

20 August 2025

Tēnā koe

Official Information Act request

Thank you for your emails dated 24 and 29 July 2025 to the Ministry of Social Development (the Ministry) in which you requested information about the Ministry's use of te reo Māori since December 2023.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- 1. Internal communication, digital or otherwise, relating to the use of te reo Māori since 6 December 2023
- 2. Advice received or prepared on the use of te reo Māori since 6
 December 2023

The Ministry previously responded to a similar request under the Act on 18 October 2024. You will find the response, which contains documents that are in scope of these parts of your request here: www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/official-information-responses/2024/october/18102024-the-use-of-te-reo-maori-in-ministry-communications.pdf. Although this response was issued in October 2024, the information it contains remains relevant and unchanged.

I refer you to **Appendix 1**, which contains additional internal communications and advice created in relation to use of te reo Māori within the Ministry since 18 October 2024. The names and contact details of staff who are not part of the Ministry's Senior Leadership team have been marked as out of scope, in line with your email dated 29 July 2025.

I have interpreted that your request for "internal communication" includes emails. I am refusing this element of your request under section 18(f) of the Act – substantial collation. To provide you with this information, the Ministry

would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. The greater public interest is in the effective and efficient administration of the public service.

- 3. Ministerial directives issued to the organisation pursuant to either te reo Māori or English, since 6 December 2023
- 4. Information regarding any approach (whether concrete, inconsistent or applied case-by-case) that culminates in iterations of documents acquiring less te reo Māori as they pass through the organisation to completion

I am refusing these parts of your request under section 18(e) of the Act – information not held, as the information you have requested does not exist, or cannot be found, despite reasonable efforts to locate it.

I will publish this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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

pp. Lauler

Anna Graham **General Manager Ministerial and Executive Services**

APPENDIX 1



Language Plannng Guide



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Introduction

Tuia ki runga ki a Ranginui e tū nei, tuia ki a Papatūānuku e tākoto nei, tuia ki te heretāngata, tuia ki te reo tuitui o ngā rangatira!

Te reo Māori is special in Aotearoa New Zealand. It is one of our official languages and is a unique feature of our country on the world stage. There is growing demand from people across all ethnicities and walks of life to learn and value the language. Communities of te reo speakers around the country are taking dedicated action.

MSD has also started to focus on building our foundations for how te reo Māori will be seen, heard, spoken, and valued as an official language of Aotearoa, New Zealand. We launched our Te Reo Māori Policy "Karangahia te Haeata" during Te Wiki o Te Reo Māori in 2022 and since then have been building plans for how we as a team can contribute to the revitalisation and normalisation of Te Reo Māori.

The focus on building on our foundations is to ensure that we are providing the best service to all New Zealanders, especially whānau Māori, hapū and iwi.

Part of our plan is for each area of MSD to build their own "Mahere Reo" (language plan) which will help us to track progress to achieve goals set by the Te Reo Māori Champions self-identified in each region or business group. This is turn, enables us to track the Ministry's progress to normalise te reo Māori within our spaces and services.

We acknowledge the path that is ahead of all our people leaders within MSD as this can become an uncomfortable space for our staff. The Organisational Development and Learning Team are available to provide support:

Out of scope

Nō reira, kia kaha, kia Māia, kia manawanui, kia kaha ki te kōrero Māori!

Part 1 - The Policy, Karangahia te Haeata

Purpose

The purpose of te reo Māori Policy (the Policy) is to set out the commitment of Te Manatū Whakahiato Ora (MSD) to build on our foundations for how the Māori language will be seen, heard, spoken, and valued as a living and official language of Aotearoa New Zealand.

Scope

This Policy applies to all MSD employees.

The Māori language is valued in all Statements of Intent, Annual Reports, MSD strategies and budget bids.

Objectives

The objectives of this policy align with the three shifts expressed in Te Pae Tawhiti (MSD Statement of Intent 2018-2022):

- Mana Manaaki: to improve the experience of Māori interacting with our services
- Kotahitanga: to demonstrate the commitment of MSD as a Tiriti o
 Waitangi partner and improve relationships with whānau, hapū, iwi
- **Kia Takatū Tātou:** to provide MSD staff with positive conditions that increase their skills, knowledge, and expertise through te reo Māori, tikanga, kawa and Te Tiriti o Waitangi.

These three shifts shape strategic, operational, and responsive policy thinking exemplified in the Outcomes Framework.

Developing Māori language plans

Areas will be able to engage with willing staff who are keen to revitalise te reo Māori. These staff are appreciated and acknowledged for their willingness and commitment for being a champion of te reo Māori.

This plan supports the leaders to lead. Senior leadership teams create opportunities to build their own professional capability, as well as that of their staff.

MSD has a suite of tools available in <u>Te Pātaka</u> to support the development of your Māori language plan. You can also find these in the Appendix 2. of this guide.

The Organisational Development and Learning team can assist your region and/or business group.

Seeking direction from our elders and local hapū/iwi

Kaumātua (elders) have always been at the forefront of revitalisation of te reo Māori, Māori rights and Māori development. This policy recognises their mana and will ensure that kaumātua are included in the language planning. The role of kaumātua is to have input into the language plans and recognition of their expertise in Te Ao Māori.

Some of our staff are kaumātua and will be able to have oversight as a staff member and a kaumātua, while other areas will be working with mana whenua and kaumātua from those regions. The point must be emphasized that the value of working with, and taking direction from kaumātua, is essential to keeping local tikanga and kawa connected to mana whenua and keeping us accountable to local expectations.

MSD will facilitate engagement with the local hapū and iwi to ensure te reo Māori used is correct, contextual and recognises the mita (dialect), stories, tikanga and kawa of mana whenua.

External strategic relationships are progressing with Oranga Tamariki, Te Mātāwai, Te Taura Whiri i te Reo Māori and Te Puni Kōkiri with the aim of working across the public sector to share and use information, which will assist MSD in upholding our commitment to the Maihi Karauna.

Part 2 – Why Language Planning?

Te Pae Tawhiti and Te Pae Tata, making a difference in people's lives.

Our strategic direction Te Pae Tawhiti - Our Future signals the organisational shifts needed to achieve better outcomes for all New Zealanders. We have work underway to deliver a future where we are making a bigger and better difference in people's lives. It's about working differently with our clients, whānau/families, iwi, communities, partners, and providers. Te Pae Tata our Māori Strategy and Action Plan is central to how we will transform the way we deliver and provide service.

Language Planning is a key enabler to embed a Māori world view into the Ministry and build our individual knowledge and abilities so that we can confidently engage with Māori in the way in which they want us to (and when and where they want us to).

Language Planning aligns with the following Te Pae Tata actions:

For whānau and hapū

Actions which:

- create environments that are warm, welcoming, and safe
- support the formation of relationships and genuine partnerships
- build capability (as individuals and as communities)
- improve accessibility to sustainable housing
- increase employment opportunities
- improve/enhance current service delivery models.

For staff and people who are providing services on behalf of the Ministry Actions which:

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

All areas of the Ministry will be invited to complete a plan, building Te Ao Māori capability is an MSD priority. Your language plan is owned and driven by you and your leaders (go at a pace and a direction that **you** determine). Involve interested others in the process – be it your leadership team, local networks or working groups.

Access the resources that will help you build this capability are already available (see Appendix 2.) most are free, and all will help you and your teams on this journey.

Please share your plan and aspirations with us – we will roll up all the plans nationally which helps us with MSDs external reporting accountabilities, and to help celebrate success.

Details around building the template, the template and Appendices are designed to help bring you language plan to life. Please reach out if there is anything you need: Out of scope

The Purpose

- Specify how this plan enables your area to achieve strategic goals and objectives from key strategies (i.e., Te Pae Tata)
- Our Strategic Direction (Te Pae Tawhiti)
- Regional or Business Group Annual Reporting Overview
- Regional or Business Group Long-term Strategic Plan
- Identify who will be part of your Language Planning working group to develop, manage, and monitor the plan and your key stakeholders.

Monitoring, Reporting and Evaluating

Create a system that outlines:

- How often your ropū reo Māori (Māori language group) will meet
- How you will monitor and evaluate the actions and goals within your plan
- Annual reporting to the Organisational Development and Learning team and responsible owner for completing the reporting
 - Reporting is to be provided to Out of scope

Once you have a plan, we can provide reporting on progress (e.g., 6 months ago 30% of staff had commenced X programme, this month you are at 40%) – a dashboard will be provided quarterly.

Hau Kainga/Mana Whenua engagement

Specify engagement intentions with local iwi. Including things like mita (dialect), tikanga (protocols) ect.

Resourcing

There are many opportunities within MSD to progress this mahi at no cost – these should be your starting place i.e., are you utilising what we already have available currently? In addition, you may want to identify any budget for your plan and/or indicate where funding and/or resources will come from. If necessary, establish a specific budget line as you would for any other on-going cost, for example for team Te Reo sessions.

Procured Te Reo Māori suppliers are available for each region of MSD. Each provider has been carefully procured to ensure accurate and appropriate learning

is delivered. This includes regional dialects. The providers details are available in <u>Te Pātaka</u> under the heading; <u>Reo, Tikanga and Te Tiriti Training</u>. You can find a full list of Learning programmes and resources in Appendix 2.

Planning

There are 4-phases for each business group and region to work through to start language planning:

 Phase 1 – Language plan owners develop their language plan in partnership with others, once approved send to

Out of scope

- Phase 2 Action the plan (using the resources available).
- Phase 3 Report using data and analytics to

Out of scope

Phase 4 – Annual fine tuning of the plan.

Each business group and region will develop, monitor, and annually review their language plan. By monitoring goals set within language plans we can accurately improve the capability of te reo Māori within MSD providing a more culturally safe environment for everyone within the Ministry's spaces.

Decide on the duration of the plan. We recommend up to one year for the first iteration of Language Planning with quarterly review points.

Current State of Te Reo Māori

Before establishing a Language Plan, you will need to understand what the current state is, this is done by engaging with your people and considering:

- What has been done in the past or you are already doing?
- What is working or isn't working?
- What can be extended or stopped?
- What are the barriers?
- What resources do you already have?
- What do our people's Te ara piki tell us?
- Who can provide support?
- What relationships do you have with hapu/iwi?
- What contacts outside the organisation do you have that can provide support?

