

29 October 2024

9(2)(a)

Tēnā koe 9(2)(a)

Thank you for your email, received on 21 October 2024, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information on how the impacts of restructuring are measured or monitored after their implementation. Your request has been considered under the Official Information Act 1982 (the Act).

You have requested:

*I want to establish if and how the impacts of restructuring are measured or monitored after their implementation – for instance to what extent the goals of the restructure were met in practice.*

*For this purpose, please release the following:*

- *All documents from activities that were undertaken to document, review or assess the after-effects of change processes that involved the restructuring of an organisational unit, e.g. to gauge whether the intended objectives were met. This may include, but is not limited to:*
  - *Internal or external reviews, reports or assessments, formal or informal.*
  - *Assessments of operational markers, performance metrics and similar transactional indicators, where explicitly linked to a restructuring- or transformation event.*
  - *Assessment of formal KPI's that were set in relation to the structural change or transformation of an organisational unit.*
- *If there are no documents that meet the criteria in 1., please explain whether there are any informal- or non-documented approaches to review and assess the after-effects of internal restructuring that are practiced within Oranga Tamariki.*

No evaluations of the impact of restructure processes have been undertaken previously due to the capacity of the appropriate teams to do so. As such, your request is refused under section 18(e) of the Act, on the grounds that the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

IN-CONFIDENCE

The impact of change processes related to restructures may be discussed within affected teams and those interacting with them in an informal capacity, in order to determine how best to mitigate the challenges that may arise, but this is something handled on a case-by-case basis as determined by the needs of the teams involved.

Oranga Tamariki may make the information contained in this letter available to the public by publishing this on our website with your personal details removed.

I trust you find this information useful. Should you have any concerns with this response, I would encourage you to raise them with Oranga Tamariki. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Information about this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by contacting them on 0800 802 602.

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Elizabeth Blanchfield'.

Elizabeth Blanchfield  
**General Manager People and High Performance  
People Culture and Enabling Services**