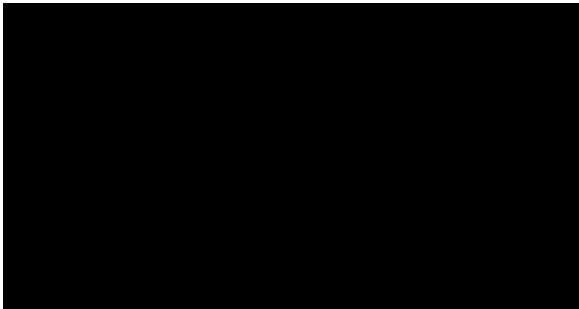


10 October 2022



#### **Official Information Act #22.045**

1. We refer to your Official Information Act 1982 (OIA) request received on 12 September 2022 for information about Commerce Commission (Commission) staff turnover and engagement with SenateSHJ. The scope of your request is:
  - 1.1 a list of all staff members who have joined the Commission and a list of all staff members who have left the Commission over the past two years including their job titles and names; and
  - 1.2 results from any staff engagement surveys over the past two years;
  - 1.3 if the Commission has engaged SenateSHJ over the past two years, a budget breakdown of the cost of SenateSHJ's services in that time, separated by field (e.g., telecommunications, groceries, airports etc).
2. We note it is your preference to receive the requested information in Excel format, where possible.

#### **Our response**

3. We have decided to grant your request in part.

#### **Staff turnover**

4. We have provided information about Commission staff turnover for the years ended 30 June 2020, 2021 and 2022 below.

Year	2020	2021	2022
Employee turnover	10.3%	13.4%	14.9%

5. Information about staff turnover for previous years can be found in the Annual Reports on our website.<sup>1</sup>
6. We have provided an Excel spreadsheet containing a list of all staff members who have joined the Commission and a list of all staff members who have left the Commission during the relevant period,<sup>2</sup> including their job titles (**Attachment A**). We have indicated whether each staff member was employed on a fixed term or permanent contract.
7. We have withheld staff names under section 9(2)(a) of the OIA to protect their privacy, but have indicated where a joiner also left during the relevant period.
8. We consider that good reason exists for withholding the staff names and is not outweighed by other considerations which would make it desirable, in the public interest, to make the names available (section 9(1) of the OIA).

#### Engagement surveys

9. In response to paragraph [1.2] of your request, the Commission conducts employee feedback surveys quarterly. The surveys produce an overall engagement score which measures employees' sense of loyalty, satisfaction, and belief in the organisation. The Commission's current results place us in the upper quartile of public sector organisations against the international public sector benchmark of the engagement tool we use. The results of the surveys conducted during the relevant period are below.

Period	Engagement Score <sup>3</sup>
October 2020	7.5
February 2021	7.5
May 2021	7.4
August 2021	7.4
November 2021	7.4
February 2022	7.6

<sup>1</sup> <https://comcom.govt.nz/about-us/strategic-planning-and-accountability-reporting/annual-report>

<sup>2</sup> From 12 September 2020 to 12 September 2022 (relevant period).

<sup>3</sup> Score out of 10.

Period	Engagement Score <sup>3</sup>
May 2022	7.7
August 2022	7.8

### SenateSHJ

10. In response to paragraph [1.3] of your request, the Commission has engaged SenateSHJ during the relevant period. A breakdown of the amounts paid to SenateSHJ during that time, separated by area, is below:

Amounts paid to SenateSHJ	1 July 2020 - 30 June 2021	1 July 2021 - 30 June 2022	1 July 2022 - 12 Sept 2022
Organisation, strategy, policy and performance	\$29,693	-	\$22,981
Electricity Networks	\$113,747	-	-
Gas Networks	-	\$33,734	-
Market study into the grocery sector	-	\$62,721	-
Market study into residential building supplies	-	\$8,691	-
Fair Trading	-	-	\$15,963
Retail Payment Systems	-	\$9,368	\$6,530
<b>Total</b>	<b>\$143,440</b>	<b>\$114,514</b>	<b>\$45,474</b>

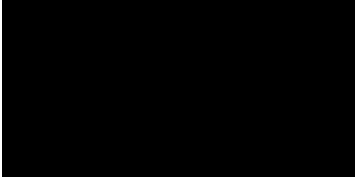
### Further information

11. If you are not satisfied with the Commission's response to your OIA request, section 28(3) of the OIA provides you with the right to ask an Ombudsman to investigate and review this response. However, we would welcome the opportunity to discuss any concerns with you first.
12. Please note the Commission will be publishing this response to your request in the OIA register on our website.<sup>4</sup> Your personal details will be redacted from the published response.