Your next step is to establish a Language Plan. A template follows that will allow your team to set goals that align to MSDs Māori Language Policy, as well as be rolled up into a national view for external visibility, celebration, and reporting.

Language Planning Template

Incorporate the identified activities that you choose to include in your plan by describing purpose, timeframes, responsibilities, outcomes and how you will measure progress.

Purpose:						
Setting goals:						
Why we do this	Goal	Achieved by (date)	Responsibility	Outcome	Measure	
Te Mana o te reo Māori: increasing the status of the Māori Language	[Short Term]					
	[Long Term]					
Te Mārama Pū ki te whakarauora reo Māori: increasing the critical awareness of Māori language	[Short Term]					
revitalisation and how MSD can contribute	[Long Term]					

Purpose:				
Setting goals:				
Te Ako i te reo Māori: increasing the acquisition of the Māori	[Short Term]			
language	[Long Term]			
Te Kounga o te reo Māori: increasing the quality of the Māori	[Short Term]		0,0	
language	[Long Term]	OM 182		
Te Korerotanga o te reo Māori: increasing the use of the Māori	[Short Term]			
language	[Long Term]			
Te Puna o te reo Māori: increasing the Māori language	[Short Term]			
authenticity	[Long Term]			
Te Ātea o te reo Māori: increasing Māori	[Short Term]			
language spaces	[Long Term]			
	[Short Term]			

Purpose:		
Setting goals:		
Whakamana Te Tiriti o Waitangi: honouring Te Tiriti o Waitangi	[Long Term]	

See 'Appendix 1' for examples of what you can include.

Appendix 1 - Language Planning Template EXAMPLE

Purpose:	Purpose:					
Setting goals:	Setting goals:					
Why we do this	Goal	Achieved by (date)	Responsibility	Outcome	Measure	
Te Mana o te reo Māori: increasing the status of the Māori Language	Upskilling all reception and telephone staff, and those who work directly with the public or stakeholders to be able to pronounce Māori personal and place names.	June 2024	Senior Manager Corporate Services (SMCS)/ HR	 Pronunciation resources accessed. Staff Professional Development initiated, provided, and recorded in the Learning Management System and Te ara piki. 	Te Taura Whiri LFE Te Ao Māori Development Dashboard Internal survey of staff	
	Strategically adding te reo Māori to organisational communications both internally and externally.	December 2024	Senior Manager Communications (SMC)	 Review of suitable resources identified 	Māori language has been incorporated in official communications	

Purpose:	Purpose:					
Setting goals:						
Why we do this	Goal	Achieved by (date)	Responsibility	Outcome	Measure	
				Translations of the resources undertaken		
Te Mārama Pū ki te whakarauora reo Māori: increasing the critical awareness of Māori language revitalisation and	Deliver regular mihi whakatau for new people entering the business.	June 2024	All staff.	Appropriately delivering a Māori cultural welcome for new kaimahi entering the business.	Regular mihi whakatau delivery, monthly.	
how MSD can contribute	Support Mahuru Māori with practical initiatives for kaimahi to participate in.	September 2024	Working group	Kaimahi are engaging in initiatives naturally building the awareness of te reo Māori.	Quizzes, games, hau tapu, and ceremonies/events have been organised and participated in.	
Te Ako i te reo Māori: increasing the acquisition of the Māori language	Develop relationships with te reo suppliers of MSD to then support MSD staff in participating in their courses.	June 2024	Managers	Staff can converse using basic te reo Māori greetings and sentences.	Successful delivery and completion of Māori language learning to all staff in business unit.	

Purpose:					
Setting goals:					
Why we do this	Goal	Achieved by (date)	Responsibility	Outcome	Measure
	Leadership teams to engage and participate regularly in te reo Māori development.	On-going	Leaders	Growth in knowledge and capability in te reo Māori	Leaders are competent and confident in basic pronunciation and can mihi and pepeha.
Te Kounga o te reo Māori: increasing the quality of the Māori language	Ensuring correction of pronunciation alongside time and effort to properly learn.	On-going	Leaders	Mana of te reo Māori is maintained	Continuous self- correction and acknowledgement of mispronounced reo Māori.
	Ensure all te reo Māori resources utilised are quality and appropriate for the region.	On-going	Working group	This provides genuine correct learning of te reo Māori	Use procured providers.
Te Korerotanga o te reo Maori: increasing the use of the Maori language	Open and sign off emails with te reo Māori.	April 2024	Everyone	Build confidence in basic te reo Māori	Greetings and farewells are in tereo Māori in email correspondence.
	Open and close conversations with te reo Māori.	April 2024	Everyone	Building upon current knowledge of reo Māori and	Greetings and farewells are in te reo Māori in casua conversation.

Purpose:	Purpose:						
Setting goals:	Setting goals:						
Why we do this	Goal	Achieved by (date)	Responsibility	Outcome	Measure		
				practically applying it.			
Te Puna o te reo Māori: increasing the Māori language expansion	Develop working relationship with licenced translators.	May 2024	Managers of business units	Relationship building for partnership.	Relationship built between MSD business unit and local translators licenced by Te Taura Whiri i te reo Māori.		
	Release te reo Māori versions of official documents publicly released to cater to te reo Māori speakers.	October 2024	Managers of business units	Equitable partnership with Māori and crown reflected in documents. Reo Māori speakers now equitably catered too.	Engagement with licenced translators resulting in successful release of translated documents.		
Te Ātea o te reo Māori: increasing Māori language spaces	Open and close with karakia in te reo Māori.	April 2024	Facilitators of hui	Confidence in te ao Māori and tikanga Māori	Each meeting has opened and closed in te reo Māori with a karakia or inoi.		
	All spaces are catered to reo Māori equally as English. Those who wish to	April 2024	Everyone.	Equity creating more space and	Māori and English are spoken equally		

Purpose: Setting goals: Why we do this Responsibility Goal Achieved by Outcome Measure (date) speak Māori can do so freely without Managers. in conversation and awareness and discrimination. Achieved through tolerance of our formal meetings education and kotahitanga. without prejudice. peers. Whakamana Te Participate in all learnings provided by December Everyone Understanding and Business unit will Tiriti o Waitangi: show good MSD related to Te Tiriti o Waitangi. 2024 tolerance of all honouring Te Tiriti o completion rates peoples. Waitangi within Te Ao Māori dashboard. Practically apply all learnings from Te February Everyone Synergy and Outcomes will be Tiriti o Waitangi into everyday 1840 harmony when more significant operations and continue to apply a Te collaborating with impacts, and Tiriti o Waitangi lens when considering client/staff feedback clients and staff. all pieces of work. will be positive. Initiatives and work will thrive and represent equity.

Appendix 2 - Learning programme and resources available

NOTE: This information can also be found in Te Pātaka on Doogle and where applicable the Learning Management System.

Categories	Learning	Description
Framework	He Matapihi ki Te Ao Māori	He Matapihi ki Te Ao Māori is our Ministry's capability framework.
Te ara piki	<u>Te ara piki - Te Ao Māori</u>	This module looks at where to start growing your knowledge and comfort with Te Ao Māori and how to make the most of every opportunity to learn aligned with Te ara piki, our capability and development framework.
Learning and resources	<u>Te Pātaka</u>	Our section of Doogle, that store's information, resources and learning programmes to nourish our MSD people and encourage them to develop and grow Māori Capability across our organisation
Reporting	Te Ao Māori Development Dashboard	The Te Ao Māori Development Dashboard has been designed to capture participation and completion rates for our Te Ao Māori programmes that sit within the Learning management System, across MSD.
	Te Aka Matua	A senior development programme for Māori and Pacific managers who show potential to lead and manage at a senior management level.
Leadership	Te Aratiatia Emerging Leaders Programme	Is an MSD leadership programme for Māori and Pacific employees who demonstrate potential to become effective leaders within MSD.
2	Mentoring Programme	MSD Mentoring for staff

Categories	Learning	Description
	Pōhiri at National Office	If you are a manager at national office and have people who are about to join your team, either new to MSD or from another part of MSD we can help with welcoming them to national office.
	<u>Learning Resources</u>	Is a repository of recommended learning to strengthen and develop people's growth in Te Ao Māori.
lāori	<u>Te Rito</u>	Te Rito, a fundamental online programme, helping us weave kaupapa Māori into our mahi. Embrace this opportunity for personal and professional growth!
	Wall Walk	Is a facilitated, interactive presentation that examines Aotearoa's history through time.
	<u>Kimihia</u>	Is a downloadable mobile application focussed on Te Ao Māori.
	Te Ao Māori - The Māori World	This collection is a brief introduction to the Māori world including origin stories.
Te Ao Māori	Whakanuia - Celebrate	Here you will find stories about our own MSD people and what they are doing to support their Te Reo Māori journey.
	Te Ara a Tāne	Te Ara a Tane is the name of our wananga and is also the method. That is, it is both method and methodology.
	Regional Māori hui	Are available to all Māori staff across MSD (including Oranga Tamariki staff). Hui are held at different marae around the country.
	Waiwhetū Marae	Waiwhetū A Connection with Culture – A Window into Te Ao Māori offers our people a view into marae.
	<u>Matariki</u>	This intranet page has been set up to share information about Matariki

Categories	Learning	Description
_	Te Reo, Tikanga and Te Tiriti suppliers	MSD have procured a pool of twelve expert Te Reo, Tikanga and Te Tiriti o Waitangi suppliers for you to utilise across all MSD locations for our people.
Te Ao Mãori	MSD Herenga Kupu	Link to myLearning modules.
	Learning resources	You can access Herenga Kupu and other fun learning resources.
	Te Reo Allowance	The te reo Māori allowance recognises an employee's competence in te reo Māori
Wellbeing	NZ Certificate in Health and Wellbeing	The New Zealand Certificate in Health and Wellbeing Level 4 is a 14-month apprenticeship programme.
	NZ Diploma in Health and Wellbeing Applied Practice Advanced Youth Support	This qualification is designed to develop the critical thinking and reflective practice skills of people working in a youth specialist role.
	New Zealand Diploma in Health & Wellbeing Applied Practice Level 5 - Family Violence/Sexual Violence	This qualification is designed to develop the critical thinking and reflective practice skills of people working in specialist roles including youth specialist, employment support and family violence roles.

