

12 July 2019

[REDACTED]  
[REDACTED]  
[REDACTED]

E-mail: [REDACTED]

Dear [REDACTED]

### **Official Information Act (1982) Request**

I write in response to your Official Information Act request, dated 18 June 2019. You requested the following information about workplace diversity.

For context, Counties Manukau District Health Board is one of 20 NZ district health boards established under the New Zealand Health and Disability Act 2000 (NZPHD Act 2000), charged with a responsibility to plan and fund the provision of personal health, public health and disability support services for the improvement of the health of the population.

CM Health provides health and disability services to an estimated 569,400 people who reside in the local authorities of Auckland, Waikato and Hauraki District. We recognise and celebrate that the Counties Manukau community is particularly culturally and linguistically diverse.

This commitment drives our strategic goal: *“Together, we will work with others to achieve equity in key health indicators for Maori, Pacific and communities with health disparities by 2020”*

We have provided responses below each of your questions:

Please note that information to answer questions numbers 2-12 is publicly available in our Annual Report, published on our website in December for the preceding financial year (01 July-30 June).

Details on our staff composition (page 53), and also our attention to workplace diversity (page 44) are included in the Good Employer section.

- <https://countiesmanukau.health.nz/assets/About-CMH/Reports-and-planning/Annual-reports-and-plans/2017-18-CM-Health-Annual-Report-Final-for-online-publication-December-2018.pdf>

There is also significant DHB workforce data available via TAS (Technical Advisory Services Limited).

- <https://tas.health.nz/employment-and-capability-building/workforce-information-and-projects/health-workforce-information-programme-hwip>

The State Services Commission is leading national work on Diversity and Inclusion, with further information on their website.

**1. What is the name of your organisation?**

Counties Manukau District Health Board.

**2. How many staff do you employ?**

As at 30 June 2018, our total workforce: 7,005 (Headcount) and 6,071.21(FTE). Note this is payroll derived data, and staff members on long-term leave are excluded.

**3. Do you measure the gender make-up of your staff?**

a. Yes

**4. What proportion of your staff are female?**

As at 30 June 2018, women comprised 79% (5,552), and men 21% (1,453) of our total workforce.

**5. How many females are there in senior management?**

As at 30 June 2018, our Executive Leadership Team (CEO and Directors) comprised 9 members, 6 were female. Please refer to the Annual Report for further changes between 01 July and 31 October. Our current Executive Leadership Team (CEO and Directors) comprises 12 members, 8 are female.

Our current District Health Board (elected and appointed members) comprises 11 members, 6 of whom are female.

**6. Do you measure the ethnic make-up of your staff?**

a. Yes

Please note that the data provided by employees is voluntary, and therefore the response is based on the % of the workforce who have agreed to provide their ethnicity *'that they identify as'* only. People can choose to identify as more than one ethnicity. We provide the option to identify ethnicity at more detailed levels, however, for the purpose of reporting, we use prioritised categorisation.

Refer to the table below from the Annual Report for answers to questions 07-12:

**7. What percentage of your staff are NZ European?**

**8. What percentage of your staff are Māori?**

**9. What percentage of your staff are Pacific Islanders?**

**10. What percentage of your staff identify as Asian?**

**11. What percentage of your staff are Middle Eastern/ Latin American/ African?**

**12. What percentage of your staff are of another ethnicity?**

Ethnicity	FTE	FTE in %	Headcount	Headcount in %
Asian	2,082.86	34.31%	2,330	33.26%
European	2,479.65	40.84%	2,966	42.34%
Maori	319.96	5.27%	362	5.17%
Pacific	731.99	12.06%	822	11.73%
Middle Eastern/Latin American/African	108.18	1.78%	118	1.68%
Not Disclosed/Other	233.18	3.84%	276	3.94%
Other Ethnicity	115.39	1.90%	131	1.87%

Ethnicity	FTE	FTE in %	Headcount	Headcount in %
<b>Grand Total</b>	<b>6,071.21</b>	<b>100.00%</b>	<b>7,005</b>	<b>100.00%</b>

Refer to table below for answers to questions 13-18, based on our **Executive Leadership Team:**

13. What percentage of your senior management staff are NZ European/ pākehā?
14. What percentage of your senior management staff are Māori?
15. What percentage of your senior management staff are Pacific Islanders?
16. What percentage of your senior management staff identify as Asian?
17. What percentage of your senior management staff are Middle Eastern/ Latin American/ African?
18. What percentage of your senior management staff are of another ethnicity?

