

### Key Direction (3): Working with other agencies to improve wellbeing for Pacific peoples

#### (i) Policy and Purchase Advice

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p>Work collaboratively with other key government and non-government agencies on policy issues concerning Pacific peoples</p>	<ul style="list-style-type: none"> <li>Ongoing requirement</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate Manager</li> </ul>
<p>Attend and participate in any intersectoral forums/working groups which focus on the reduction of disparities experienced by Pacific communities</p>	<ul style="list-style-type: none"> <li>MSD will contribute its perspective to forums and working groups on reducing disparities experienced by Pacific communities.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>	<ul style="list-style-type: none"> <li>Senior Manager Equity and Population Policy</li> </ul>
<p>Provide feedback on policy papers forwarded to MSD that may have implications for Pacific peoples</p>	<ul style="list-style-type: none"> <li>MSD will provide feedback on papers with implications for Pacific peoples, with reference to the MSD's strategic goal of improving the social well-being of Pacific peoples.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>	<ul style="list-style-type: none"> <li>Senior Manager Equity and Population</li> </ul>
<p>Provide input to further policy work led by the Ministry of Pacific Island Affairs on:</p> <ul style="list-style-type: none"> <li>The Pacific Workforce Development Strategy</li> <li>The Year 2 Pacific Capacity Building Work Programme</li> </ul>	<ul style="list-style-type: none"> <li>MSD will contribute to the work being led by MPIA on the development of the State Sector Strategy on Workforce Development, to cover all relevant government agencies.</li> </ul>	<ul style="list-style-type: none"> <li>As required by MPIA</li> </ul>	<ul style="list-style-type: none"> <li>Senior Manager Equity and Population Policy</li> </ul>
	<ul style="list-style-type: none"> <li>MSD will continue to support and contribute to the work led by MPIA on the Year 2 Capacity Building Work programme.</li> </ul>	<ul style="list-style-type: none"> <li>As required by MPIA.</li> </ul> <p>(i)1.1.1.1.1.</p>	<ul style="list-style-type: none"> <li>Senior Manager Equity and Population Policy</li> </ul>

**(ii) Service Development and Delivery**

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p><b>Develop protocols for joint work programmes with other agencies to minimise the incidence of persistent disadvantage for Pacific peoples in the labour market</b></p>	<ul style="list-style-type: none"> <li>• Protocols will be developed specifying Work and Income contribution to other government agencies' initiatives for reducing inequalities.</li> </ul>	<ul style="list-style-type: none"> <li>• Development of protocols with other government agencies by <b>June 2002</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• National Commissioner</li> <li>• Corporate and Governance</li> </ul>
<p><b>Contribute to joint work programmes with other agencies on issues relating to Pacific peoples that are relevant to MSD - Work and Income</b></p>	<ul style="list-style-type: none"> <li>• MSD – Work and Income will develop joint work programmes with other government agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and sign off joint work programmes with other government agencies by <b>December 2002</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• National Commissioner</li> <li>• Corporate and Governance</li> </ul>
	<ul style="list-style-type: none"> <li>• MSD – Work and Income will contribute to joint work programmes implemented with other agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• Incorporate the Work and Income contribution to joint work programmes into national and regional plans, over 2003-2004.</li> </ul>	<ul style="list-style-type: none"> <li>• National Commissioner</li> <li>• Corporate and Governance</li> </ul>
<p><b>Work collaboratively with the Community Employment Group (CEG) to help CEG develop community development projects for Pacific peoples in West Auckland</b></p>	<ul style="list-style-type: none"> <li>• By <b>30 June 2003</b>, Work and Income – West Auckland will assist CEG in identifying the needs of private training providers for delivering three community development projects for Pacific peoples in West Auckland.</li> </ul>	<ul style="list-style-type: none"> <li>• Work and Income – West Auckland is to meet with CEG to discuss development of this work.</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Commissioner (Auckland North)</li> </ul>
<p><b>Work with key agencies to develop a regional employment and training strategy for Pacific peoples to obtain gainful employment in Christchurch</b></p>	<ul style="list-style-type: none"> <li>• Work and Income – Canterbury, in partnership with key agencies, will deliver workshops that will identify and build on the life and work skills of Pacific peoples in Christchurch.</li> </ul>	<ul style="list-style-type: none"> <li>• Work and Income – Canterbury will be meeting with key agencies in Christchurch by the end of <b>April 2002</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Commissioner (Canterbury)</li> </ul>