Mahere Reo Māori | Māori Language Plans

Introduction

MSD has started to focus on building our foundations for how te reo Māori will be seen, heard, spoken and valued as an official language of Aotearoa, New Zealand. We launched our Te Reo Māori Policy 'Karangahia te Haeata' during Te Wiki o Te Reo Māori (Māori Language Week) in 2022. Since then we've been planning for how we, as a team, can contribute to revitalising and normalising te reo Māori.

By building on our foundations, we ensure that we are providing the best service to all New Zealanders, whānau Māori, hapū and iwi.

Part of the plan is for **each region and business unit** of MSD to build their own collective 'mahere reo' ('language plan'). This will help us track progress to achieve the goals that our 'te reo Māori champions' in each region or business group have set. This in turn enables us to track the Ministry's progress towards normalising te reo Māori in our spaces and services.

The One-Pager

Contents

- Introduction
- The One-Pager
- The Plan
- The Plan Template ONLY
- Acknowledgements
- Our Why
- Resources and Tools
- Māori Language
 Development Plans from across MSD

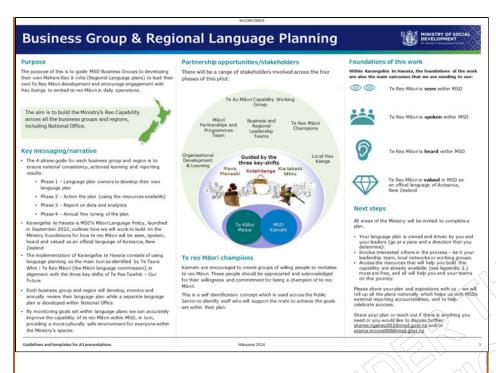
Link Key

Internal Links
External Links
myLearning Links









Everything you need to know... on one page!

The Plan

This Language Planning Guide will be the tool for your region /business unit to create your mahere reo (language plan).

Download the language plan guide:







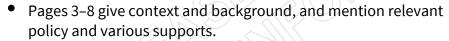








Mahere Reo Language Plan Guide.docx



- Pages 9–11 are the language plan template, designed to align with the language planning elements of Te Reo Māori Policy (Karangahia te Haeata).
- Pages 12–16 show what a populated mahere reo (language plan) could look like.
- Pages 17–19 is a list of resources to support you in building your mahere reo.

The Plan Template ONLY

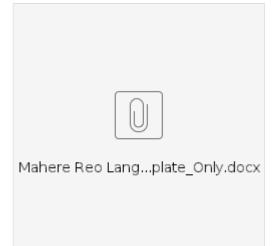
Download the template only:











Acknowledgements

Public Service Act 2020 No 40 (as at 01 July 2024), Public Act 14 Crown's relationships with Māori – New Zealand Legislation

Te Ture mō Te Reo Māori 2016 No 17 (as at 05 April 2023), Public Act 16
Outline of Act – New Zealand Legislation

Karangahia te Haeata - Call forth the morning light - Doogle (ssi.govt. nz)

Our Why

MSD has embarked on an exciting journey to integrate te ao Māori into our core values, reaffirming our commitment as a Tiriti o Waitangi partner. We are committed to embedding a Māori world view throughout the organisation, as underpinned by our strategic vision (Te Pae Tawhiti). The way forward is clarified through our Māori Strategy and Action Plan – Te Pae Tata.

Te reo Māori is special in Aotearoa, New Zealand. It is one of our official languages and is a unique feature of our country on the world stage. There is growing demand from people across all ethnicities and walks of life to learn and value the language. Communities of te reo speakers around the country are taking dedicated action.

Resources and Tools

Te Taura Whiri i te reo Māori

<u>Te whakamahere reo - Te Taura Whiri i te Reo Māori</u>

<u>Resources - Te Taura Whiri i te Reo Māori</u>

ReoMāori.co.nz

Rauemi reo | Reo resources - Reo Māori (reomaori.co.nz)

Te Kete Ipurangi

Reo Māori resources / Home - Te reo Māori (tki.org.nz)

Te Reo Māori Contracted Suppliers

Reo, Tikanga and Te Tiriti Training - Te Pātaka - MSD Confluence (ssi. govt.nz)

Contact Sharee Ngaheu, Ihorei Raukaha Māori <u>sharee.</u>
<u>ngaheu002@msd.govt.nz</u> and/or Atama Moore, Kaitohu Matua
Raukaha Māori <u>atama.moore008@msd.govt.nz</u> for support and
clarification. We are happy to help your team create their mahere reo
Māori (language plan).

Māori Language Development Plans from across MSD

NELSON, MALBOROUGH, WEST COAST (Te Tau Ihu/South Island)



People Group (National Office)



Business Group & Regional Language Planning



Purpose

The purpose of this is to guide MSD Business Groups to developing their own Mahere Reo ā-rohe (Regional Language plans) to lead their own Te Reo Māori development and encourage engagement with Hau Kainga to embed te reo Māori in daily operations.

The aim is to build the Ministry's Reo Capability across all the business groups and regions, including National Office.

Key messaging/narrative

- The 4-phase guide for each business group and region is to ensure national consistency, actioned learning and reporting results:
 - Phase 1 Language plan owners to develop their own language plan
 - Phase 2 Action the plan (using the resources available)
 - · Phase 3 Report on data and analytics
 - · Phase 4 Annual fine tuning of the plan
- Karangahia te Haeata is MSD's Māori Language Policy, launched in September 2022, outlines how we will work to build on the Ministry foundations for how te reo Māori will be seen, spoken, heard and valued as an official language of Aotearoa, New Zealand
- The implementation of Karangahia te Haeata consists of using language planning as the main tool as identified by Te Taura Whiri i Te Reo Māori (the Māori language commission), in alignment with the three key shifts of Te Pae Tawhiti — Our Future
- Each business group and region will develop, monitor and annually review their language plan while a separate language plan is developed within National Office
- By monitoring goals set within language plans we can accurately improve the capability of te reo Māori within MSD, in turn, providing a more culturally safe environment for everyone within the Ministry's spaces.

Partnership opportunities/stakeholders

There will be a range of stakeholders involved across the four phases of this pilot:



Te reo Māori champions

Kaimahi are encouraged to create groups of willing people to revitalise te reo Māori. These people should be appreciated and acknowledged for their willingness and commitment for being a champion of te reo Māori.

This is a self identification concept which is used across the Public Sector to identify staff who will support the mahi to achieve the goals set within their plan.

Foundations of this work

Within Karangahia te Haeata, the foundations of the work are also the main outcomes that we are needing to see:



Te Reo Māori is seen within MSD



Te Reo Māori is spoken within MSD



Te Reo Māori is heard within MSD



Te Reo Māori is **valued** in MSD as an offical language of Aotearoa, New Zealand

Next steps

All areas of the Ministry will be invited to complete a plan.

- Your language plan is owned and driven by you and your leaders (go at a pace and a direction that you determine).
- Involve interested others in the process be it your leadership team, local networks or working groups.
- Access the resources that will help you build this capability are already available (see Appendix 2.) most are free, and all will help you and your teams on this journey.

Please share your plan and aspirations with us – we will roll up all the plans nationally which helps us with MSDs external reporting accountabilities, and to help celebrate success.

Share your plan or reach out if there is anything you need or you would like to discuss further:

Out of scope

and/or

Out of scope

Reo, Tikanga and Te Tiriti Training

Introduction

Bringing learning to you

At MSD we have a pool of expert Te Reo, Tikanga and Te Tiriti o
Waitangi suppliers for you to utilise across all MSD locations for
kaimahi. Costs are met by the manager's cost centre. If you would like
to talk about how to make this happen for your team, please feel free
to reach out to Out of scope

We are here to help

you make this happen!

What does the learning cover?

Te Reo Māori and tikanga:

- building individual knowledge and capability so we can confidently engage with Māori
- valuing the importance of being able to communicate in te reo Māori
- improving our responsiveness with Māori clients and communities
- being culturally appropriate
- staff wellbeing
- individuals reconnecting to their whanau, hapū and iwi
- real-life examples of how learning te reo Māori and tikanga benefit's our client's.

Te Tiriti o Waitangi:

- pre-Treaty life in New Zealand/early history of New Zealand
- content of Te Tiriti o Waitangi
- post Treaty life in New Zealand where does the Treaty fits into Aotearoa New Zealand today?
- what the Treaty means?
- issues and challenges
- application of Te Tiriti to how people manage their roles at MSD.

How do I organise training?

Contents

- Introduction
 - What does the learning cover?
- How do l'organise training?
- Frequently asked questions

Link Key

Internal Links
External Links
myLearning Links

Related Links

Our Te Reo, Tikanga and Te Tiriti o Waitangi Development programme connects and contributes to the following initiatives:

<u>Karangahia Te Haeata – MSD Māori Language</u>
<u>Policy</u>

<u>Te Pae Tawhiti – Our</u> <u>Future</u>

<u>Te Pae Tata – Our Māori</u> <u>Strategy and Action Plan</u>

Te Reo Allowance

Te ara piki

<u>Te Ao Māori Development</u> <u>Dashboard</u>

He Matapihi ki Te Ao Māori

Erima Henare

(!) Important Note

Before contacting a supplier to arrange training for your team, please consider how well existing learning and supports are being utilised in the first instance, for example, through Te Rito, Wall Walk, Waiwhetū Marae learning, and what your people are needing from their Te ara piki plans. For more on te ao Māori developmental options, check out the other pages on this site.

Contact Out of scope help you establish a relationship and negotiate what you need with a supplier from the supplier list below or contact them directly if you prefer.

Supplier List:

Supplier	Contact details	MSD region	Training provided
Out of scope		Te Tai Tokerau (Northland)	Te Reo Māori and tikanga
Out of scope		Bay of Plenty	Te Reo Māori and tikanga
Out of scope		East Coast	Te Reo Māori and tikanga
Out of scope		Nelson, Canterbury & Southern	Te Reo Māori and tikanga
Out of scope		Auckland	Te Reo Māori, tikanga and Te Tiriti o Waitangi
Out of scope		Waikato, Taranaki, and Central	Te Reo Māori, tikanga and Te Tiriti o Waitangi



Ngāti Hine leader Erima Henare was the previous head of the Māori Language Commission, passing away in 2015. The MSD Erima Henare Reo Mãori Development Awards were established in 2016 to promote te reo development at MSD, and to recognise Erima's work as a reo Māori advocate and leader.

