

From: s9(2)(a)
To:
Cc:
Subject: Re: For info: Ministerial Services Decision Inputs
Date: Wednesday, 3 December 2025 12:33:45 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.png](#)

Approved.

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From: s9(2)(a)
Sent: Tuesday, December 2, 2025 9:56:06 PM
To: s9(2)(a)
Cc: s9(2)(a)
Subject: For info: Ministerial Services Decision Inputs
Hey s9(2)(a)

To maximise time at our session tomorrow, we've pulled together a high-level overview of the consultation feedback themes and our proposed response and final recommended structure and timeline from here. Link below and attached as a doc for ease.

Note the themes for feedback and our proposed response are high level for the purpose of this document, and to clarify areas that may need adjusting in the final decision doc, which you'll receive by COB tomorrow.

Appreciate it's a tight turnaround; we've committed to delivering final decisions on Friday subject to your final approval.

Thanks

s9(2)(a)

[Summary of Min Servs decisions.docx](#)

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s9(2)(a)

Manager, People Partnerships
People and Assurance

Mobile: s9(2)(a)

Email: s9(2)(a)

Non working day – Alternate Monday's

WFH – Alternate Fridays and some Thursdays, contact me via teams, email or mobile.

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Executive Summary: Decision Inputs – Ministerial Services Change

Purpose:

Following consultation, this document outlines the feedback received, focus off our responses, the confirmed structure, and next steps to support your final decision.

Consultation Overview

- 16 submissions received from affected staff and PSA.
 - Feedback was detailed and constructive, and largely similar across all submissions
-

What We Heard and Our Proposed Response

- Summarised below, for completeness there is more detail in the document

What We Heard	Proposed Response
Consultation period too short and poorly timed, inconsistent with good faith obligations and our values.	The timeframe aimed to provide certainty and enable progress rather than delay action.
Proposed reduction in roles doesn't reflect actual workload (OIAs, PQs, peaks).	New model relies on prioritisation, improved processes, and leveraging internal flexibility and short-term assistance for peak periods
Fewer roles will reduce quality and increase stress.	Quality assurance maintained through revised workflows and hands-on leadership support.
Ministerial Services only collates info, it doesn't provide advice.	Advisory responsibilities remain; team ensures responses meet legislative and reputational standards.
Workload data is incomplete and inaccurate.	Decisions based on multiple factors and future efficiencies, not TRM alone.
Team already works collaboratively; no silos.	Change aims to reduce duplication and leadership layers, not collaboration.
Need permanent buffer roles for peaks.	No permanent buffer; surge demand managed through prioritisation and leveraging internal flexibility and short-term assistance for peak periods.
Principal Advisor role too broad; should split into specialist roles.	Role designed for flexibility and risk oversight; collaboration emphasised.
Loss of Coordinator will impact efficiency.	Responsibilities redistributed; consider deferring end date to help with transition (TBC with TT)

What We Heard	Proposed Response
Stress and wellbeing concerns.	EAP, Clearhead, and monitoring in place; commitment to support staff.
Selection process fairness questioned.	Transparent, criteria-based process; conflicts of interest managed.
Risks of compliance failure and knowledge loss.	Capability retained; knowledge handover planned; redeployment prioritised.

Confirmed Structure

The team reduces from **20 roles to 9** (plus the Private Secs)

- **Disestablished:** Team Leader (x2), Coordinator (x1), Manager (in its current form) (x1)
- **Reduced:** Senior Advisors (8 → 4), Advisors (7 → 3).
- **Introduced:** Rescoped Manager role (x1); Principal Advisor (x1)

New Structure:

- Director – Governance
 - Private Secretaries (x2)
 - Manager – Ministerial Services (x1)
 - Senior Advisors (x4)
 - Advisors (x3)
 - Principal Advisor – Ministerial Services (x1)

Decision considerations

- Deferred end date for the coordinator to support s9(2) and the transition
- Consider modification of the timeline for EOI applications and selection process, to allow more time and show some concession relative to the feedback.
- As noted below, this could be on an 'if required' basis, rather than planned.

Implementation Timeline

- **Decision communicated:** 5 Dec 2025
- **EOI:** opens 5 Dec; closes 15 Dec
- **Voluntary redundancy closes:** 11 Dec
- **Selection process:** From 16 Dec- may need to adjust subject to ability to reasonably undertake a considered process. Risk mitigant if required
- **Final notice:** Issued end of Dec, may need to adjust subject to completion of EOI process
- **New structure effective:** End of Jan/Early Feb