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<b>Liaise with agencies to generate local employment opportunities for Pacific peoples in Canterbury and in the Auckland regions</b>	<ul style="list-style-type: none"> <li>• Sign employment protocols with agencies that create employment opportunities in Canterbury.</li> </ul>	<ul style="list-style-type: none"> <li>• A protocol was signed for the Canterbury Region, <b>30 September 2001</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Commissioner (Canterbury)</li> </ul>
	<ul style="list-style-type: none"> <li>• Develop joint project plans with local agencies to identify employment opportunities in the Auckland regions.</li> </ul>	<ul style="list-style-type: none"> <li>• One project plan per Auckland region was signed in <b>30 June 2001</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Commissioners (Auckland Regions)</li> </ul>
<b>Work with employment-creating agencies to increase the number of Pacific clients placed in employment in Canterbury</b>	<ul style="list-style-type: none"> <li>• Generate employment opportunities from protocol arrangements with employment-creating agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• A report-back is to be provided by <b>February 2002</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Commissioner (Canterbury)</li> </ul>

## Key Direction (4): Building internal capabilities and knowledge to enhance responsiveness to Pacific peoples

### (i) Policy and Purchase Advice<sup>1</sup>

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p><b>Encourage Senior Managers and policy and purchase advice staff to attend Pacific Analysis Framework (PAF) Training facilitated by Ministry of Pacific Island Affairs</b></p>	<ul style="list-style-type: none"> <li>MSD will liase with MPIA to organise PAF training sessions for policy and purchase advice staff.</li> </ul>	<ul style="list-style-type: none"> <li>Incorporate the Pacific Analysis Framework Training into MSD’s training and development database, The Learning Centre, for accessing by policy and purchase advice staff.</li> </ul> <p>(i)1.1.1.1.2.</p>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>General Manager Strategic Policy</li> <li>General Manager Sector Policy</li> <li>Finance Manager</li> </ul>
	<ul style="list-style-type: none"> <li>Funding is available to enable policy and purchase management and staff to take up places in the PAF training sessions.</li> </ul>	<ul style="list-style-type: none"> <li>Advertise PAF training on a regular basis to policy and purchase advice staff.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>General Manager Strategic Policy</li> <li>General Manager Sector Policy</li> <li>Finance Manager</li> </ul>

<sup>1</sup> The deadline for all “Work Required” in Key Direction (4) for Policy and Purchase Advice is **28 June 2002**.

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<b>Require policy and purchase advice staff to include a specific “Pacific component” as part of their performance objectives</b>	<ul style="list-style-type: none"> <li>Policy and purchase advice staff will be asked to consider ways in which they can personally contribute to the Pacific Strategy and include this contribution as part of their Performance Objectives.</li> </ul>	<ul style="list-style-type: none"> <li>Provide policy and purchase advice staff with the necessary tools to assist in identifying performance objectives that contribute to the Strategy and are relevant to their roles.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Senior Managers</li> </ul>
<b>Ensure the inclusion of Pacific cultural awareness training in the induction programme for all new policy and purchase advice staff</b>	<ul style="list-style-type: none"> <li>Enable new non-Pacific policy and purchase advice staff, within six months of their starting date, to participate in a cultural awareness programme to develop understanding and knowledge of Pacific culture and protocols.</li> </ul>	<ul style="list-style-type: none"> <li>Include the Pacific Strategy in the induction programme for policy and purchase advice staff.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Pacific Relations Advisor</li> </ul>
		<ul style="list-style-type: none"> <li>Develop a cultural awareness programme as part of the induction programme for policy and purchase advice staff.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Pacific Relations Advisor</li> </ul>
<b>Explore new avenues for attracting Pacific applicants to policy and purchase advice positions</b>	<ul style="list-style-type: none"> <li>Actively seek to recruit Pacific staff for policy and purchase advice positions by utilising approaches that Pacific people are likely to notice.</li> </ul>	<ul style="list-style-type: none"> <li>Identify, maximise and utilise networks within the Pacific peoples community in order to increase the number of potential selection candidates for policy and purchase advice positions.</li> </ul>	<ul style="list-style-type: none"> <li>Senior Managers</li> <li>Pacific Relations Advisor</li> </ul>
		<ul style="list-style-type: none"> <li>Develop and implement a recruitment strategy targeting Pacific peoples (e.g. scholarships and university promotions) for policy and purchase advice positions.</li> </ul>	<ul style="list-style-type: none"> <li>Senior Managers</li> <li>Pacific Relations Advisor</li> </ul>

