

EMPLOYEE HEALTH AND WELLBEING SURVEY

Ministry of Corrective Services -
Overview Report

PRESENTED TO

Ministry of Corrective Services

PRESENTED BY

Office of the Public Service
Commissioner

Te Puna Vai Mārama

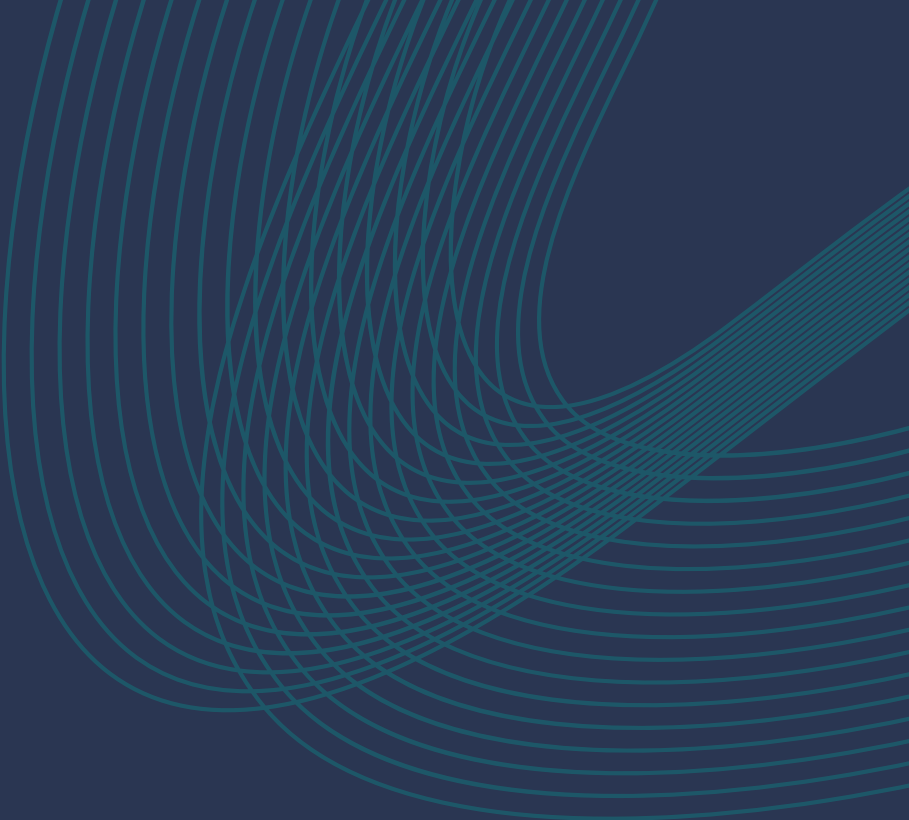


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SUMMARY

The Health & Wellbeing Employee Engagement Survey is designed to support Public Sector agencies to build positive workplace cultures that reflect the Public Sector values of Honesty, Impartiality, Service, Transparency, Accountability, Respect, Effectiveness and Efficiency.

The first survey was launched on 7 June 2022 and this year it was launched on 14 May 2025. The survey results provide Agencies with a snapshot on employee satisfaction and workplace culture. In total, including the Pa Enua, 835 employees participated.

Only agencies that have a response rate of 25% or higher receive individual reports. In survey reporting particularly for workplace health and wellbeing a minimum of 5-10 respondents are typically considered necessary to preserve confidentiality and avoid deductive disclosure (i.e., being able to guess who said what). In line with internationally recognized confidentiality standards (e.g. U.S. Office of Personnel Management, Australian Bureau of Statistics, NZ Ministry of Education), individual agency reports are also only provided for agencies that have both a response rate greater than or equal to 25% and have at least 10 respondents per agency to avoid any risk of identifying individuals.