Ethnicity	Headcount	Headcount in %
Asian	1	8.3%
European	8	66.6%
Maori	2	16.6%
Pacific	1	8.3%
Middle Eastern/Latin American/African	0	0%
Not Disclosed/Other	0	0%
Other Ethnicity	0	0%
<b>Grand Total</b>	<b>12</b>	<b>100%</b>

19. Are there any plans in place to encourage diversity in staffing and the daily operation of the Ministry/ department?

a. Yes

20. What is being done to encourage diversity?

Refer to the Annual Plan, which outlines a range of current initiatives.

Many of these are focussed on delivery improved health outcomes and experiences to our community. We provide more detailed information on actions for our community via specific annual health plans for Māori, Pacific and Asian Health. Each year, we celebrate and acknowledge the diversity of our community and our workforce, with a range of events, including Pacific Island weeks, marking Te Reo Language week, acknowledgement of a range of events and celebrations including for example Matariki, Ramadan, Diwali, Christmas, the Lunar New Year, Pink Shirt Day, and International Women’s Day.

To further support diversity, we continue to build our workforce profile, capacity and capability to reflect the diversity of the community we serve, and better meet the health service needs of the people living in Counties Manukau. These strategies include processes for targeted employee recruitment, staff training and operational processes, outlined in our “good employer” policy (attached).

21. Is there any diversity training offered to staff?

a. Yes

**22. Describe any diversity training offered?**

We run a variety of training programmes and provide opportunities intended to promote ongoing cultural competency and the value of workplace diversity. Staff training on these matters is funded and available to all staff, with an initial focus on Health Literacy, Disability responsiveness and Maori and Pacific cultural competency. These programmes are available both in online learning resources, and through face-to-face programmes. Initial sessions are a mandatory requirement for all staff new to the organisation. This is included as a part of orientation for all new staff, with additional more in-depth opportunities available, including specialist training for ‘Culturally and Linguistically Diverse’ (CALD) communities, as well as Managing Culturally Diverse Teams.

Our leadership and management development programmes are underpinned by recognition of the need to enable and respect the diversity and equity for our staff. This principle also informs our recruitment training for managers.

**23. How is diversity considered within your employment process? (e.g. blind CVs)**

We will employ the most suitable person for the role, including their fit with our organisation’s values and organisational culture. These include a focus on valuing everyone, working together, kindness and excellence.

There are regional and local targets to increase the proportion of our workforce that identify as Maori or Pacific, and to provide support for these staff to progress in their careers in health care, including opportunities for leadership and further qualifications. National and regional targeted scholarships, mentoring and networks support this workforce development.

**24. Have you had to manage issues/complaints of racism in the workplace?**

a. Yes

**25. How many racism issues/complaints have you had in the last five years?**

We are interpreting ‘in the workplace’ to mean ‘between employees’, and there have been two instances formally managed in the last 5 years.

**26. If issues/complaints of racism occurred, what happened?**

<b>Issue 1:</b>	Staff member was disrespectful and unprofessional with the colleague, and made derogatory and racial remarks. Issue was dealt immediately, and an expectation letter was issued to the employee for unprofessional behaviour.
<b>Issue 2:</b>	Staff member used swearing and racist language towards another staff member. Manager intervention occurred, and staff member apologised for misconduct, but denied using racist language.

We hope this response gives an indication of the wealth of positive action occurring every day in our organisation on these matters. If there are specific elements of this response that you are interested in exploring further, please contact us.

I trust this information satisfactorily answers your query. If you are not satisfied with this response you are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act.

Please note that this response or an edited version of this may be published on the Counties Manukau DHB website.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'F. Apa', enclosed in a light blue rectangular border.

Fepulea'i Margie Apa  
Chief Executive Officer  
**Counties Manukau Health**