



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Consumer Advocacy Council Secretariat

Proposal for Change

May 2024

Introduction from Simon Gallagher

Tēnā koutou,

The Consumer Advocacy Council was established in 2021 and has been supported by our Consumer Advocacy Council Secretariat within Business & Consumer ever since. The team has been delivering some great work and support to the Council who has been very appreciative over the years. In particular feedback from the Council on the recent operation of the Secretariat and support for the Council is that everything is working very well.

As you know, there was a change to Government in New Zealand in October 2023, and the new government has been considering their priorities for the three years ahead. As part of this review work, it was agreed at the 18 March 2024 bilateral to disestablish the Consumer Advocacy Council, and as a result the Council will be disestablished 28 June 2024.

I know many of you want certainty about what the disestablishment of the Consumer Advocacy Council will have on the Secretariat and your work. This consultation document outlines the decisions made, and the proposed impact this would have on your roles.

This change process will be different in nature to those you will have seen undertaken across MBIE previously because the decision to disestablish the Consumer Advocacy Council has already been made by our government. We are now consulting with you on how we go about making these changes.

I want to be clear that you are our top priority throughout. MBIE is committed to supporting you through this process by keeping you informed, answering your questions and considering your feedback on the proposed approach. While I appreciate that any change can be unsettling, I want to be as open and transparent as possible and provide all impacted employees with the greatest opportunity to consider their options.

I know that the Consumer Advocacy Council Secretariat is a success because of your skills and expertise, and I sincerely thank you for all your hard work while we have worked to support the Council.

We are here to support you. Please reach out to me directly or you can find a range of support options from page 12 of this document.

Thank you in advance for your feedback and for your ongoing professionalism through this time of change. I look forward to hearing your thoughts and feedback on the proposed approach.



Ngā mihi nui

Simon Gallagher

National Manager, Consumer Services

Consumer Advocacy Council Secretariat

Contents

Item	Page
Introduction	2
How to read this document	4
Providing feedback and indicative timelines	5
Proposal - Consumer Advocacy Council Secretariat	6
Summary of proposed changes by role	9
Proposed change process	10
Support through change	12

How to read this document

This document outlines the proposed approach to implement the Government's decision to cease funding and close the Consumer Advocacy Council as part of the Budget 24 and as a result, disestablish the Consumer Advocacy Council Secretariat functions within MIBIE.

Scope of this change proposal

This consultation document focuses on those specific roles within the Consumer Advocacy Council Secretariat, Consumer Services, Business & Consumer that are currently dedicated to the provision of support to the Council which will close effective 28 June 2024.

As a decision has already been made by the Government to cease funding and close the Council, this consultation process is not about whether the Secretariat's functions and work will end, but rather how we are proposing to implement these decisions, the resulting organisational structure and the potential impacts to relevant employees.

Understanding proposed changes to your position

If changes are proposed to your position this will be outlined in the proposal. The organisational charts have been included at the end of this document to help demonstrate the impacts that the proposed changes would have on your team. There is a summary table at the end of this document with more detail about proposed changes to individual positions.

In addition, all people who may be impacted by the proposed change will receive a letter that outlines specific detail about their position and proposed change process.

Proposed change process

Find out more about MBIE's proposed change process from page 10. This determines how we classify the impact to our people, based on the proposed impacts to their positions.

Please note that due to the nature of this change, those employees who are permanently employed in a position that is to be disestablished, will be deemed to

have affected status immediately. This means that these employees will have immediate access to the reassignment and redeployment processes. Their affected status will also be applicable as part of any internal recruitment process with first consideration given to affected employees over other applicants, subject to those with affected status meeting the suitability requirements of the position.

As part of this consultation process, you are also invited to provide feedback on the proposed change process including the reassignment and redeployment processes as well as having the opportunity to provide your feedback on what other support we could reasonably provide you at this time.

Let us know

The information included in this document reflects the organisational structure as recorded in MBIE systems in May 2024.

If you notice any inconsistencies in the organisational structure represented, please advise your people leader.

Providing feedback and indicative timeframes

We want to hear your feedback on this proposal as it affects our people. While the decision to close the Consumer Advocacy Council and Secretariat has been made by Government, we specifically want your feedback on our proposal to give effect to this decision.

Further information on how you can provide your feedback and the indicative timeline is available on page 5.

Supporting our people through change

People will have a wide variety of feelings in relation to the changes. Please remember to be respectful of each other's opinions and privacy. If you have further questions regarding this change proposal or your personal situation, please contact me directly. Further information on the support available is available from page 12.

Providing feedback and indicative timeframes

Your feedback is important to the success of any changes we make and will be carefully considered. While this change process will be different in nature to those you will have seen undertaken across MBIE previously, we still want to hear from you.

