppliers through contract reporting.

- *As per your financial statements, what was the annual spend on recruitment fees, both permanent and contract over the last three financial years? Please identify each year separately.*

The Ministry's total dollar amount spend on permanent and contract hires over the past three financial years, from 2013/14 to 2015/16 is shown in the below table.

	2013/14	2014/15	2015/16
Recruitment Costs	\$574,136.95	\$719,379.87	\$821,906.35

Note: This data is GST exclusive.

- *As per your financial statements, what was the annual Domestic spend on external job boards (i.e. Seek, Indeed, Trademe and other specialist job sites?) over the last three financial years? Please identify each year separately.*

The Ministry's total dollar value spend on external job boards, websites and other specialist websites, over the past three financial years, from 2013/14 to 2015/16 is shown in the below table.

	2013/14	2014/15	2015/16
Expenditure	\$164,209.32	\$123,277.46	\$175,396.79

Note: This data is GST exclusive.

- *Have you undertaken any overseas search in the last three financial years? And if so, how many appointments were made? Please identify each year separately.*

- *As per your financial statements, for overseas recruitment, what was the annual spend on external job boards (i.e. Seek, Indeed, Trademe and other specialist job sites) over the last three financial years? Please identify each year separately.*

The Ministry's recruitment services have not undertaken any direct overseas searches in the past three financial years, from 2013/14 to 2015/16. Where domestic recruitment agencies are used, these agencies may consider it appropriate to cast their net as wide as possible to ensure the highest quality applicant pool. This may involve overseas searches or the use of job boards that are accessible by overseas applicants. An overseas search might be part of an overall recruitment strategy but it is not specifically requested by the Ministry.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public after ten working days. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response regarding the Ministry's use of recruitment agencies, please feel free to contact us at OIA_Requests@msd.govt.nz.

If you are not satisfied with this response you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



Merv Dacre
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