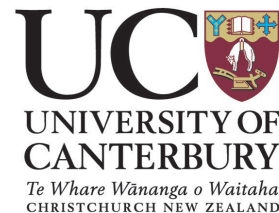


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17 November 2021

Disgruntled Peasant

By email: fyi-request-16109-77b77c0b@requests.fyi.org.nz

Dear Sir/Madam

Official Information Act Request 21.44 Staff stress and wellbeing

I refer to the Official Information Act (the Act) request dated 17 July 2021 for information relating to staff stress and well-being at the University of Canterbury. You have requested the following:

- 1) *the number of professional / general staff who have resigned over the last 5 years, broken down by month.*

Please find attached the numbers for each month from 2016 – 13 September 2021 of professional/general staff that have resigned. Please note that some staff held two roles at the same time, therefore there are instances where one person has resigned from two roles simultaneously (where this has occurred, this is indicated.) Where the number of staff leaving in a month is less than five, the actual number is not provided, rather the range of less than or equal to five under s 9(2)(a) of the Act. The public interest is served by providing a range of numbers, balanced against the need for individuals to remain unidentifiable. With other industries, the Covid-19 pandemic may have affected staff movement at the University from March 2020 – September 2021.

- 2) *any reports, emails, memos or other documents that summarise exit interviews or exit survey responses from 1 January 2020 to present*

There are two different providers for the exit questionnaires that have been used since 1 January 2020 – September 2021, Survey Monkey and Qualtrics. Survey Monkey was used until March 2020. The questions to the responses for the Survey Monkey exit questionnaires are not in a readily retrievable format. Therefore, the information from January to March 2020 is refused under s 18(f) of the Act, as it would take substantial collation and research to correctly match the information.

Qualtrics stores data from the last 12 months, therefore aggregated data is provided from the Qualtrics exit questionnaires from September 2020 – September 2021. The information from April 2020- August 2020 is refused under s 18(e) of the Act, as it cannot be located. There were also one free text fields provided in relation to each theme.

The information in the free text fields is withheld under s 9(2)(a), to protect the individuals privacy, as the comments provide a mix of information, with some of it potentially able to identify individuals. The public interest is served by providing aggregated results of the survey questions, balanced against the need for individuals to remain unidentifiable.

At UC managers are supported to identify ways they can continue to develop both their own capability and skills and how they can support their staff to do the same. Managers are also supported to provide ways to encourage collaboration and develop teamwork.

- 3) *any reports, emails, memos or other documents regarding staff wellbeing and workload (internally or externally generated) from 1 January 2020 to present. Please note I do not want information regarding individual staff members or incidents, only high-level information. Please include health and safety reports and information provided by the union.*

After seeking clarification on the parameters of this from you on 24 September 2021, you replied on 27 September 2021:

I am happy to limit this executive level information and information to the exec from the TEU. This is not limited to health and safety - rather I suspect the TEU has been letting UC know staff are miserable and feeling exploited, and I am highly doubtful about the VCs apparent surprise at this at the last forum.

Members of the Senior Leadership Team have confirmed that the TEU has not emailed them regarding general wellbeing concerns. Any emails from the TEU have been in relation to specific individual staff or incidents. Any communication regarding general wellbeing concerns have been verbal.

Executive level information is all staff emails regarding wellbeing issues – please see these attached. During the lockdowns in 2020 and 2021, there were numerous all staff updates from the Incident Management Team with reference to wellbeing. As this would be a substantial amount of emails to collate under s18(f) of the Act, we have provided a sample of such emails.

- 4) *any reports, emails, meeting minutes, briefing notes, memos or other documents relating to the Sli.do questions for the last staff forum*

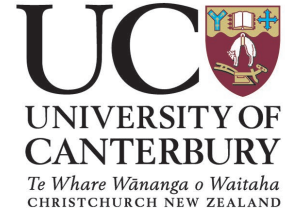
After seeking clarification on whether this related to only Health and Safety information on 24 September 2021, you clarified on 27 September:

I want discussion on all the slido questions, not just health and safety ones, but I am prepared to limit this to executive level, or conversation with Comms and HR.

Please see the attached correspondence relating to the Sli.do questions. Those who are (or were at the time) in the Senior Leadership team have a public facing element of their roles and represent the University in the wider community. Those below this level do not have the same public facing element of their roles and therefore their names are withheld under s 9(2)(a). The public interest is met by the surrounding correspondence being provided where there is no good reason to withhold, which provides the information whilst still protecting the individuals' privacy.

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You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Claire O'Connell'.

Claire O'Connell
Information Compliance Officer

Attachments:

Q1 Professional / General Staff resignation numbers

Q 2 Aggregated Qualtrics data

Q 3 Sample of All staff emails regarding staff wellbeing

Q 4 Emails regarding Sli.do questions