



MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT  
HĪKINA WHAKATUTUKI

# Consumer Advocacy Council Secretariat

## Final Change Decisions

18 July 2024

# Introduction from Simon Gallagher

Tēnā koutou,

On 30 May, I announced proposed changes to the Consumer Advocacy Council (CAC) Secretariat and commenced a consultation period to seek your feedback. The proposed changes followed the Government's Budget 2024 decision to cease funding to the CAC, and as a result disestablish the Council. Accordingly, the CAC was disestablished 28 June 2024.

The CAC Secretariat has the sole purpose of supporting the CAC. As there is no longer a Council to support, I proposed to disestablish the Secretariat. During the consultation period I sought your feedback prior to making recommendations to decision makers. I received no feedback during the consultation period, and a decision has now been made.

This decision document sets out the confirmed decisions, and the process from here.

I know that the CAC has functioned well due to your skills and expertise, and I sincerely thank you for all your hard work while we have supported the CAC. I acknowledge change is unsettling, and I thank you for your engagement and professionalism through this process.

Ngā mihi nui



**Simon Gallagher**

National Manager, Consumer Services

Te Whakatairanga Service Delivery

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# How to read this document

This document confirms the changes and implementation approach required as a result of the Government’s decision cease funding to, and disestablish, the Consumer Advocacy Council (CAC).

## Scope of these change decisions

This final decision document confirms how we will implement the Government’s decisions, the resulting organisational structure and the impacts to relevant employees. This document focuses on the roles in the CAC Secretariat. These roles were set up for the sole purpose of supporting the now disestablished CAC.

## Understanding changes to your position

If changes are confirmed for your position this will be outlined in the document. Confirmed organisational charts have been included at the end of the proposal to demonstrate the impact that these change decisions will have to the structure. There is also a summary table at the end of this document with more detail about the confirmed changes to individual positions.

In addition, those who are confirmed as directly impacted by these change decisions will receive a letter that outlines specific detail regarding how they are impacted by and what the next steps are.

## Let us know

The information included in this document reflects the organisational structure as recorded in MBIE systems as at 30 May 2024.

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

These decisions have been shared with the Public Service Association (PSA) and NUPE.

## Find out more about the change process and support available

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

We recognise that people will have a wide variety of feelings in relation to these confirmed changes. If you have further questions regarding this change or your personal situation, please reach out directly to Simon Gallagher.

## Timeline

Activity	Timeframes
Final decisions confirmed	18 July 2024
Implementation of new structure	19 August 2024

## Case for change and confirmed decisions

As part of Budget 24, the Government 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. The CAC was disestablished with effect 28 June 2024.

The Consumer Advocacy Council Secretariat is a dedicated team within MBIE, with the sole purpose to supporting the CAC to deliver its work. As outlined in the change proposal document dated 30 May 2024, this work includes things such as managing the work programme, preparing submissions for the Council and manage the financials/budget for the Council. :

As the CAC has now been disestablished, this work is no longer required, and there is no longer a requirement for a Secretariat and associated roles within MBIE. As such, in May we proposed to disestablish the following roles:

- Manager Consumer Advocacy Council Secretariat
- Principal Advisor, Consumer Advocacy Council
- Executive Officer, Consumer Advocacy Council

Disestablishing the Secretariat would also mean a minor scope change for the National Manager, Consumer Services.

We received no feedback on the proposed changes to the Consumer Advocacy Council Secretariat.

As a result, I can now confirm that the decision has been made to disestablish the CAC Secretariat as set out for consultation.

### Finalising work

I also sought your feedback in relation to finalising any outstanding work and support the disestablishment of the CAC. While no feedback was received in this regard, there is some further work required. This includes:

- Paying final invoices
- Contract closure
- Supporting wind down activities as they arise

I anticipate this work will be completed no later than 16 August 2024, Over the next few days I will work with you as we finalise a wind down plan and allocate associated work tasks.

I can confirm that the final day of the Secretariat will be 16 August 2024 to allow for the close out work to be completed.

### Confirmed changes

Following the consultation period, we have decided to proceed with the following changes:

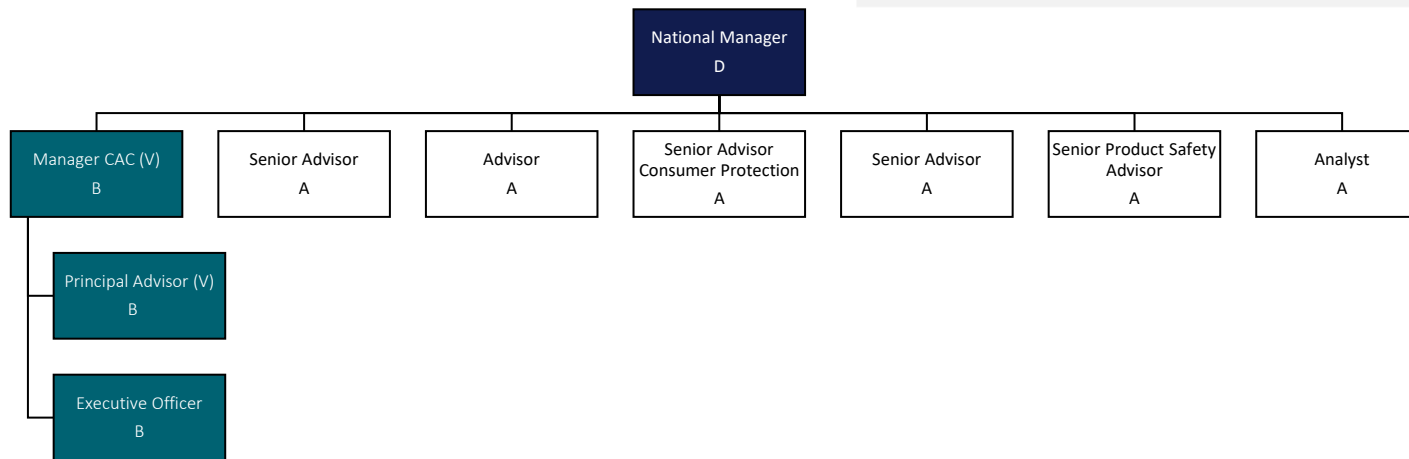
- Disestablish the Manager CAC Secretariat
- Disestablish the Principal Advisor CAC Secretariat
- Disestablish the Executive Officer, CAC Secretariat

The confirmed organisational chart is available on page 7.

## Current organisational chart – Consumer Services

V: Position is vacant

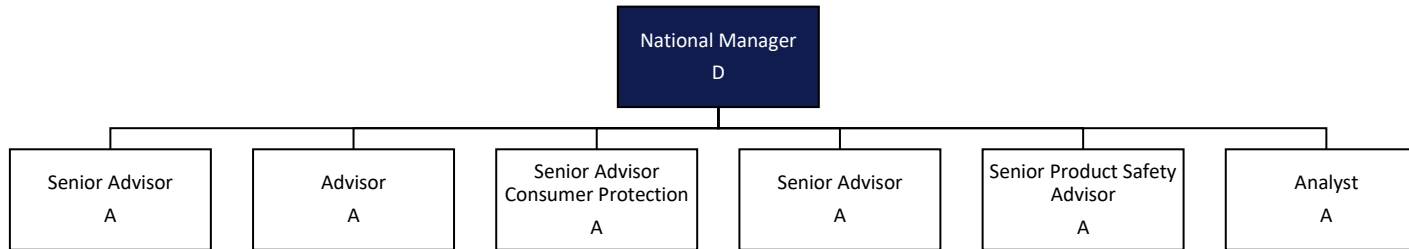
KEY			
A	No change	F	Within-group branch change
B	Disestablished position	G	New position
C	Reporting line change	H	Minor scope and reporting line change
D	Minor scope change	I	Position title and unit change
E	Position title change	J	Allocated via expression of interest



## Confirmed 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

### Confirmed Disestablished

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

### Confirmed 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



# Implementation and embedding change

Transition, implementation, and embedding are phases which happen after a final decision is made. These phases focus on the critical things we need to do to bring the structure to a close.

## Understanding change to your position

You can see the confirmed changes to your position by reading through the final decision for your business group and viewing both current and new organisational charts. At the end of the chapter there is more detail about the confirmed changes to individual positions.

## How does this affect you?

If the change directly impacts your position, you will receive a letter confirming how you are impacted by the final decision and what the next steps are. If the final decision confirms minor changes to your substantive position your People Leader will discuss the practical timing of these changes with you.

## Change process

Find out more about MBIE’s change process from page 11. This includes reassignment process for affected people through this change.

## Implementation

I appreciate your continued professionalism as the activities of the CAC are wound down.

## Implementation timeline

Activity	Indicative Timeframes
Final decision released	18 July 2024
‘Go-live’ of new structure	19 August 2024

# Appendix 1: Confirmed change process

## Change Process

Consistent with MBIE's employment agreements and recruitment policy, the following information summarises the standard change processes which will apply to the final decisions.

This includes reconfirmation, reassignment, selection, and redeployment.

### Reconfirmation

This is where your substantive position is "reconfirmed" because your current substantive position remains substantially the same 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 will not need to take any action as you will automatically be reconfirmed into the position.

Where there are more affected employees who will be considered for reconfirmation than the number of positions available in the new structure (i.e., where we are reducing the number of existing positions), then we will use a "contestable reconfirmation" process via an Expression of Interest (EOI) process. In this situation we will use a contestable selection process to determine who is the best fit for the role.

### 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 suited 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.

## Appendix 2: 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.