<sup>4</sup> <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>

13. Please do not hesitate to contact us at [ويا@comcom.govt.nz](mailto:ويا@comcom.govt.nz) if you have any questions about this response.

Yours sincerely



OIA and Information Coordinator

Released Under Official Information Act 1982

## Joiners

Job title	Contract type	Left during relevant period
Investigator	Fixed term	
Legal Counsel	Fixed term	
Chief Economist	Fixed term	
General Counsel	Fixed term	
Principal Investigator	Permanent	
Senior Analyst	Fixed term	
Senior Investigator	Fixed term	
Analyst	Permanent	
Operations and Legal Support Officer	Fixed term	Yes
Senior Investigator	Permanent	
Senior Investigator	Permanent	
Senior Investigator	Permanent	
Senior Investigator	Permanent	Yes
Investigator	Permanent	Yes
People and Capability Coordinator	Permanent	
Investigator	Permanent	
Investigator	Permanent	
Senior Investigator	Permanent	
Senior Evidence Systems Analyst	Permanent	
Legal Intern	Fixed term	Yes
Legal Intern	Fixed term	Yes
Chief Adviser	Fixed term	Yes
Economics Intern	Fixed term	Yes
Support Analyst (intern)	Fixed term	Yes
Economics Intern	Fixed term	
Tupu Tai Intern	Fixed term	Yes
Tapu Tai intern	Fixed term	Yes
Economics Intern	Fixed term	
Assistant Analyst	Fixed term	
Senior Security Adviser	Permanent	
Communications Adviser	Fixed term	Yes
Applications Analyst	Fixed term	
Senior Information Security Adviser	Fixed term	
Executive Assistant	Permanent	Yes
Assistant Analyst	Fixed term	
Senior Analyst	Fixed term	
Senior Procurement Adviser	Permanent	
Analyst	Fixed term	Yes
Operations and Legal Support Officer	Fixed term	Yes
Analyst	Fixed term	Yes
Senior Analyst	Fixed term	
General Manager Credit	Permanent	
Screening and Enquiries Analyst	Permanent	
Business Support Assistant	Permanent	
Senior Adviser Communications	Permanent	Yes
General Manager Fair Trading	Permanent	
Senior Economist	Permanent	
General Manager Strategy Governance and Engagement	Permanent	
Telecommunications Executive Assistant	Fixed term	
Senior Analyst	Permanent	Yes
Screening and Enquiries Analyst	Permanent	Yes
Senior Certifications Officer	Permanent	
Analyst	Fixed term	
Senior Business Analyst	Permanent	
Engagement and Operations Manager	Permanent	
Governance Manager	Permanent	Yes

## Joiners

Principal Adviser Engagement	Permanent	
OIA and Information Coordinator	Permanent	Yes
Financial Accountant	Permanent	
Financial Accountant	Permanent	
Senior Analyst	Permanent	
Principal Policy Analyst	Fixed term	
Senior Investigator	Permanent	
Senior Investigator	Permanent	
Executive Assistant	Permanent	
Facilities Team Leader	Permanent	
Senior Investigator	Permanent	Yes
Screening and Enquiries Analyst	Fixed term	
Assistant Economist	Permanent	
Senior Economist	Fixed term	
Screening and Enquiries Analyst	Fixed term	Yes
Screening and Analysis Manager	Permanent	
Assistant Analyst	Permanent	
Screening and Enquiries Team Leader	Permanent	
Research and Intelligence Analyst	Permanent	
Analyst	Permanent	
Chief Adviser	Permanent	
Principal Adviser	Fixed term	
People and Capability Coordinator	Fixed term	
Principal Adviser Maori	Permanent	
Support Analyst	Fixed term	
Business Support Assistant	Permanent	
Fuel and Dairy Manager	Permanent	
Senior Project Manager	Permanent	
Talent Acquisition Partner	Fixed term	
People and Capability Coordinator	Fixed term	
Senior Economist	Permanent	
Senior Adviser Communications	Permanent	
Senior Adviser Performance	Permanent	
Assistant Investigator	Fixed term	
Certifications Officer	Fixed term	
Executive Assistant	Permanent	
Principal Policy Analyst	Permanent	
Assistant Investigator	Permanent	
Senior Investigator	Permanent	
Executive Assistant	Permanent	
Certifications Officer	Fixed term	
Project Manager	Permanent	
Support Analyst	Fixed term	
Senior Analyst	Permanent	
Senior Investigator	Permanent	Yes
Legal Counsel	Permanent	
Senior Adviser Engagement	Permanent	
Legal Counsel	Permanent	Yes
Operations Support Officer	Fixed term	
Compliance Adviser	Permanent	
Legal Counsel	Permanent	
Senior Legal Counsel	Permanent	
Legal Counsel	Permanent	
Investigator	Permanent	
Senior Adviser	Permanent	
Operations Manager	Permanent	
Senior Legal Counsel	Permanent	

