

14 August 2025

Tēnā koe

Official Information Act request

Thank you for your email of 16 June 2025, requesting information about training and onboarding of the Ministry of Social Development (the Ministry) staff.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

Can you please provide information about training and onboarding for MSD staff?

Ideally, a list of required training and onboarding, including any relevant policies and procedures, and including data regarding the percentage completion rate by MSD staff overall on each training.

Please also include information regarding optional trainings provided to MSD staff, and the completion rate, as well as policies regarding inclusive staffing policies (for example how staff are supported to access those trainings with regard to operational requirements).

On 4 July 2025, the Ministry contacted you to seek refinement on your request as it was broad in scope. We have not received a response from you to date on whether you agree with the refinement that was proposed by the Ministry. I am therefore refusing your request in part, under section 18(f) of the Act, as it is very broad in scope and will require substantial manual collation to locate and prepare all documents within scope of your request. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

However, as proposed in the refinement email to you, I can confirm that all new staff¹ have the Getting Started programme assigned to them when they join the Ministry. For the period 1 July 2024 to 30 June 2025, 1155 new staff completed the Getting Started programme out of a total cohort of 1259.

¹ Note there is a separate programme assigned to contractors.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, 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.

Ngā mihi nui

A handwritten signature in black ink, consisting of a stylized 'A' followed by a horizontal line.

Anna Graham
General Manager
Ministerial and Executive Services