Specifically, I welcome your feedback on:

- our proposed approach to disestablishing those roles and functions that are currently dedicated to supporting the Consumer Advocacy Council, which will come to an end with the closure of the council;
- what Secretariat close out work is required and how you think it could be actioned;
- the proposed organisational structure as a result of these decisions; and
- the potential impacts and change process proposed for our people.

This proposal has been shared with the Public Service Association (PSA). You can contact Niki Williams, PSA Co-Convenor by emailing Niki.Williams@mbie.govt.nz during the consultation period for support and to discuss your feedback.

MBIE recognises that feedback can be provided in formats other than written, and as such will enable verbal submissions upon request. This also includes where the PSA wishes to speak to their collective submission orally.

Email feedback from individuals or groups – open for the duration of consultation – should be sent to Simon.Gallagher@MBIE.govt.nz.

Indicative timeline

Activity	Indicative Timeframe
Consultation opens	30 May 2024
Access to reassignment, redeployment and outplacement support for affected employees	From 30 May 2024
Consultation closes	13 June 2024
Feedback reviewed and considered	From 14 June 2024
Final decisions announced	1 July 2024

Proposal – Consumer Advocacy Council Secretariat

As part of Budget 24, the Government has decided to cease funding and close the Consumer Advocacy Council. This includes ceasing the work programme of the Consumer Advocacy Council Secretariat within MBIE and returning any future dedicated funding to the Crown.

Why change is proposed to Consumer Advocacy Council Secretariat

The work of the Consumer Advocacy Council is supported by the Consumer Advocacy Council Secretariat, a team solely dedicated to deliver work in support of the Council. This team supports the following aspects of the Consumer Advocacy Council:

- Manage the work programme
- Engage and work with contractors and suppliers
- Prepare submissions for the Council
- Managing the financials/budget
- Commission and quality control of Research
- Providing timely advice to the Chair
- Liaise with the Minister's Office
- Minute Taking
- Arranging Council meetings, stakeholder meetings and events
- Working closely with MBIE Policy to ensure a no surprises approach with the Minister

With the Consumer Advocacy Council being disestablished effective 28 June 2024, the work of the Secretariat will also end accordingly. As such there will no longer be a

need for a Consumer Advocacy Council Secretariat and associated roles within MBIE and we are proposing the Secretariat will be disestablished.

As a result of the Government's decisions, the following changes are required:

- Disestablish the Manager Consumer Advocacy Council Secretariat (currently vacant)
- Disestablish the Principal Advisor Consumer Advocacy Council
- Disestablish the Executive Officer, Consumer Advocacy Council
- Minor scope change for the National Manager, Consumer Services

Finalising work

As the decision has already been made to dissolve the Consumer Advocacy Council and associated Secretariat, the substantive work of the Council and Secretariat will cease. We recognise however, that important work will still be required to formally end the work programme, and appropriately conclude any agreements and relationships, plus securing any assets and ensuring records are appropriately filed (as per the Public Records Act 2005). Our expectation is this will be complete by 28 June 2024 including all salaries and invoices paid.

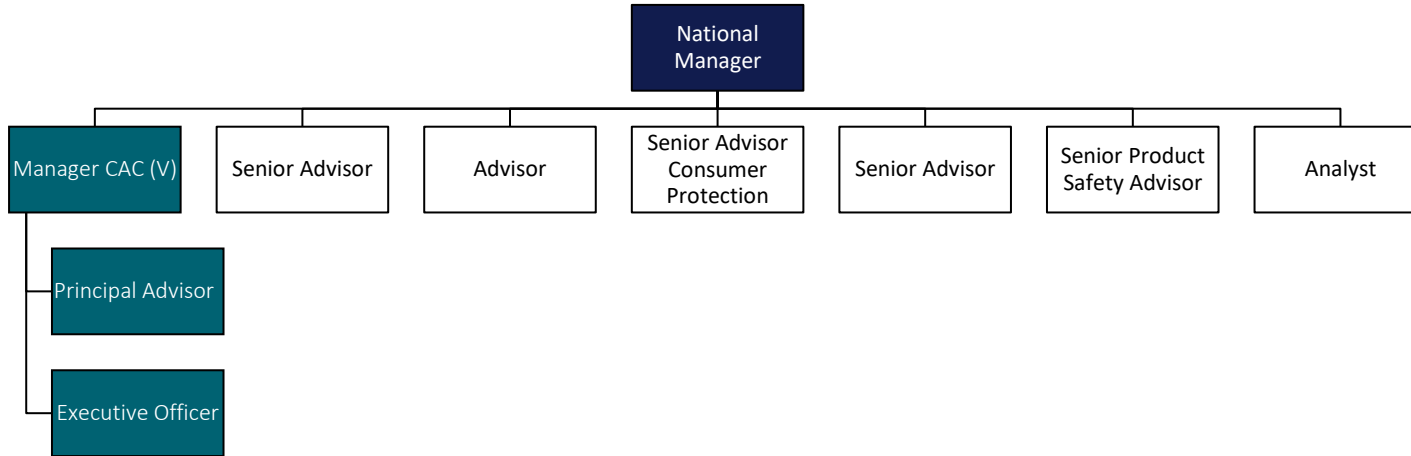
As part of the consultation, we are seeking suggestions on what close out work you believe is required and how you think it could be actioned.

