



10 February 2022

Tēnā koe

On 27 October 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- 1. How the Department provides culturally appropriate services.*
- 2. Could you release to me under the Official Information Act how the Department self monitors and audits its services within the Treaty framework and release its most recent reports of compliance with this.*

On 24 November 2021, the Ministry advised you that more time was required for necessary consultations. As such, your request was extended to 14 January 2022 in accordance with section 15(1) and 15A of the Act.

On 13 January 2022, the Ministry advised you that the Ministry decided to grant your request, however, required some additional time. The due date of your request was extended to 10 February 2022.

The Ministry provides culturally appropriate services through two key organisation-wide frameworks; the Māori Strategy and Action plan and the Pacific Prosperity Strategy and Action plan. The purpose of the Māori Strategy and Action plan, Te Pae Tata, is to embed a Māori world view into the Ministry that will honour commitments as Te Tiriti o Waitangi partners and prioritise the needs of whānau.

The Ministry provides a wide range of practical supports, learning and events that support the growth of a culturally aware and responsive workforce. For example, regionally based staff Hui and Fono, we have a wide range of active Employee Led Networks (the majority culturally focused), mentoring programmes, specific cultural learning, and an intranet site that provides a source of supporting resources and development.

In the Strategy and Action plan's first year, progress towards achieving this purpose has been made. For example, Te Reo Māori and tikanga are being integrated into daily operations; opportunities for staff to raise their awareness

of key events in the history of New Zealand's bicultural relations have increased; and wananga to improve the quality of Te Ao Māori advice and thinking that is used to inform organisational policies and processes have been established. A Te Ao Māori capability framework and a Māori language plan have also been developed.

Throughout 2021, the intention was to build on the gains already made by implementing more Māori language learning pathways, continuing to partner with iwi, coordinating the response to kaupapa inquiries initiated by the Waitangi Tribunal and developing measures for the achievement of Te Pae Tata.

In addition to the above, mahi to develop a Te Pae Tata outcomes framework is underway.

This mahi is about validating whether Te Pae Tata is making a positive difference and contributing to better outcomes for Māori.

This Ministry ensures our efforts will be concentrated on all staff and people who are providing a service on behalf of the Ministry, to conduct the following high-level actions:

- improve health and well-being
- increase learning opportunities and advancements
- create opportunities to acknowledge and share individual expertise in Māori customary concepts and language
- integrate Māori customary concepts and language into day to day operations, and
- improve/enhance current organisational policies and processes.

Additionally, our Pacific Prosperity Strategy and Action Plan places our Pacific peoples, families and communities at the heart of the development, thinking and decision making. It reflects the voices of our families and communities highlighting the conversations we share including their aspirations, hope and concerns.

Pacific Prosperity purpose is to rejuvenate the Ministry's delivery and engagement of services for Pacific peoples, families and communities so they are safe, thrive and flourish in Aotearoa. It also interweaves the Ministry's organisational shifts of Te Pae Tawhiti - Mana Manaaki (a positive experience every time), Kotahitanga (partnering for greater impact) and Kia Takatu Tatou (supporting long-term social and economic development).

The frameworks do not happen overnight as there are multiple stakeholders affected – all of whom (or representatives of them) we will be looking to engage with in due course. This engagement holds the Ministry accountable

for its progress and assists the Ministry with its self-monitoring process. The Ministry does not, however, produce reports of compliance.

As such, this part of your request is refused under section 18(e) of the Act, as the information does not exist.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



Magnus O'Neill
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