## Joiners

Principal Policy Analyst	Permanent	
Investigator	Permanent	Yes
Executive Assistant	Permanent	
Senior Adviser Communications	Permanent	
Senior Economist	Permanent	
Tupu Tai intern	Fixed term	
Legal Adviser	Permanent	
Economics Intern	Fixed term	Yes
Principal Adviser Communications	Permanent	
Chief Adviser	Permanent	
Principal Adviser	Fixed term	
Legal Intern	Fixed term	Yes
Tupu Tai Intern	Fixed term	Yes
Economics Intern	Fixed term	Yes
Assistant Analyst	Permanent	
Project Coordinator	Permanent	
Economics Intern	Fixed term	Yes
Economics Intern	Fixed term	Yes
Assistant Information Adviser - Records	Fixed term	Yes
Legal Intern	Fixed term	
Support Analyst (intern)	Fixed term	Yes
Payroll, Analytics and HRIS Adviser	Fixed term	Yes
Screening and Trends Analyst	Permanent	
Senior Economist	Fixed term	
Senior Investigator	Permanent	
Principal Investigator	Permanent	
Chief Adviser	Permanent	
Executive Assistant	Permanent	
Analyst	Permanent	
Adviser Stakeholder Engagement	Permanent	
Investigator	Permanent	
Assistant Analyst	Permanent	
Principal Adviser Public Relations, Media and International	Permanent	
Business Partner (Wellness and D&I)	Fixed term	
Senior Analyst	Permanent	
Investigator	Permanent	
Senior Governance Adviser	Permanent	
Chief Adviser	Permanent	
Assistant Economist	Permanent	
Principal Policy Analyst	Permanent	
Chief Adviser	Permanent	
Programme Coordinator	Permanent	
Technical Analyst	Permanent	
Senior Analyst	Permanent	
Project Coordinator	Permanent	
Senior Screening and Enquiries Analyst	Fixed term	Yes
Analyst	Permanent	
Senior Investigator	Fixed term	
Senior Adviser Communications	Permanent	
Investigator	Permanent	
Investigator	Permanent	
Investigator	Fixed term	
Principal Adviser	Permanent	
Assistant Analyst	Fixed term	
Data and Information Disclosure Manager	Permanent	
Chief Financial Officer	Permanent	
Principal Adviser Engagement	Permanent	

## Joiners

Chief Adviser	Permanent	
Screening and Enquiries Analyst	Permanent	
Screening and Enquiries Analyst	Permanent	
Senior Adviser Communications	Permanent	
Adviser Communications	Permanent	
Screening and Enquiries Analyst	Fixed term	
Screening and Enquiries Analyst	Permanent	
Assistant Investigator	Permanent	
People and Capability and Payroll Coordinator	Permanent	
Senior Investigator	Permanent	
Project Manager	Permanent	
Senior Investigator	Permanent	
Senior Analyst	Permanent	
Legal Counsel	Fixed term	
Assistant Analyst	Permanent	
Screening and Enquiries Analyst	Fixed term	
Investigator	Permanent	
Assistant Analyst	Fixed term	
Senior Adviser	Permanent	
Input Methodologies Manager	Permanent	
Chief Adviser	Permanent	
Principal Adviser (Engineer)	Permanent	
Compliance Adviser	Permanent	
Branch Administrator	Permanent	
Investigator	Permanent	
Investigator	Permanent	
Principal Adviser Engagement	Permanent	
Assistant Analyst	Fixed term	
Principal Adviser PQR	Permanent	
Legal Counsel	Fixed term	
Adviser Communications	Permanent	
Senior Data Analyst	Permanent	
Financial Modeller	Permanent	
Business Support Assistant	Permanent	
Senior Financial Modeller	Permanent	
Business Support Assistant	Permanent	
Governance Adviser	Permanent	