We are intending to work with our Business Specialists and the Business Advisory function within Business & Consumer on a close down programme over the coming weeks, and genuinely welcome your input and suggestions via this consultation process.

Organisational charts are provided on the following page to demonstrate how these changes will impact current positions and reporting lines. More detail about changes to individual positions is provided at the end of this document.

Current organisational chart – Consumer Services

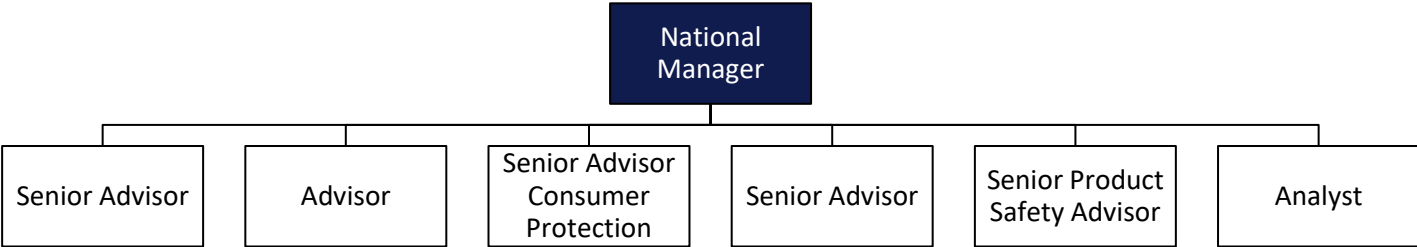
KEY			
A	No change	F	Within-group branch change
B	Disestablished position	G	New position
C	Reporting line change	H	Minor scope and reporting line change
D	Minor scope change	I	Position title and unit change
E	Position title change	J	Allocated via expression of interest



Proposed organisational chart – Consumer Services

KEY

A	No change	F	Within-group branch change
B	Disestablished position	G	New position
C	Reporting line change	H	Minor scope and reporting line change
D	Minor scope change	I	Position title and unit change
E	Position title change	J	Allocated via expression of interest



Summary of changes by role

The following table details the changes required due to the Government's decision to cease funding and close the Consumer Advocacy Council

Position title	Reporting line	Branch
Manager Consumer Advocacy Council Secretariat	National Manager Consumer Services	Business & Consumer
Principal Advisor	Manager Consumer Advocacy Council Secretariat	Business & Consumer
Executive Officer	Manager Consumer Advocacy Council Secretariat	Business & Consumer

Proposed minor change

Position title	Branch	Description of change
National Manager Consumer Services	Business & Consumer	No longer accountable for the delivery of Secretariat services to Consumer Advocacy Council

Proposed Change Process

Consistent with MBIE’s employment agreements and recruitment policy, the following summarises the proposed change process which would apply to any changes confirmed as a result of this consultation process.

Reconfirmation

Reconfirmation

Following the consultation process your substantive position may be “reconfirmed”. In these circumstances your substantive position in the confirmed new structure is substantially the same as your current substantive position and you are the only person able to be reconfirmed to the role. Examples include - change in reporting line, title, a minor change in work content.

For reconfirmation to apply:

- The position description you are being reconfirmed into is the same (or substantially the same) as what you currently do, and
- Salary and other terms and conditions for the position are no less favourable, and
- Location of the position is in the same local area (note: this need not necessarily mean the same building and/or the same street).

If your substantive position has been reconfirmed as part of the final structure, you do not need to take any action as you will automatically be reconfirmed into position.

Reassignment

Where team members are confirmed as being significantly affected by any of the confirmed changes the following available options apply:

- Apply for any other existing MBIE vacancies that you are suitably qualified or experienced for. This can be done via the MBIE website.
- Express an interest in voluntarily ending your employment without actively seeking redeployment opportunities within MBIE. MBIE may decline any expression of interest on the grounds that you have skills and experience that need to be retained and a reassignment option is available.