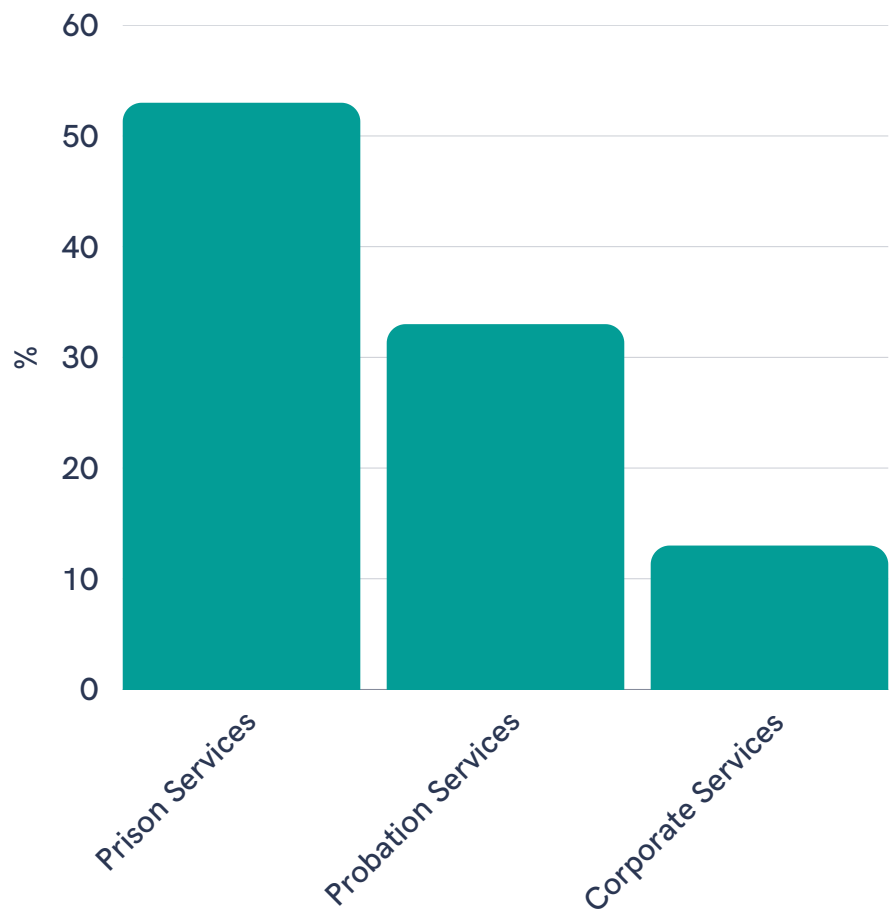
KEY DEMOGRAPHICS

Total staff: 49

Respondents: 30 (61%) response rate

Largest divisions represented

While these proportions show the share of responses per division, they do not reflect the actual size of each division. The proportions relate to the level of survey engagement (larger proportions = higher engagement with the survey) it does not reflect the number staff in each division.



WORKPLACE VALUES AND CULTURE

Values and Culture	Always	Frequently	Occasionally	Rarely
Reflection of Public Sector Values ¹	44%	32%	20%	4%
Work-life balance ²	35%	42%	23%	8%
Idea Acceptance ³	62%	31%	12%	4%

¹Reflection of Public Sector Values: How well do your agency's actions reflect the core Public Sector values of honesty, accountability, impartiality, respect, service, transparency, effectiveness and efficiency?

²Work-life balance: To what extent are you able to carry out your role while maintaining a healthy work/life balance.

³Idea Acceptance: How often do you feel that your ideas are accepted in the workplace?

WHAT SUPPORTS WORK-LIFE BALANCE?