When the award was first launched in 2016, access to reo opportunities were limited. This initiative was seen as a high profile and effective method to support the development of our people. Successful applicants were reo Māori champions who advanced te reo as an ordinary means of communication in our workplace. Te Ataarangi was the teaching method used from 2016 to 2022.

Te reo development is now much more accessible to our people and a normal part of our people investment.

We acknowledge and recognise Erima Henare's vision in normalising te reo Māori as part of our

Out of scope	Out of scope	Northland, Bay of Plenty and East Coast	Tiriti o Waitangi
Out of scope		Wellington	Te Reo Māori and tikanga
Out of stope		National Office, Wellington, Nelson, Canterbury & Southern	Tiriti o Waitangi
Out of scope		Nationwide (particular emphasis on National Office)	Te Reo Māori and tikanga

everyday conversations at MSD.

Weka Information

How to find the base costs and services in Weka.

You can search for suppliers using the search function and typing in Erima Henare Programme into Weka. All suppliers and contract details have been loaded and have been allocated to specific regions. Suppliers not specified in the supplier listing for these services are required to meet the MSD procurement and tendering application process.

You can also search using the contract agreement number. See list below.

Once you have accessed the costs and services within the contract you will be able to determine what you might want to purchase for your team in preparation for your conversation with the supplier.

PLEASE NOTE: Costs for training can be negotiated if you need something different from what they have indicated is there base product and rate. Talk to Out of scope for help with negotiating what you need.

Out of scope



- Please ensure that engagement has been made with the supplier prior to purchasing your services as actual and reasonable expenses such as travel will need to be confirmed prior to creating your requisition.
- You must <u>create a requisition in Weka</u> to access the services from MSD's approved providers.
- To create a requisition, enter the relevant agreement number into the search bar under "purchase requisitions".
- Once your budget manager has approved the requisition, a purchase order will be sent to your chosen provider.

Note: some pricing is for per person or for a group of a people.

Frequently asked questions

Why do we have a pool of suppliers?

- The pool enables us to use local suppliers, where possible. This
 in turn:
- supports more accessible learning for staff
- minimises our carbon footprint
- follows government procurement rules.

Some of the suppliers can provide one or both Te Tiriti o Waitangi learning and/or te reo and tikanga learning. Where we can't find an appropriate supplier, we have national suppliers with capacity to work

across regions. It is essential that MSD teams embrace the opportunity that our new suppliers bring, which is:

- access to learn te reo Māori, tikanga and Te Tiriti o Waitangi
- ability to build MSD staff, knowledge, and capability so we can engage confidently with Māori
- understanding of the importance of learning and being culturally appropriate
- manage training course logistics, sign up of learners, registrations, monitoring attendance/progress, cancellations, reregistrations, and evaluations
- Out of scope

and Te Tiriti currently is?

Suppliers will work with MSD to understand our people, as well as our clients, communities, iwi and hapū. They will work with MSD to develop learning content that aligns with our requirements and capability framework (He Matapihi ki Te Ao Māori). How do I assess where my staff member's capability in te reo, tikanga

All staff can use <u>He Matapihi ki Te Ao Māori</u>, MSD's capability framework, to see where they are at with their te ao Māori learning journey. The framework enables you to select your level of capability based on what you know. This can then be recorded in <u>Te ara piki</u> and help form a baseline on where your team is at.

Can I use a different supplier from the MSD-procured one?
MSD established the procurement process to ensure that MSD adhere
to government procurement rules and minimise risks for our
organisation. We encourage you to use suppliers procured for your
regions. Suppliers not specified in the supplier listing for these services
above are required to meet the MSD procurement and tendering
application process.

What if I have another supplier in place?

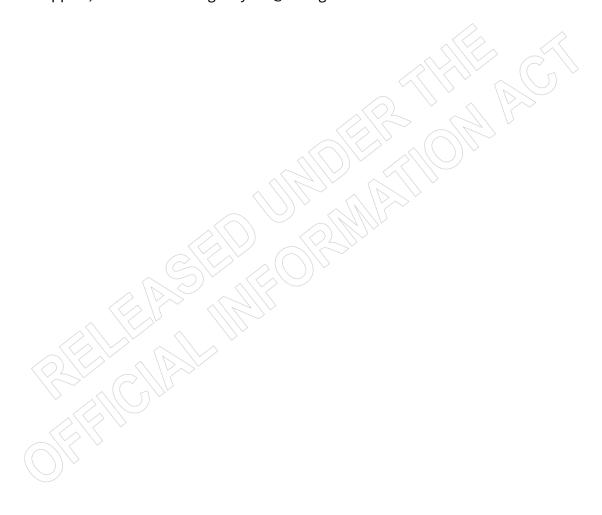
Ensure that you manage your existing supplier relationship respectfully but consider moving to the procured supplier as soon as possible. We appreciate that this could take up to six months to complete.

What are the costs involved for my team to get learning?
You pay costs out of your team's cost centre as agreed in the contracted service's and cost details found in Weka.
What reporting is required from you and the supplier?
At the end of each training programme, reporting is to be sent from the supplier to Out of scope this includes:

- training completions
- name of training

- level of training
- name of participant(s)
- manager of participant(s)
- location
- date of completion
- evaluation results

Please note: All reporting can be in the form of a spreadsheet or table. Escalation and support
If you need support, contact sharee.ngahey002@msd.govt.nz



Asat Page Navigation 31/03/2025 TE AO MÃORI DEVELOPMENT DASHBOARD In Progress GO! Te Ao Maori BG - 2 2304 8121 **Business Group Participation** Te Ao Māori Development Participation People and Capability Maori Communities and Partnerships Employee# Organisational Assurance and Communication Employee# 514 266 Completion: In Progress: Key: E Tu Whanau Marae... | 1 Pôhiri at National Office 3 Põhiri at National Of... 9208 Total: 2304 Employees: Total: Te Aka Matua Põhiri at National Of... 5 - Staff: - Staff: - Staff: 8367 5050 2059 Te Ara a Tāne Wānanga - PL: - PL: - PL: Te Ara a Tâne Wânan... 841 767 245 Te Ara a Tâne Wānan... 3 Te Aratiatia LR Te Aratiatia LP Te Aratiatia LP | 2 Te Matapopore Wānanga Completed In Progress Te Matapopore Wān... Te Matapopore Wān... 9 Te Reo Allowance Te Reo Allowance Te Reo Allowance Põhiri at National Office Te Rito Te Rito Te Rito Te Tiriti o Waitangi Te Tiriti o Waitangi Te Aka Matua Te Tiriti o Waitangi Waiwhetū Waiwhetū Waiwhetū 39 Te Ara a Tane Wananga Wall Walk Wall Walk Strategy and Insights Policy Employee# Employee# CEO Office Employee# 185 Te Matapopore Wānanga Pohiri at National O... Põhiri at National Office Te Ara a Tâne Wāna... Te Ara a Tane Wananga Te Reo Allowance Te Aratiatia LP 2 Te Matapopore Wānanga **Disability Support Services** Employee# 2102 Te Rito Te Matapopore Wa... Te Reo Allowance 1601 Te Matapopore Wāna... Te Reo Allowance Te Tiriti o Waitangi Te Reo Allowance Te Rito Te Tiriti o Waitangi Te Tiriti o Waitangi Te Tiriti o Waitangi

Waiwhetū

Wall Walk

2572

Wall Walk

299

Waiwhetū

Wall Walk

Waiwhetū

Wall Walk

Asat Page Navigation TE AO MÃORI DEVELOPMENT DASHBOARD In Progress 31/03/2025 GO! Te Ao Maori RG- 1 2304 8121 Ministry of Social Development Participation Completed In Progress 2102 2572 1601 Te Ao Maori 210 299 35 106 177 187 20 Development Activities Põhiri at National ... Te Aka Matua Te Ara a Tāne Wāna... Te Aratiatia LP Te Matapopore Wā... Te Reo Allowance Te Rito Te Tiriti o Waitangi Waiwhetū Wall Walk Employee# **Contact Centre Services** Employee# Employee# Housing and Income Support Services Integrity and Debt Transformation Employee# 1263 1124 549 Bay of Plenty Induction ... | 1 E Tu Whanau Marae-b... | 5 Bay of Plenty Induction ... | Põhiri at National Office Põhiri at National Office | 5 Te Ara a Tâne Wânanga 12 Te Ara a Tane Wananga Põhiri at National Office Te Ara a Tāne Wānanga 2 Te Aratiatia LP Te Aratiatia LP Te Ara a Tâne Wânanga Te Aratiatia LP Te Reo Allowance Te Matapopore Wānanga Te Aratiatia LP Te Reo Allowance Te Reo Allowance Te Reo Allowance Te Rito Te Rito Te Tiriti o Waitangi Te Rito Waiwhetû Te Tiriti o Waitangi Waiwhetū Waiwhetū Waiwhetû Wall Walk Wall Walk Wall Walk **Auckland North Auckland South** Auckland Regional Office **Auckland Central** Employee# Employee# Employee# Employee# 74 286 432 Bay of Plenty Induction ... 1 Bay of Pienty Induction... Bay of Plenty Induction... Bay of Plenty Inductio... Te Aka Matua E Tu Whanau Marae-b... Te Aratiatia LP Te Matapopore Wānanga Te Aratiatia LP Te Aratiatia LP Te Reo Allowance Te Reo Allowance Te Reo Allowance Te Reo Allowance Te Rito Te Rito Waiwhetū Waiwhetū Waiwhetū Wall Walk Wall Walk