You will be considered an affected employee if you are permanently employed in a position that is:

- To be disestablished;
- To be changed to the extent that it cannot reasonably be considered to be the same position or a substantially similar position; or
- Subject to a significant location change outside of the current local area.

Please note that you will not be considered an affected employee if your substantive position is confirmed as having a change in business group, reporting line, job title or work location (where work location is within the “same local area” or region).

Redeployment

If you wish to apply for any other existing MBIE vacancies (i.e. vacancies that are being advertised separately to the change processes), this can be done via the MBIE careers site at any stage of the process.

If you are considered an affected employee, this will need to be indicated as part of your application as first consideration will always be given to affected employees over other applicants subject to them meeting the suitability requirements of the position. Where applicable, a panel interview will be used as a contributing selection tool to assess the demonstrated skills, experience and qualifications against the key accountabilities and person specifications as outlined in the position description. In situations where there is more than one affected employee who meets the suitability requirements of the position an assessment will be made of the employee who is best for the role.

Review process

If you disagree with the application of this process, you have the right of review. This process is set out in your employment agreement. You are encouraged to raise any concerns with your People Leader at the earliest opportunity so these can be worked through with you on a case-by-case basis.

Secondments and acting arrangements

If you are currently on secondment or acting in a different position, there may be decisions confirmed for that position as well as your permanent substantive position. However, you will only be considered an affected employee if your permanent substantive position is significantly impacted.

People will continue in their temporary position until the end of the term currently in place unless otherwise advised.

Support through change

Work is a big part of your life. During organisational change, it's normal to have feelings of uncertainty, shock, anger, frustration, confusion, scepticism, and impatience. Please ask for support when you need it and remember to be understanding towards your colleagues who may be feeling anxious or distracted. You can talk to your People Leader, colleagues and/or union representative or the People and Culture team.

Wellbeing support options

We recognise that change may be difficult and encourage you to reach out to your support network and draw on the resources available to you. You can:

- Talk to your People Leader
- Contact your union delegate or representative ([PSA](#)) / ([NUPE](#))
- Reach out to the [Wellbeing, Health and Safety Team](#)
- Use our [Employee Assistance Programme](#), which provides support for both work and personal life
- Call or text [1737](#) to access free counselling services from the national telehealth service
- Access your [Te Puna Ora](#) dashboard both at work and remotely using your MBIE login details

Learning support options

Focusing on your personal growth and development is a helpful way to direct your attention during times of change and uncertainty – to reinforce your skills and explore career interests.

There are plenty of resources and directories to explore within MBIE, including:

- [Learn@MBIE](#) – our central learning platform that holds many free e-learning courses, including a series of e-learning modules focused on [change](#), suitable for all staff.

- [Percipio](#) – the world's largest online learning library. To access Percipio, select 'team/enterprise subscription' and then enter 'MBIE' in the site name field.
- [MBIE's library](#) – a large catalogue of books and scholarly works focused on subject expertise as well as broader skillsets like leadership capability.
- You can also reach out to People & Culture to discuss your development interests.

Career development support

Our Employee Assistance Programme can assist with general career advice and is available for self-referral. This also includes budgeting and financial advice, personal development and coaching and personal legal advice.

Outplacement support

Outplacement support is designed to help affected kaimahi with the tools, knowledge, and confidence to quickly transition into their next role. Support is provided as a programme which MBIE employees can take part in over a period, through an external provider. The programmes cover practical aspects related to career planning, job search, and networking.

Outplacement support is offered to MBIE people who are impacted by disestablishment of their position because of change. It will be offered if the person has been unsuccessful in securing another role at MBIE and is generally offered a month before the date of disestablishment. Please note that due to the nature of this change, outplacement support will be made available to all affected employees from the date of consultation

MBIE people who have been offered outplacement support will continue to be provided with redeployment support from People and Culture, right up to the date of disestablishment.

Outplacement programmes available

H2R Consulting is currently MBIE's supplier of outplacement programmes. In addition to the programmes themselves, MBIE people are offered access to H2R's Career Portal which contains extensive resources, questionnaires, templates, and handy tips, as well as links to career bytes and webinars.

Outplacement equips individuals with the tools, knowledge, and confidence to quickly transition into their next role. The programme covers many practical aspects of preparing for and conducting a job search:

- Skills assessment
- CV and cover letter writing
- Networking
- Developing a job search strategy
- Managing LinkedIn and Seek profiles
- Preparing for interviews
- Making informed career choices.

People and Culture Business Partners arrange outplacement support for affected people as part of wider redeployment support. They will discuss outplacement support with MBIE people in step with the conditions outlined above and will connect people with H2R directly.