## Leavers

Job title	Contract type
Principal Investigator	Permanent
Head of Consumer	Permanent
Chief Adviser	Permanent
Chief Legal Counsel Competition	Permanent
Consultant on Fibre	Fixed term
Principal Adviser	Permanent
Technical Analyst	Permanent
Head of Competition	Permanent
Chief Financial Officer	Permanent
Chief Adviser	Permanent
Acting Head of Performance and Understanding	Permanent
Senior Data Analyst	Permanent
Technical Application Analyst	Permanent
Credit Investigations and Compliance Manager	Permanent
Communications and Engagement Manager	Permanent
Senior Project Manager	Permanent
Senior Economist	Permanent
Graphic Designer	Permanent
Senior Legal Counsel	Permanent
Senior Analyst	Permanent
Senior Analyst	Permanent
Analyst	Permanent
Senior Investigator	Permanent
Senior Investigator	Permanent
Senior Adviser Engagement	Permanent
Senior Legal Counsel	Permanent
Executive Assistant	Permanent
Chief Information Officer	Permanent
Economist	Permanent
Senior Analyst	Permanent
Senior Analyst	Permanent
Senior Analyst	Fixed term
Assistant Adviser	Permanent
Investigator	Permanent
Performance Team Leader	Permanent
Enquiry Officer	Fixed term
Legal Counsel	Permanent
Enquiry Officer	Permanent
Research and Trends Analyst	Permanent
Business Support Assistant	Permanent
Principal Adviser	Permanent
Senior Talent Adviser	Fixed term
Head of Compliance & Investigations	Permanent
People and Capability Coordinator	Permanent
Chief Adviser	Fixed term
Principal Adviser Communications	Permanent
Chief Adviser	Permanent
Senior Legal Counsel	Permanent
Legal Adviser	Permanent

## Leavers

Adviser Communications	Fixed term
Senior Investigator	Permanent
Compliance Adviser	Permanent
Senior Screening and Enquiries Analyst	Permanent
Economist	Permanent
Enquiry Officer	Fixed term
Senior Legal Counsel	Permanent
Senior Analyst	Permanent
Adviser Performance	Permanent
Legal Counsel	Permanent
Test Analyst	Permanent
Senior Financial and Business Analyst	Permanent
Investigator	Permanent
Adviser Performance	Permanent
Project Manager	Permanent
Analyst	Permanent
Business Partner (Wellness and D&I)	Permanent
Data Systems Manager	Permanent
Senior Stakeholder Engagement Adviser	Permanent
Senior Adviser Communications	Permanent
Assistant Credit Advocate	Permanent
Senior Credit Advocate Industry	Permanent
Senior Legal Counsel	Permanent
Enquiry Officer	Fixed term
Legal Counsel	Permanent
Evidence Systems Co-ordinator	Permanent
Principal Communications Adviser	Permanent
Facilities Team Leader	Permanent
Chief Data Officer	Fixed term
Senior Business Analyst	Permanent
Principal Adviser	Permanent
Executive Assistant	Permanent
Operations Support Officer	Permanent
Senior Investigator	Permanent
Investigator	Permanent
Legal Intern	Fixed term
Legal Intern	Fixed term
Chief Adviser	Permanent
Economics Intern	Fixed term
Support Analyst	Fixed term
Economics Intern	Fixed term
Tupu Tai Intern	Fixed term
Tupu Tai intern	Fixed term
Communications Adviser	Permanent
Executive Assistant	Permanent
Analyst	Permanent
Operations Support Officer	Fixed term
Analyst	Permanent
Senior Adviser Communications	Permanent
Senior Analyst	Permanent

## Leavers

Screening and Enquiries Analyst	Permanent
Governance Manager	Permanent
OIA and Information Coordinator	Permanent
Senior Investigator	Permanent
Screening and Enquiries Analyst	Fixed term
Senior Investigator	Permanent
Legal Counsel	Permanent
Investigator	Permanent
Economics Intern	Fixed term
Legal Intern	Fixed term
Tupu Tai Intern	Fixed term
Economics Intern	Fixed term
Economics Intern	Fixed term
Economics Intern	Fixed term
Assistant Information Adviser - Records	Fixed term
Support Analyst (intern)	Fixed term
Payroll, Analytics and HRIS Adviser	Fixed term
Senior Screening and Enquiries Analyst	Fixed term

Released Under Official Information Act 1982