

Our Strategy – Our Voice (Staff)

Thank you so much for sharing your views and experiences with us as we develop a Māori Strategy and Action Plan for MSD.

We connected with more than 100 of you using a variety of engagement methods. What you had to say was candid and frank.

This is a summary of what we heard.

A little bit about yourselves

You were from all over Aotearoa:



Collectively you hold a variety of different roles within MSD.

You are:

Administrators | Advisors | Business analysts | Call centre reps | Contract managers | Senior managers | Team leaders | Work brokers



You connected with us via:

Email | Face to face hui | Online survey | Telephone | Pop-up stations



Contact us

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

Maoriandpacificstrategy@msd.govt.nz

We asked you:

What we need to do to support you/your work better?

65 of you said that you need us to develop more programmes for our rangatahi and kaumātua

18 of you want to see more Māori in leadership positions

39 of you want more training and development opportunities for yourselves

35 of you said that it was critical for us to allow you to spend as much time as you need with clients

31 of you said that you want help to adequately service Māori with high needs and complex issues

46 of you stated that your own wellbeing was important and that we need a comprehensive staff wellbeing package

29 of you said that you want to improve your Māori cultural awareness

30 of you said that we need to increase the visibility of Te Tiriti o Waitangi within our organisation

25 of you observed that you would like more kaupapa Māori service providers

28 of you want us to collaborate more with other agencies so we can share our experiences and learn from one another

20 of you want better data on Māori (and better IT systems to interrogate it)

24 of you want more Māori competency tools



How we could recognise Māori culture in our organisation?

You told us that every week should be Te Wiki o Te Reo Māori and that we should be encouraging everyone to speak Te Reo as often as possible (even if it is just a few words such as greetings). You said that there needed to be more resources available to staff regarding the significance of whānau, hapū and iwi as well as marae, tikanga and culture so that these considerations can be factored into how you work and engage with Māori.

You also said that everyone should be exposed to Te Tiriti o Waitangi training and that we should have copies of Treaty references posted around our offices.

We heard that some of you think there needs to be more investment in developing our Māori staff as Māori are natural leaders – cadetships for Māori using Māori mentors should be on offer. You also thought it was very important to build and maintain a strong relationship with mana whenua (ie the people of the region where we reside).

You suggested that seeing more Māori visuals around our offices and in service/contact centres would be a good way of making your working environments feel more culturally appropriate for Māori (as well as having powhiri for new staff). More Māori case managers would also help improve our cultural offerings to clients. Marae-based training and Māori-specific programmes (such as 'Tane Atawhai' and 'Wahine Āhuru') need to be re-introduced to the organisation.

You said that we should be encouraging creativity when trying to identify employment/secondment or training opportunities for our Māori staff (and clients) – things like fishing, hunting, carving, rongoā/Māori medicine. Whenever we hold hui, we need to ensure that we are setting 'challenges/'wero' which will see you (and us) improve how we work with Māori, which will then benefit us all.

We then asked you what supports we need to look at first and what we should prioritise. You said:



Wellbeing programmes for staff | Actions that reduce our stress



More youth development programmes | More staff development programmes | More Māori leadership opportunities



More time to help our whānau | More support for our kaumātua | Freedom to do what's right for our whānau (and ourselves)



Better data on Māori service usage | Smarter IT systems to interrogate data | Better collaboration with external agencies



Greater Te Tiriti o Waitangi visibility | Māori language development | Improved Te Ao Māori capability

We want you to have:



Good Health | Success | Aroha | Economic Security | Connectedness

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:

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.