

# Our Strategy – Our Voice (Whānau)

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

We spoke to 35 of you from throughout the Wellington region and discussed at length what you considered MSD was doing well and those things which MSD could be doing better. What you had to say was well articulated and insightful. This is a summary of what we heard.

### A little bit about yourselves

Approximately:

**19** of you were female  **16** of you were male

One beautiful ‘pepe’ was also present



You affiliate to iwi all over the country.

Ngai Tahu | Tuhoe | Ngati toa | Ngati kahungunu | Nga Puhī | Tainui | Muaupoko  
Ngati Raukawa | Te Aroha



Your ages and life situations were varied.

Mature adults | Middle aged | Unemployed  
| Solo parents | Teenagers | Students



You receive a variety of different supports from us.

Emergency Housing | Jobseeker Support  
| Sole Parent Support | Supported Living Payments | Youth Payments



### Contact us

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

[Maoriandpacificstrategy@msd.govt.nz](mailto:Maoriandpacificstrategy@msd.govt.nz)

## We asked you about:

### Our environment

You said that our offices needed to be brightened up and have spaces where you could meet with your case managers privately. You didn’t like open plan set ups as other people could easily overhear your business. You want access to toilets and tea and coffee facilities so that when appointments are running late, you can freshen up and have a drink. You also wanted play areas and changing facilities for your children and access to free Wi-Fi at service centres. You didn’t mind the presence of security guards and understood why they were there. However you said that kaumātua or Māori wardens could also fill those roles as they were less threatening to Māori and would likely diffuse situations before they even began. With some site closures it has been harder for you to get to other service centres.

### Our staff

You said that we need to smile a lot more and be interested in what you have to say. You want your case managers to treat you as a person and not make you feel like you are being judged – you said it was embarrassing having to ask for help. You want us to genuinely listen to and understand your needs. You want to have a case manager assigned to you so that you have the same one all the time – only then can you get to know them and trust that they are doing their best for you. You thought it would be great to be able to choose your case manager. You don’t like staff that don’t want to help you or who are rude to you but you don’t tend to complain in case it affects your benefit or access to other services.

### Our processes

You said that it was stupid that we don’t tell you about all the different supports that you are entitled to receive when you register with us – instead we wait for you to ask. You don’t like the fact that you have to wait ages (sometimes weeks) before you can get a face-to-face appointment with someone. While you don’t mind using the MyMSD interface (if you know how to use technology), it shouldn’t be the only means for you to be able to make contact with us. You thought that lots of our processes seemed a lot ‘more work’ than they needed to be and that you had a number of ideas as to how they could be improved. You want our processes to be inclusive of you and allow you to have a say about things which affect you. You said the cost of transport to follow through on some of your obligations when added up was really dear.

## You told us that you wanted to:



Not be stressed all the time | Be fit | Enjoy life | Be happy



Be a good mum/dad | Go to school (tertiary education) | Do work development schemes | Start your own business | Follow dreams



Be treated with respect and feel valued | Be listened to | Have choices | Engage with people that want to help | Be involved in decisions being made about you



Have a permanent home that you can call your own | Put food on the table | Have a good job | Buy things that you want | Get out of debt



Hear Māori being spoken/greetings | See Māori imagery around | Choose to have a Māori case worker | Be offered training on Māori things

## We categorised all of what you said into five key areas of focus – we want you to have:

### 1. Good health

Whānau, hapū and iwi are active and healthy with positive physical, mental, spiritual and cultural wellbeing.

### 2. Success

Whānau, hapū and iwi are realising their potential and living their dreams.

### 3. Aroha

Whānau, hapū and iwi are supported, cared for and protected.

### 4. Economic security

Whānau, hapū and iwi have adequate incomes and resources to support quality standards of living.

### 5. Connectedness

Whānau, hapū and iwi are valued and have a strong sense of place and belonging.

## You told us that we need to acknowledge Te Tiriti o Waitangi and be doing right by Māori and so we will be guided by the following principles:

### 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.

### 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.