Page Navigation Asat In Progress TE AO MÃORI DEVELOPMENT DASHBOARD 31/03/2025 GO! PL vs Staff - Variance 2304 8121 Northland Employee# Central Canterbury Employee# Service Delivery Te Aka Matua | 1 Te Aka Matua National Office Te Aratiatia LP Te Aratiatia LP 1 2 Te Reo Allowance | 3 Te Aratiatia LP In Progress Completed Te Reo Allowance 1 2 Te Reo Allowance Te Rito Te Rito Waiwhetū Bay of Plenty Induction Wa... Te Tiriti o Waitangi Waiwhetū Wall Walk Waiwhetū Walk Walk E Tu Whānau Marae-based ... Wall Walk Nelson Marlborough West Coast Employee# Employee# Bay of Plenty Põhiri at National Office 315 **East Coast** Employee# Te Aratiatia LP Bay of Plenty Induction Te Aka Matua Te Aka Matua Te Reo Allowance E Tu Whānau Marae-ba. Te Aratiatia LP Te Aratiatia LP _____ 7 Te Ara a Tane Wananga Te Reo Allowance Te Reo Allowance Te Tiriti o Waitangi Te Rito Te Aratiatia LP Waiwhetū Te Tiriti o Waitangi Wall Walk Te Matapopore Wananga Waiwhetū Te Reo Allowance Southern Employee# Employee# Taranaki Whanganui King Country Wellington Employee# 293 273 154 Te Rito Te Aka Matua 235 Te Aratiatia LP Te Aka Matua Te Aratiatia LP Te Reo Allowance Te Reo Allowance Te Tiriti o Waitangi Te Reo Allowance Te Rito Te Tiriti o Waitangi Te Tiriti o Waitangi Waiwhetū Wall Walk 387 Waiwhetū Wall Walk

TE AO MÃORI DEVELOPMENT DASHBOARD

In Progress 2304

31/03/2025

Page Navigation Notes



Three-month Participation: Completion Number- Mar 2025 vs Dec 2024

Short Name		AKI	North		AKL Red	gional	AKL	South	Bay of	Plenty	Canto	erbury	C	CS	C	entral		EO	I	SS	East	Coast	Housing	g & Income	Integrit	y & Debt	М	CP
Learning Title	#	Mar25	Dec24	# M	ar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#
Bay of Plenty Induction Wānanga	1	1		1	1		1	1	59	66			1	1									1	1	1		1	1
E Tu Whānau Marae-based Wānanga	1								39	41													5	5				
Pōhiri at National Office													5	5		45		1/ /					1	1			9	9
Te Aka Matua																					1	1						
Te Ara a Tāne Wānanga																							1	1	1	1	8	9
Te Aratiatia LP	7				3	3	4	3	7	10	2	2	4	4	2	2 2					3	2	17	19	2	2	7	8
Te Matapopore Wānanga		1		1								<	1/2						3	2							5	9
Te Reo Allowance		1		1					5	5			5	5	14	4 4			4	4	4	4	13	14	5	5	6	4
Te Rito	27	48		3	11	9	68	62	78	72	79	77	170	168	98	95	1	2	18	19	52	53	332	328	120	122	74	73
Te Tiriti o Waitangi									1	1					31	1 33									15	14	33	35
Waiwhetū	4	2		3			7	7	8	9	6	8	19	19	19	9 19			2	2	7	7	17	18	25	25	12	11
Wall Walk	19	22	1	2	8	9	27	26	6	((4	152	116	298	313	133	137	3	3	21	20	67	68	176	177	264	271	69	72
Total	j9	75		1	23	21	107	99	203	208	239	203	502	515	287	7 290	4	5	48	47	134	135	563	564	433	440	224	231

Three-month Participation: Completion Number- Mar 2025 vs Dec 2024

Short Name	Ne	lson	Nor	thland	0	AC	F	PAC	F	OL	S	&I	SD N	ational	Sou	thern	Tar	anaki	T	RN	Wa	ikato	Welli	ngton	To	otal
Learning Title	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#	Mar25	Dec24#												
Bay of Plenty Induction Wānanga						>		1					17	16					1	1	1	1			87	91
E Tu Whānau Marae-based Wānanga							1	2					3	2											49	51
Pōhiri at National Office					3	3	5	4	8	7	6	6	7	8					12	13					56	56
Te Aka Matua													2	2	1	1	1	1			1	1			6	6
Te Ara a Tāne Wānanga					6	6	3	3	25	24	1	1	18	18					2	2					65	65
Te Aratiatia LP	1	1	4	4	4	3	2	2			2	2	18	17	1	1			1	1	11	11	4	4	106	108
Te Matapopore Wānanga					6	6	9	9	75	76	9	8	27	28					42	44					177	183
Te Reo Allowance	3	3	1	2	1	1	6	5			1	2	18	18	1	1	5	5	3	3	12	12		1	99	99
Te Rito	34	33	41	32	62	60	151	147	21	21	18	19	235	234	119	125	58	58	91	91	46	48	49	44	2102	2062
Te Tiriti o Waitangi	1	1			10	10	44	47	37	38	11	12	22	22			1	1	2	3			2	2	210	219
Waiwhetū	3	3	7	7	5	5	39	39	1	1	3	4	46	42	14	17	20	22	3	3	13	12	6	5	288	292
Wall Walk	94	98	73	75	42	43	265	164	41	30	66	67	387	375	28	27	112	115	44	43	118	98	37	37	2572	2429
Total	136	139	126	120	139	137	526	423	208	197	117	121	800	782	164	172	197	202	201	204	202	183	98	93	5817	5661

TE AO MĀORI DEVELOPMENT DASHBOARD

Completed 5817 In Progress 2304 ****

As at 31/03/2025 8121

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Te Ao Maori BG - 1



Group/Region Participation All (Dec 2024) Bay of Plenty

Learning Title

-

Direct Reports

All

Completed Number - People Leader vs Staff (Dec 2024)

Learning Title	People Leader	Staff	Total
Bay of Plenty Induction Wānanga	2	89	91
E Tu Whānau Marae-based Wānanga	5	46	51
Põhiri at National Office	8	48	56
Te Aka Matua	6		6
Te Ara a Tâne Wânanga	10	55	65
Te Aratiatia LP	33	75	108
Te Matapopore Wānanga	31	152	183
Te Reo Allowance	6	93	99
Te Rito	179	1883	2062
Te Tiriti o Waitangi	56	163	219
Waiwhetū	34	258	292
Wall Walk	369	2060	2429
Total	739	4922	5661

Three-month Completed Number Variance Mar 2025 vs Dec 2024

Learning Title	People Leader	Staff	Total
Bay of Plenty Induction Wānanga	0	-4	-4
E Tu Whānau Marae-based Wānanga	2	-4	-2
Põhiri at National Office	0	0	0
Te Aka Matua	0		0
Te Ara a Tâne Wânanga	0	0	0
Te Aratiatia LP	ľ	-3	-2
Te Matapopore Wānanga	-1	-5	-6
Te Reo Allowance	1	-1	0
Te Rito	1	39	40
Te Tiriti o Waitangi	ľ	-10	-9
Waiwhetū	0	-4	-4
Wall Walk	23	120	143
Total	28	128	156

Completed Number - People Leader vs Staff (Mar 2025)

Learning Title	People Leader	Staff	Total
Bay of Plenty Induction Wānanga	2	85	8
E Tu Whānau Marae-based Wānanga	7	42	4
Põhiri at National Office	8	48	5
Te Aka Matua	6		
Te Ara a Tāne Wānanga	10	55	6
Te Aratiatia LP	34	72	10
Te Matapopore Wānanga	30	147	17
Te Reo Allowance	7	92	9
Te Rito	180	1922	210
Te Tiriti o Waitangi	57	153	21
Waiwhetū	34	254	28
Wall Walk	392	2180	257
Total	767	5050	581

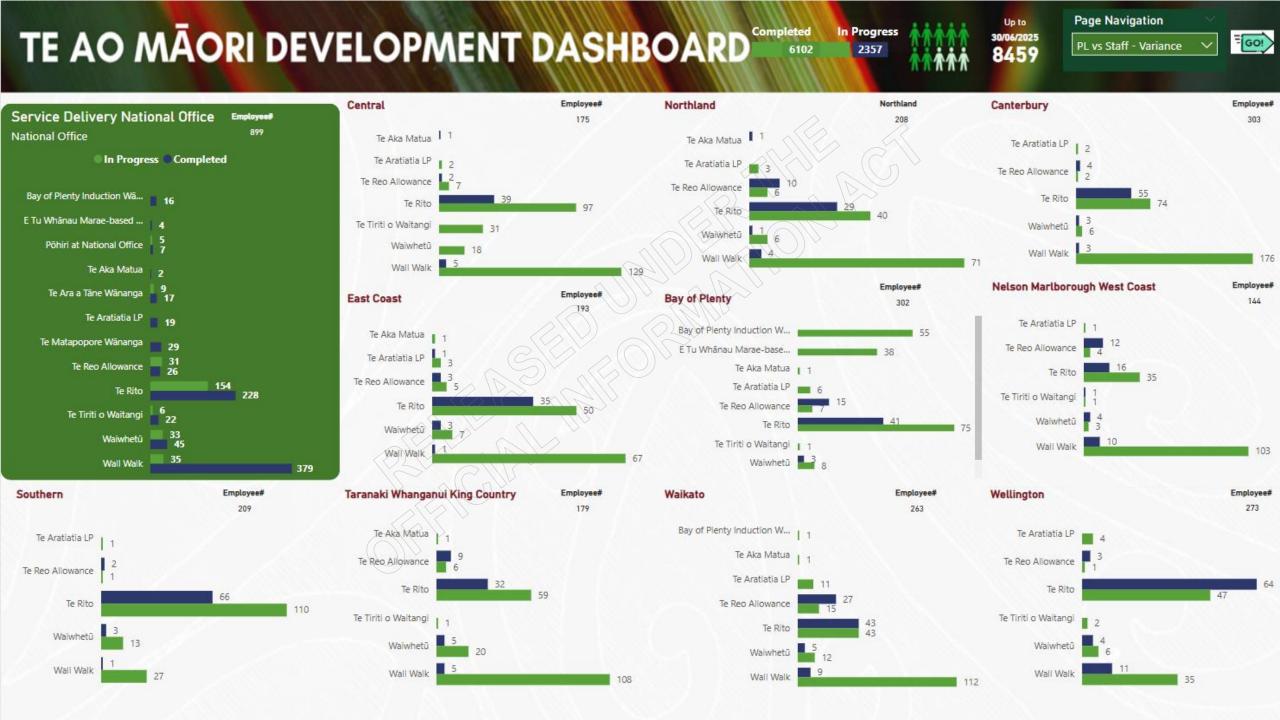
Three-month Completed Percentage Variance Mar 2025 vs Dec 2024 %

