

# Thank you so much for sharing your views and experiences with us!

We spoke to a small number of people and organisations from all over Aotearoa New Zealand who are contracted by us to provide a wide range of services to our whānau. You were unashamedly honest and frank and welcomed the opportunity to share your opinions and sentiments regarding your MSD engagement experiences. This is a summary of what we heard.

#### A little bit about yourselves

You were from all over Aotearoa:



You were a mixture of both kaupapa Māori and mainstream service providers and provided specialist services to our:

Kaumātua | Rangatahi | Tamariki | Pepe



Most of our connections with you were opportunistic

Over coffee | Via email | On the telephone

We were also able to join forces with our colleagues (who were meeting with you for different purposes) so that we could hui with some of you in more formal settings



#### Contact us

If we've missed anything or could do better, we want to hear from you – email us at:

Maoriandpacificstrategy@msd.govt.nz

# Our Strategy - Our Voice (Providers)

Most of you said that you wanted full autonomy in terms of providing services to whānau within your regions. You told us that we should trust you enough to set up flexible funding arrangements so that you can determine where the funding we give you is spent (which can then be reallocated as you see fit to better meet the changing needs of whānau).

A number of you said that our contracting processes made you feel undervalued as our contract offers were usually quite short (ie 1–2 years) which made it very hard for you to be able to commit to long-term plans for the future (such as staffing and resources).

Of those of you we spoke to, you said that you knew what was best for whānau in your region and that we need to take the time to get to know you so that we can understand your organisations better and why you do things that way that you do.

Regardless of whether you provided services in rural or urban areas, you told us that we were creating competitive environments when funding was on offer (and that it wasn't enough).

In terms of outputs, you want us to recognise 'quality' rather than 'quantity' and to identify opportunities where we can support you to build your capability and own profiles within the social service sector.

### We asked you what we could be doing better:



Probably one of your most common observations was that you generally only heard from us when we need something or when you do something wrong. We don't tend to contact you to let you know when you are doing well

Relationships were very important to you and maintaining them kanohi-ki-te-kanohi (in person) was always preferred.

Often you seek funding from other agencies or organisations as you think that there are too many 'hoops to jump through' in order to get us to support you. Bureaucracy complicated things. You said our tender processes were difficult as you didn't always know how to articulate everything that you do, into words on paper.

Some of you felt that there was a lack of transparency and access to funding opportunities.

Platforms which supported better digital technology and which enabled you to access/share data about your whānau would help you to be able to work with your whānau more effectively.

Everyone said that any outcomes we are after need to be whānau-focused and driven and not Government directed.

Respectfully you said that our service centres are not welcoming and that your whānau are asking you to accompany them to appointments with us.

#### You said that you wanted us to:



Support the wellbeing of your staff and your organisation



Provide you with opportunities to build your capacity and capability



Trust and respect you (which would give you reason to trust and respect us)



Enter into high trust funding arrangements so you could plan ahead



Acknowledge that you know what's best for your whānau

## We want you to have:



Good health | Success | Aroha | Economic security | Connectedness

## Partnership

We recognise that we need to do things differently for Māori by acknowledging and using te reo Māori and tikanga Māori as our basis for forming and maintaining authentic relationships. We will work alongside our whānau in mana-enhancing ways and strengthen our connectedness with them by building trusting and respectful relationships through genuinely listening to and valuing opinions. We will ensure that wherever possible any benefits identified for our whānau, will also be realised for their hapū and iwi. We will be accepting of differences and allow each other to determine our paths within our own contexts of whānau.

#### **Protection**

As carers of the social and economic wellbeing of our whānau, we will protect their dignity and self-worth and ensure they have the same opportunities as all people of Aotearoa. We will ensure appropriate use, care and attention of their personal data and information. We will safeguard Māori cultural concepts, values and practices and improve our approaches and services so that we can respond better to the needs of our whānau and their hapū and iwi.

You told us that Te Tiriti o Waitangi is important and so we will be guided

by the following principles when developing our Māori Strategy:

#### **Participation**

We gain a deeper understanding of effective participation by learning how to 'walk alongside Māori'. We will use whakapapa as the methodology for better understanding our whānau and their needs. We will ensure they are part of discussions and decisions that are being made about them and that they have equitable access to the services that they need. We will create environments where our whānau and their hapū and iwi can share ideas and have their ideas supported and realised.

Kia hoe ngātahi tātou hei oranga mō Aotearoa - Working together for a better New Zealand | Manaaki tangata, Manaaki whānau - Caring for people, whānau and families