<b>Explore new avenues for attracting Pacific applicants to policy and purchase advice positions (contd)</b>	<ul style="list-style-type: none"> <li>Actively seek to recruit Pacific staff for policy and purchase advice positions by utilising approaches that Pacific people are likely to notice (continued from above)</li> </ul>	<ul style="list-style-type: none"> <li>Advertise vacancies for policy and purchase advice positions through Pacific nations networks and media.</li> </ul>	<ul style="list-style-type: none"> <li>Senior Managers</li> <li>Pacific Relations Advisor</li> </ul>
		<ul style="list-style-type: none"> <li>Measure and monitor the number of Pacific applicants for policy and purchase advice positions.</li> </ul>	<ul style="list-style-type: none"> <li>Senior Managers</li> <li>Pacific Relations Advisor</li> </ul>
<b>Explore options for the promotion of careers for Pacific peoples in policy and purchase advice</b>	<ul style="list-style-type: none"> <li>Ensure that Pacific policy and purchase advice staff receive appropriate training and career path development.</li> </ul>	<ul style="list-style-type: none"> <li>Source or commission and promote management and leadership training for Pacific policy and purchase advice staff.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Senior Managers</li> <li>Pacific Relations Advisor</li> </ul>
		<ul style="list-style-type: none"> <li>Monitor training and development of Pacific policy and purchase advice staff through training and career plans.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Senior Managers</li> <li>Pacific Relations Advisor</li> </ul>

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p><b>Identify issues that affect retention of Pacific policy and purchase advice staff, and institute measures to improve their retention rates</b></p>	<ul style="list-style-type: none"> <li>Through analysis of exit interviews and feedback from current staff, identify issues that affect retention of Pacific policy and purchase advice staff.</li> </ul>	<ul style="list-style-type: none"> <li>Amend exit interview forms to incorporate issues for retention of Pacific policy and purchase staff.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Senior Managers</li> <li>Pacific Relations Advisor</li> </ul>
<p><b>Identify issues that affect retention of Pacific policy and purchase advice staff, and institute measures to improve their retention rates</b> <b>ctd.</b></p>	<ul style="list-style-type: none"> <li>Implement measures to provide ongoing support to Pacific policy and purchase advice staff.</li> </ul>	<ul style="list-style-type: none"> <li>Encourage Pacific policy and purchase advice staff to participate in networks and fono that provide culturally appropriate support.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Senior Managers</li> <li>Pacific Relations Advisor</li> </ul>
		<ul style="list-style-type: none"> <li>Encourage more Pacific policy and purchase advice staff to participate in training and special projects.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Senior Managers</li> <li>Pacific Relations Advisor</li> </ul>
		<ul style="list-style-type: none"> <li>Establish and actively promote coaching and mentoring of Pacific policy and purchase advice staff.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Senior Managers</li> <li>Pacific Relations Advisor</li> </ul>