Learning Title	People Leader	Staff	Total
Bay of Plenty Induction Wānanga	0%	0%	0%
E Tu Whānau Marae-based Wānanga	0%	0%	0%
Põhiri at National Office	0%	-22%	-19%
Te Aka Matua	-26%		-26%
Te Ara a Tâne Wānanga	-24%	-22%	-23%
Te Aratiatia LP	0%	1%	1%
Te Matapopore Wānanga	0%	0%	0%
Te Reo Allowance	-17%	-29%	-28%
Te Rito	-1%	-4%	-4%
Te Tiriti o Waitangi	-3%	-9%	-7%
Waiwhetū	2%	-0%	0%
Wall Walk	-1%	-3%	-3%
Total	-2%	-5%	-5%

TE AO MÃORI DEVELOPMENT DASHBOARD 6102 2357 Page Navigation 10 Progress 2357 2357 Page Navigation 10 Progress 2357 Page Navigation 1



Up to Page Navigation TE AO MÃORI DEVELOPMENT DASHBOARD In Progress 30/06/2025 GO! Te Ao Maori RG-1 2357 8459 Ministry of Social Development Participation Completed In Progress 2128 2759 1477 Te Ao Maori 35 105 295 65 177 164 224 210 19 134 Development Activities Põhiri at National ... Te Aka Matua Te Ara a Tâne Wâna... Te Aratiatia LP Te Matapopore Wā... Te Reo Allowance Te Tiriti o Waitangi Waiwhetū Wall Walk Te Rito **Contact Centre Services** Employee# Transformation Housing and Income Support Services Employee# Integrity and Debt Employee# Employee# 1206 1083 401 555 Bay of Plenty Induction ... | 1 Põhiri at National Offi... E Tu Whanau Marae-b... | 5 Bay of Plenty Induction ... Põhiri at National Office | 5 Te Ara a Tăne Wănanga 2 Te Ara a Tane Wananga Põhiri at National Office Te Ara a Tâne Wânanga 2 Te Aratiatia LP Te Aratiatia LP Te Ara a Tâne Wānanga Te Matapopore Wāna. Te Aratiatia LP Te Reo Allowance Te Aratiatia LP Te Reo Allowance Te Reo Allowance Te Reo Allowance 242 Te Rito Te Tiriti o Waitangi Te Rito Te Tiriti o Waitangi 1 2 Waiwhetū Waiwhetū Wall Walk Wall Walk Wall Walk Wall Walk **Auckland Regional Office Auckland Central** Employee# Employee# **Auckland North** Employee# **Auckland South Employee**# 67 279 Bay of Plenty Inductio... Te Aka Matua Bay of Plenty Induction... Bay of Plenty Induction ... E Tu Whanau Marae-b... Te Aratiatia LP Te Aratiatia LP Te Reo Allowance Te Aratiatia LP Te Reo Allowance Te Reo Allowance Te Reo Allowance Te Rito Te Rito Te Rito Te Rito Waiwhetū Waiwhetū Waiwhetű Waiwhetū Wall Walk Wall Walk Wall Walk Wall Walk



TE AO MÃORI DEVELOPMENT DASHBOARD 6102

In Progress

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Notes



Three-month Participation: Completion Number- This Quarter vs Last Quarter

The state of the s																				>						- 01		
Short Name	AKL (Central	AKL	North	AKLR	legional	AKL	South	Bay of	Plenty	Cante	erbury	(CS	Cer	tral	C	EO	D	SS	East	Coast	Housin	g & Income	Integrit	y & Debt	M	P
Learning Title	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25
Bay of Plenty Induction Wānanga	1	1	1	1	- 1	1	1	1	59	59			- 1	- 1									1	1	1	1	.:1	1
E Tu Whānau Marae-based Wānanga	1	1							39	39						\\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \							5	5				
Põhiri at National Office													5	5	22				Ĭ				1	1			9	9
Te Aka Matua																	1/				1	1						
Te Ara a Tâne Wânanga																							1	1	1	1	8	8
Te Aratiatia LP	7	7			3	3	4	4	7	7	2	2	4	4	2	2					3	3	17	17	2	2	7	7
Te Matapopore Wānanga			1	1									1//						3	3							5	5
Te Reo Allowance	1	1	2	1			2		7	5	2		10	5	7	4			5	4	5	4	20	13	9	5	10	6
Te Rito	28	28	46	48	11	11	68	68	77	78	79	79	189	170	99	98	1	1	18	18	51	52	328	332	122	120	77	74
Te Tiriti o Waitangi									1	_ (1				(11)	31	31									15	15	33	33
Waiwhetū	4	4	2	2			8	7	8	8	6	6	19	19	19	19			2	2	7	7	17	17	25	25	12	12
Wall Walk	27	19	32	22	13	8	35	27	6	6	187	152	305	298	133	133	3	3	21	21	67	67	231	176	267	264	72	69
Total	69	61	84	75	28	23	118	107	204	203	276	239	533	502	291	287	4	.4	49	48	134	134	621	563	442	433	234	224

Three-month Participation: Completion Number- This Quarter vs Last Quarter

Short Name	grit	М	CP:	N	elson	Nor	thland	0	AC	P/	AC	P	OL	S	Bell	SD N	ational	Sout	thern	Tara	anaki	TF	NS NS	Wai	ikato	Welli	ngton	To	otal
Learning Title	r25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25	Jun25	Mar25
Bay of Plenty Induction Wānanga	1	1	1							1	1					17	17					1	1	1	1			87	87
E Tu Whānau Marae-based Wānanga										1	1					3	3											49	A
Pōhiri at National Office		9	9					3	3	5	5	8	8	6	6	7	7					13	12					57	56
Te Aka Matua																2	2	1	1	1	1			1	1			6	6
Te Ara a Tāne Wānanga	1	8	8					6	6	3	3	25	25	1	1	18	18					2	2					65	65
Te Aratiatia LP	2	7	7	1	1	3	4	4	4	2	2			2	2	18	18	1	1			1	1	11	11	4	4	105	106
Te Matapopore Wānanga		5	5					6	6	9	9	75	75	9	9	27	27					42	42					177	177
Te Reo Allowance	5	10	6	4	3	7	1	2	1	8	6	2		1	1	28	18	2	1	6	5	5	3	18	12	1		164	99
Te Rito	120	77	74	36	34	41	41	62	62	154	151	20	21	18	18	235	235	119	119	58	58	94	91	46	46	51	49	2128	2102
Te Tiriti o Waitangi	15	33	33	1	1			10	10	44	44	37	37	11	11	22	22			1	1	2	2			2	2	210	210
Waiwhetū	25	12	12	3	3	7	7	6	5	39	39	1	1	3	3	49	46	15	14	20	20	4	3	13	13	6	6	295	288
Wall Walk	264	72	69	105	94	73	73	44	42	286	265	41	41	75	66	393	387	28	28	112	112	47	44	118	118	37	37	2758	2572
Total	433	234	224	150	136	131	126	143	139	552	526	209	208	126	117	819	800	166	164	198	197	211	201	208	202	101	98	6101	5817

TE AO MĀORI DEVELOPMENT DASHBOARD

Completed 6102 In Progress

Up to 30/06/2025 8459 Page Navigation

Te Ao Maori BG - 1



Completed Number - People Leader vs Staff

(Up to Last Quarter)

Group/Region Participation

Learning Title

Direct Reports

Learning Title	People Leader	Staff	Total
Bay of Plenty Induction Wānanga	2	85	87
E Tu Whānau Marae-based Wānanga	7	42	49
Põhiri at National Office	8	48	56
Te Aka Matua	6		6
Te Ara a Tāne Wānanga	10	55	65
Te Aratiatia LP	34	72	106
Te Matapopore Wānanga	30	147	177
Te Reo Allowance	7	92	99
Te Rito	180	1922	2102
Te Tiriti o Waitangi	57	153	210
Waiwhetū	34	254	288
Wall Walk	392	2180	2572
Total	767	5050	5817

Three-month Completed Number Variance

This Quarter vs Last Quarter

Learning Title	People Leader	Staff	Total
Bay of Plenty Induction Wānanga	0	0	0
E Tu Whānau Marae-based Wānanga	0	0	0
Pōhiri at National Office	0	1	1
Te Aka Matua	0		0
Te Ara a Tāne Wānanga	0	0	0
Te Aratiatia LP	0	-1	-1
Te Matapopore Wānanga	0	0	0
Te Reo Allowance	4	61	65
Te Rito	2	24	26
Te Tiriti o Waitangi	0	0	0
Waiwhetū	1	6	7
Wall Walk	5	181	186
Total	12	272	284

Completed Number - People Leader vs Staff

(Up to This Quarter)

Learning Title	People Leader	Staff	Total
Bay of Plenty Induction Wānanga	2	85	;
E Tu Whānau Marae-based Wānanga	7	42	
Põhiri at National Office	8	49	
Ге Aka Matua	6		
le Ara a Tāne Wānanga	10	55)
e Aratiatia LP	34	71	1
Te Matapopore Wānanga	30	147	1
Te Reo Allowance	11	153	1
Te Rito	182	1946	21
Te Tiriti o Waitangi	57	153	2
Waiwhetū	35	260	2
Wall Walk	397	2361	27
Total	779	5322	61

Three-month Completed Percentage Variance This Quarter vs Last Quarter %

Learning Title	People Leader	Staff	Total
Bay of Plenty Induction Wānanga	0%	0%	0%
E Tu Whānau Marae-based Wānanga	0%	0%	0%
Põhiri at National Office	0%	2%	1%
Te Aka Matua	0%		0%
Te Ara a Tāne Wānanga	0%	0%	0%
Te Aratiatia LP	0%	-0%	-0%
Te Matapopore Wānanga	0%	0%	0%
Te Reo Allowance	1%	8%	8%
Te Rito	1%	2%	2%
Te Tiriti o Waitangi	0%	1%	0%
Waiwhetū	2%	2%	2%
Wall Walk	-1%	-4%	-4%
Total	-0%	1%	0%

TE AO MÃORI DEVELOPMENT DASHBOARD Note:

As at 30 September 2024 (Data from LMS since 2018).

cipation numbers are

Completed

In Progress

1,746

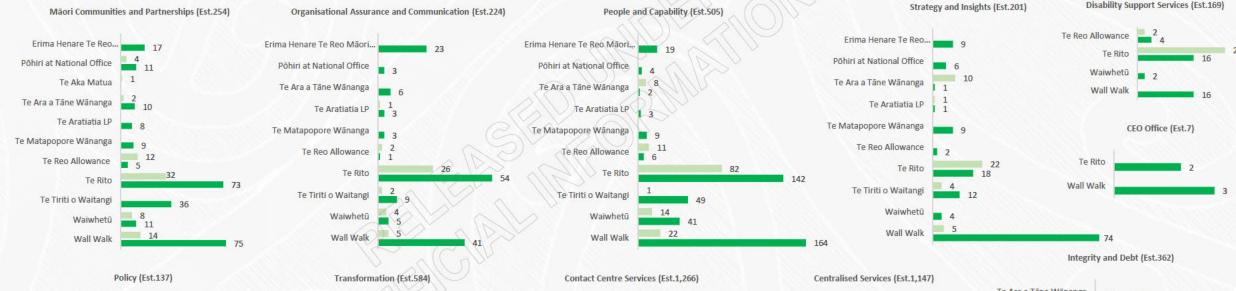
Neville Green - HR Operations

Ministry of Social Development Participation

Te Ao Māori Development Activities



Business Group Participation





TE AO MĀORI DEVELOPMENT DASHBOARD

As at 30 September 2024 (Data from LMS since 2018).

