

13 September 2021

Tēna koe Lisa,

Following your Official Information Act request dated 02 August 2021 which was transferred to us on 24 August 2021 please see our responses as below.

1. The turnover rate of staff within the Marketing, Events and Communication team for the calendar years (being 1 January to 31 December) for the years:

	Headcount	Number resignations
2019	32	9
2020	26	4
2021 (01 January – 30 June)	25	4

2. The number of staff, as in the years above, who have resigned and have finished employment that same day without a need for them to work out their notice period:

	Number of staff
2019	0
2020	0
2021 (01 January – 30 June)	0

3. The number of staff who have taken extended leave i.e. long than two weeks, that would not be considered annual leave or time owed in lieu;

	Number of staff	Type of leave
2019	0	-
2020	2	Parental leave
2021 (01 January – 30 June)	1	Sick leave

The above figures are excluding Annual Leave, Professional Development Leave, Time Owed in Lieu and Jury Service Leave.

4. The annual staff engagement results for the Marketing, Events and Communication team, for the years:

	Engagement results (%)
2018	50%
2019	49%
2020	61%

5. Further to point five, I request any relevant work plan that has been created in response to the staff engagement results and any and all documentation in relation to results of the implemented work plans.

Below is a summary of the work plans created in response to the 2018 – 2020 staff engagement results. Any documentation in relation to the work plans the Privacy Act 2020 applies here.

- Continuation of DISC training specifically to improve communication and to identify different working styles and diversity within a large team – underway
- Social events after team meetings to further strengthen the team bond and create opportunities for cross-team engagement – implemented
- Mid-year and end of year social gatherings to get to know each other outside of the work environment – implemented
- Expansion of management meetings. Every second management meeting to include Tier 5 and Tier 6 leaders for stronger communication, exposure to other parts of the Institute and planning – implemented
- Individual Performance Development and Planning process rolled out. Designed to work with individual employees to ensure they understand the why and purpose of their role, their KPIs and to develop their professional development plans – implemented
- Guest speakers at team meetings (from within and external to the institute) to give the team a more in-depth understanding of what is happening around campus, or in key industries (i.e. Media) – implemented
- Inter-team meetings to improve communication between the teams within MEC – implemented
- Flexible working was proven to be successful during the 2020 COVID-19 lockdown. It was beneficial to the work / life balance of many of the team. Development of a permanent flexible working programme to be designed to enable this to continue – on track
- Values awards created for the team meetings. Designed to encourage the team to keep the values top of mind and to encourage the celebration of success – implemented
- Birthdays are celebrated at each team meeting to give individual thanks to each of the team members – implemented
- Creation of Teams Channel ‘just for fun’ to help with communication and team building, especially with the move to a flexible working model – implemented
- Change the layout of the of the workspace to allow cross-team interaction and collaboration between the Marketing and Communications teams - implemented

Should you have any questions please contact the People & Culture Team - [peopleandculture@toiohomai.ac.nz](mailto:peopleandculture@toiohomai.ac.nz)

Nāku noa,



Patrick Brus  
**Executive Director, Student and Staff Engagement and Experience**