Top strategies used by staff:

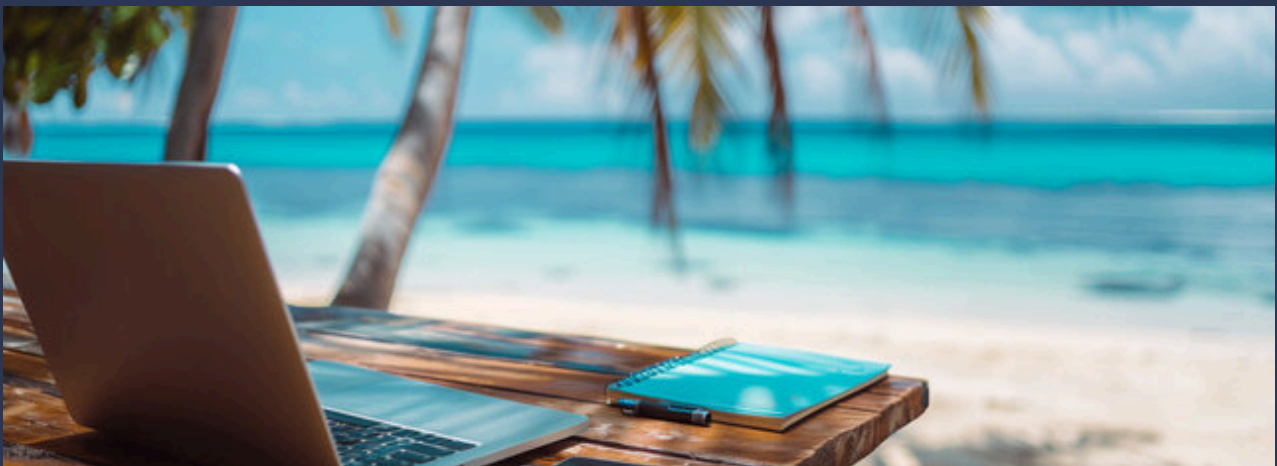
- Time management, exercise, family time, clear work hours, communication, and physical exercise

Agency initiatives mentioned:

- Regular team fitness, team bonding, promote healthy habits, flexibility with work hours, time in lieu

Gaps identified:

- Providing staff with own uniforms, hygiene, time management, shift work, financial concerns



BARRIERS TO WORK-LIFE BALANCE

Top Challenges

- 01 Heavy Workload
- 02 Lack of resources
- 03 Unclear roles
- 04 Limited manager admin work
- 05 Long hours

SUGGESTED IMPROVEMENTS

The most commonly desired supports
for improving work-life balance are:

01

**Additional
Staffing**

*More staff to
reduce workload
pressures*

02

**More support
from
management**

*Health and
safety policies,
need for better
support and
participation
from
management*

03

**Flexible
working
hours**

*Working from
home options*

04

**Mental health
and well-
being
initiatives**

*Have a mental
health leave/day
off, staff
retreats,
policies and
clear
communication
on expectations*

"No policies per se, but a shift in org culture as long term staff are not keen on change around here. Also when trying to put things in place we don't get much support from middle tier management and up."

WORKPLACE SENTIMENT

	How often would you recommend your workplace to others	How often have you thought about leaving your workplace
Always	28%	22%
Occasionally	44%	43%
Rarely	28%	20%

Disputes

18%

Of the employees that took part in the survey have experienced an Employment dispute in the past 12 months.

Grievances

27%

Of the employees that took part in the survey have experienced a Grievance in the past 12 months.

FINAL COMMENTS

Work environment and wellbeing

“ I wish there was a
recognized external
supervisor to help us
with our wellbeing ”

Pay & Recognition: Calls for salary reviews and fair recognition

“ Financial stress is
overwhelming with
current wages ”

Workplace culture

“ Managers favor some staff
and give them easier work;
it's frustrating. ”

Leadership and accountability

“ The previous leadership pushed
back on ministerial
interference, and that made a
difference ”

General sentiment:

“ Overall, MOCS is
a great place to
work ”

DISCLAIMER FOR INCLUSION IN REPORT

This report is based on responses from 30 staff from the Ministry of Corrective Services, representing approximately 61% of the Ministry's total workforce. While this meets the thresholds for confidentiality and reporting, it is important to note that the results may not fully reflect the views and experiences of all staff across the Ministry. Caution is advised when generalising these findings to the entire agency, and results should be interpreted as indicative rather than definitive.