Participation numbers are



Completed 5.688 In Progress

Neville Green - Learning & Capability

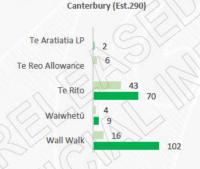
1,746

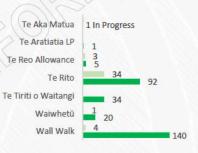
Business Group Participation continued



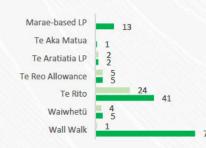
Region Participation







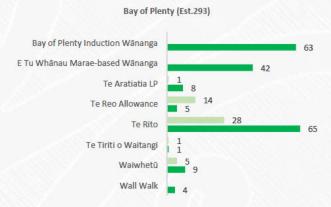
Central (Est.161)

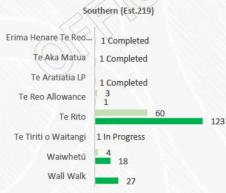


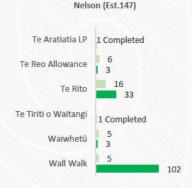
East Coast (Est.192)

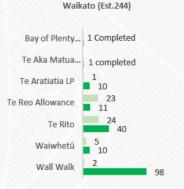


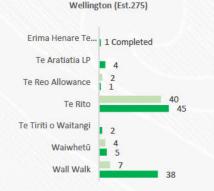
Northland (Est.212)











TE AO MĀORI DEVELOPMENT DASHBOARD based on current FTE

As at 31 December 2024 (Data from LMS since 2018) Note: Participation numbers are

Completed In Progress

1750

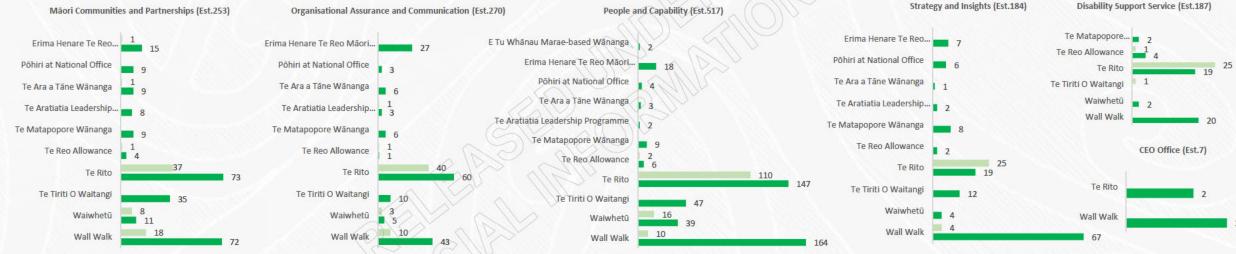
Jenny Chen - Reporting & Analytics

Ministry of Social Development Participation

Te Ao Māori Development Activities



Business Group Participation





TE AO MĀORI DEVELOPMENT DASHBOARD

As at 31 December 2024 (Data from LMS since 2018)

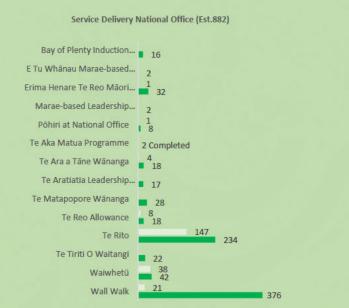
based on current FTE

7,552

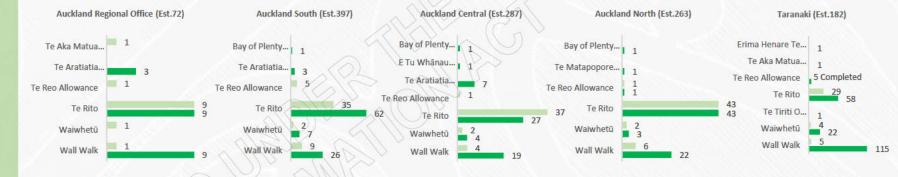
Completed 5,802 In Progress 1,750

Jenny Chen-Reporting & Analytics

Business Group Participation continued

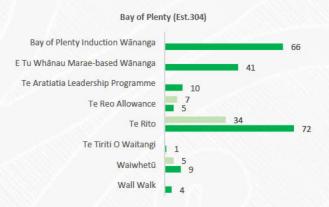


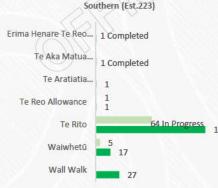
Region Participation



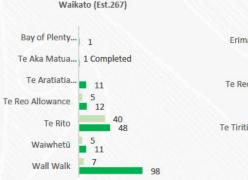


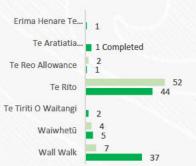












Wellington (Est.274)

Te Rito | Enhancing Bicultural Awareness

Introduction

Explore Aotearoa New Zealand history, and the beauty of Te Ao Māori with Te Rito!

Te Rito, a fundamental online programme, that educates us on the history of Aotearoa New Zealand and helping us weave kaupapa Māori into our mahi.

Embrace this opportunity for personal and professional growth!

Learning Outcomes

Dive into 14 engaging modules giving you an introduction to Tikanga, Tiriti o Waitangi, Whakapapa, and Te Reo. Learn at your pace, with each module taking just 15 minutes. No deadlines.



After completing all fourteen modules you will be able to:

- Describe key points in the history of Aotearoa New Zealand's colonisation
- Build effective relationships with iwi Māori
- Use elements of te reo Māori (the Māori language) in everyday life
- Conduct yourself with confidence in Te Ao Māori both on the marae and in the workplace

Contents

- Introduction
- Learning Outcomes
- The Programme
- Acknowledgements
- Te Rito Statistics
- Our Why
- Want to learn more?

Link Key

Internal Links External Links myLearning Links

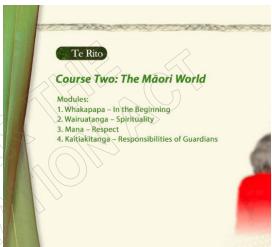


Access the programme here: <u>Te Rito | Enhancing Bicultural Awareness</u>

The Programme

Are you ready? Click on any of the images below to open the programme in your myLearning





Course One: Introduction to Te Rito

Course Two: The Māori W



Course Four: Walking in Two Worlds

Modules:

1. Noho Marae – Marae Visit
2. He Kapiti Hono, He Tătai Hono – Events & Ceremonies
3. Communication
4. Mahi Ngătahi – Working Together

Course Three: Back to the Future

Course Four: Walking in Two

How does it work?

You choose which modules resonate with you. You can decide which ones you would like to complete and with no completion deadline, there's no pressure to rush through. Each module, approximately 15 minutes, is filled with interactive activities and quizzes to make

learning fun and memorable. You also have the option to revisit the modules at anytime for a refresher.

Course One | Introduction to Te Rito

Culture He Iwi Tahi Tātou - Are We One People?

Course Three | Back to the Future

Perspectives on the Past
Te Tiriti & The Treaty module
Debating the Treaty
New Zealand Stories

Course Two | The Māori World

Whakapapa: In The Beginning module Wairuatanga: Spirituality module Mana Kaitiakitanga

Course Four | Walking in Two Worlds

Noho Marae: Marae Visit
He Kapiti Hono, He Tātai Hono:
Events and Ceremonies
Communication
Mahi Ngātahi - Working
Together



Te Rito Course Overview – for more information on each module

Acknowledgements

This learning programme was developed by Kia Māia:
Kia Maia | Interactive Resources for Bicultural Competency

Te Rito Statistics



In summary, since its launch, the *Te Rito* course has attracted strong interest across MSD.

Up to 30 June 2025, a total of **3,605 active staff members** have taken part in the course. Among them, **2,128 participants** have completed it—this includes **over 1,946 staff members** and **182 people leaders**.

Compared to last quarter, while the number of participants dropped by 98, the number of completion number **increased by 26**.

Our Why

MSD has embarked on an exciting journey to integrate Te Ao Māori into our core values, reaffirming our commitment as a Tiriti o Waitangi partner. We are committed to embedding a Māori world view throughout the organisation, as underpinned by our strategic vision (Te Pae Tawhiti), with the way forward clarified through our Māori Strategy and Action Plan - Te Pae Tata.

Te Rito is one of the building blocks that support MSD's aspiration to embed kaupapa Māori into our mahi.

Want to learn more?

- <u>Te Pātaka</u> Here you can learn about He Matapihi ki Te Ao Māori our Te Ao Māori Capability Maturity Framework. You will also find learning to support your development in te ao Māori and information about leadership development for our people.
- <u>Te Ao Māori myLearning</u> Find all of the te ao Māori available in our Learning Management System (LMS).
- <u>myLearning Wall Walk</u> Here you can register for a Wall Walk course.

 Your team and community - Talk, ask questions, hear from colleagues, and invite people to share their stories and experiences of te ao Māori to grow your understanding and knowledge.