**(ii) Service Development and Delivery**

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p><b>Hold National Fono for Pacific staff</b></p>	<ul style="list-style-type: none"> <li>Organise annual National Fono open to all MSD Pacific staff, and facilitate the attendance of Pacific staff at the fono.</li> </ul>	<ul style="list-style-type: none"> <li>Organise National Fono for on an ongoing annual basis for Pacific staff. The first National Fono was held on <b>30 September 2001</b>.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> </ul>
		<ul style="list-style-type: none"> <li>Support at least 20% of all MSD Pacific staff to attend annual National Fono, on an ongoing basis.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> </ul>
<p><b>Develop a Pacific cultural awareness package for Work and Income and Specialist Services staff</b></p>	<ul style="list-style-type: none"> <li>Develop and implement Cultural Awareness training for service development and delivery staff</li> </ul>	<ul style="list-style-type: none"> <li>Develop Cultural Awareness Training for service development and delivery staff by <b>30 March 2002</b>.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Work and Income managers</li> <li>Specialist Services managers</li> </ul>
		<ul style="list-style-type: none"> <li>Implement Cultural Awareness Training for service development and delivery staff by <b>30 March 2003</b>.</li> </ul>	<ul style="list-style-type: none"> <li>General Manager Human Resources</li> <li>Work and Income managers</li> <li>Specialist Services managers</li> </ul>



ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p><b>Develop a Strategic Pacific Capacity framework to enable secondments and staff exchanges with relevant agencies, for service development and delivery staff</b></p>	<ul style="list-style-type: none"> <li>• Develop and implement a Strategic Pacific Capacity framework for service development and delivery staff, for reciprocal secondments to established Pacific Community organisations that are ready to participate in this initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Develop the Strategic Pacific Capacity framework for secondments and exchanges of service development and delivery staff by <b>30 June 2003</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• General Manager Human Resources</li> <li>• National Commissioner</li> </ul>
	<ul style="list-style-type: none"> <li>• Develop and implement a Strategic Pacific Capacity framework for service development and delivery staff, for reciprocal secondments and exchanges with other government departments and Crown entities.</li> </ul>	<ul style="list-style-type: none"> <li>• Operate reciprocal secondments and exchanges for service development and delivery staff from <b>January 2004</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• General Manager Human Resources</li> <li>• National Commissioner</li> </ul>
<p><b>Develop the Pacific cadetship programme for service development and delivery</b></p>	<ul style="list-style-type: none"> <li>• MSD – Work and Income will increase biannually the number of Pacific targeted cadetships available to the Work and Income regions for service development and delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Hold final Hui for current Maori and Pacific cadets by <b>June 2002</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• General Manager Human Resources</li> <li>• National Commissioner</li> </ul>
		<ul style="list-style-type: none"> <li>• HR are working towards developing a new programme for Maori and Pacific cadets</li> </ul>	<ul style="list-style-type: none"> <li>• General Manager Human Resources</li> <li>• National Commissioner</li> </ul>
		<ul style="list-style-type: none"> <li>• The next recruitment of Maori and Pacific cadets is to be in July 2002.</li> </ul>	<ul style="list-style-type: none"> <li>• General Manager Human Resources</li> <li>• National Commissioner</li> </ul>

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p><b>Increase the number of Pacific peoples employed by MSD - Work and Income in Hamilton</b></p>	<ul style="list-style-type: none"> <li>• Work and Income - Waikato will have Pacific peoples employed in front line positions that are, at the minimum in proportion, to the Pacific population in Hamilton.</li> </ul>	<ul style="list-style-type: none"> <li>• The front-line employment of Pacific peoples in proportion to the Pacific population has been achieved in Hamilton.</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Commissioner (Waikato)</li> </ul>
	<ul style="list-style-type: none"> <li>• There will be two recruitment drives in 2001 and 2002 which include the communication to Pacific communities of potential and required competencies for employment with MSD.</li> </ul>	<ul style="list-style-type: none"> <li>• Agreement with CRG to continue monitoring this and include a process for recruitment information available to Pacific communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Commissioner (Waikato)</li> </ul>