Out of scope

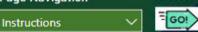


1623

Completed 2128

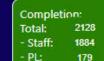
In Progress 1477

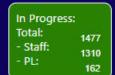
Up to 30/06/2025 3605 **Page Navigation**



Te Rito Development Dashboard







1147





Completed Number by Business Group - Up to This Quarter



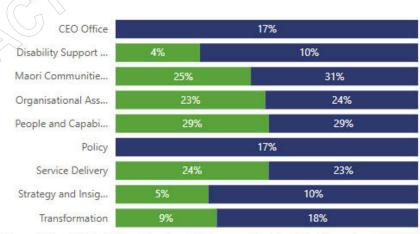


Completed Number by Regional Group - Up to This Quarter

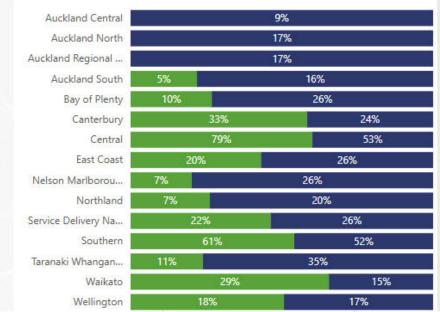


Completed Rate% by Business Group - Up to This Quarter





Completed Rate% by Regional Group - Up to This Quarter



Completed 2128 In Progress

Up to 30/06/2025 3605

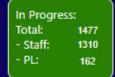
Page Navigation

Instructions

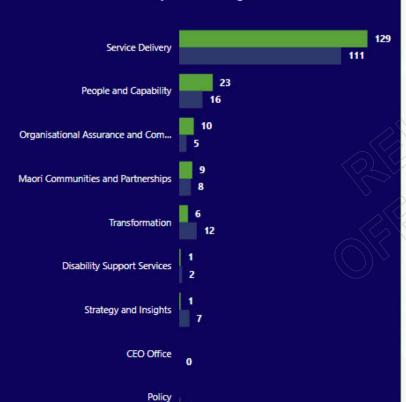
Te Rito Development Dashboard (People Leader)

Key: 9012 Employee#: 9012 - Staff: 8179 - PL: 833









People Leader Completed Number and Completion Rate (Up to This Quarter)

Group/Region Participation	Completed Jun25# In Progress Jun25#		Total People Leader	PL Completion rate%	
	1		\		
Auckland Central		2	14		
Auckland North		2	15		
Auckland Regional Office		1	9		
Auckland South		5	22	5%	
Bay of Plenty	2	4	21	10%	
Canterbury	5	3	18	28%	
Central	15	3	19	74%	
CEO Office			-1		
Contact Centre Services	16	14	80	20%	
Disability Support Services	1	2	27	4%	
East Coast	3		15	20%	
Housing and Income Support Services	29	13	82	35%	
Integrity and Debt	9	3	30	30%	
Maori Communities and Partnerships	9	8	36	22%	
Nelson Marlborough West Coast	1	5	15	7%	
Northland	1	2	14	7%	
Organisational Assurance and Communication	10	5	43	23%	
People and Capability	23	16	78	29%	
Policy		1	24		
Service Delivery National Office	25	33	108	23%	
Southern	15	7	23	65%	
Strategy and Insights	1	7	22	5%	
Taranaki Whanganui King Country	2	28/1	18	11%	
Transformation	6	12	65	9%	
Waikato	5	3	17	29%	
Total	182	160	833	22%	

Completed 2128 In Progress

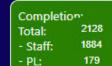
Up to 30/06/2025 3605

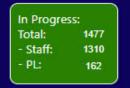
Page Navigation

Instructions

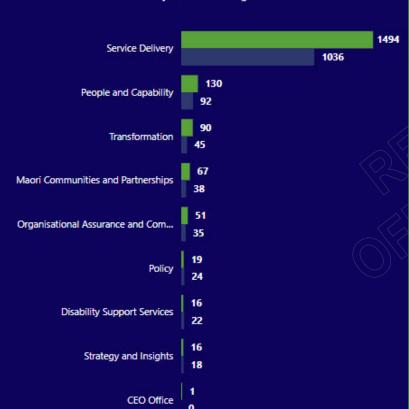
Te Rito Development Dashboard (Staff)







Completed In Progress



Staff Completed Number and Completion Rate (Up to This Quarter)

Group/Region Participation	Completed Jun25#	In Progress Jun25#	Total Staff	Staff Completion rate%
	64	5		
Auckland Central	27	47	286	9%
Auckland North	45	55	264	17%
Auckland Regional Office	10	9	58	17%
Auckland South	64	48	396	16%
Bay of Plenty	73	37	281	26%
Canterbury	69	52	285	24%
Central	82	36	156	51%
CEO Office	1		6	17%
Contact Centre Services	162	228	1126	13%
Disability Support Services	16	22	167	10%
East Coast	47	35	178	26%
Housing and Income Support Services	290	102	1001	29%
Integrity and Debt	112	44	371	30%
Maori Communities and Partnerships	67	38	217	30%
Nelson Marlborough West Coast	34	11	129	24%
Northland	39	27	194	19%
Organisational Assurance and Communication	51	35	215	24%
People and Capability	130	92	453	28%
Policy	19	24	110	17%
Service Delivery National Office	203	121	791	25%
Southern	95	59	186	51%
Strategy and Insights	16	18	156	10%
Taranaki Whanganui King Country	57	25	161	35%
Transformation	90	45	490	18%
Waikato	38	40	246	15%
Wellington	45	62	256	17%
Total	1946	1317	8179	23%

Completed 2128

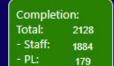
In Progress

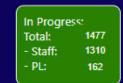
Up to 30/06/2025 3605 Page Navigation

Notes

Te Rito Development Dashboard







Completed In Progress



Completion Number Variance- This Quarter vs Last Quarter

Learning Title	Te Rito			
Short Name	Mar25#	Jun25#	Jun25vsMar25 #	
AKL Central	28	28	0	
AKL North	48	46	-2	
AKL Regional	11	11	0	
AKL South	68	68	0	
Bay of Plenty	78	77	1	
Canterbury	79	79	0	
CCS	170	189	19	
Central	98	99		
CEO	1	1	0	
DSS	18	18	0	
East Coast	52	51	-1	
Housing & Income	332	328	-4	
Integrity & Debt	120	122	2	
MCP	74	77	3	
Nelson	34	36	2	
Northland	41	41	0	
OAC	62	62	0	
PAC	151	154	3	
POL	21	20	-1	
S&I	18	18	0	
SD National	235	235	0	
Southern	119	119	0	
Taranaki	58	58	0	
TRN	91	94	3	
Waikato	46	46	0	
Wellington	49	51	2	
Total	2102	2128	26	

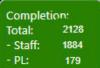
Completion Pecentage Variance- This Quarter vs Last Quarter

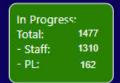
Learning Title	Te Rito			
Short Name	Mar25%	Jun25%	Jun25vsMar25 %	
AKL Central	35%	37%	2%	
AKL North	45%	45%	-1%	
AKL Regional	52%	52%	0%	
AKL South	53%	55%	2%	
Bay of Plenty	62%	65%	2%	
Canterbury	55%	59%	4%	
CCS	38%	44%	6%	
Central	70%	72%	2%	
CEO	100%	100%	0%	
DSS	40%	43%	3%	
East Coast	57%	59%	1%	
Housing & Income	71%	73%	2%	
Integrity & Debt	71%	72%	2%	
MCP	62%	62%	-0%	
Nelson	64%	69%	5%	
Northland	54%	59%	5%	
OAC	58%	60%	2%	
PAC	58%	59%	1%	
POL	44%	43%	-0%	
S&I	39%	42%	3%	
SD National	60%	61%	1%	
Southern	64%	64%	0%	
Taranaki	62%	65%	3%	
TRN	61%	63%	2%	
Waikato	50%	52%	2%	
Wellington	40%	44%	3%	
Total	57%	59%	2%	

Completed In Progress 2128 1477 Up to 30/06/2025 3605 Page Navigation
Notes

Te Rito Development Dashboard

Key: Employee#: 9012 - Staff: 8179 - PL: 833





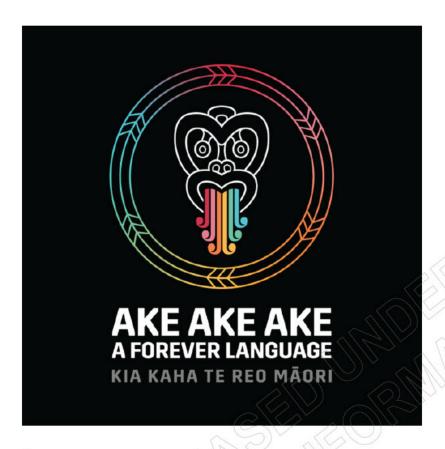
Completed In Progress



Participant & Completion Number Variance- This Quarter vs Last Quarter

Learning Title	Te Rito						
Short Name	Participant Mar25#	Participant Jun25#	Participant Jun25vsMar25 #	Completion Mar25#	Completed Jun25#	Jun25vsMar25 #	
AKL Central	80	75	-5	28	28	0	
AKL North	106	103	-3	48	46	-2	
AKL Regional	21	21	0	11	11	0	
AKL South	128	123	-5	68	68	0	
Bay of Plenty	125	119	-6	78	77	-1	
Canterbury	144	134	-10	79	79	0	
CCS	447	433	-14	170	189	19	
Central	141	138	-3	98	99	1	
CEO	1	1	0	1	1	0	
DSS	45	42	-3	18	18	0	
East Coast	91	87	-4	52	51	-1	
Housing & Income	465	448	-17	332	328	-4	
Integrity & Debt	170	169	-1	120	122	2	
MCP	119	124	5	74	77	3	
Nelson	53	52	-1	34	36	2	
Northland	76	70	-6	41	41	0	
OAC	106	103	-3	62	62	0	
PAC	260	262	2	151	154	3	
POL	48	46	-2	21	20	-1	
S&I	46	43	-3	18	18	0	
SD National	389	384	-5	235	235	0	
Southern	185	185	0	119	119	0	
Taranaki	94	89	-5	58	58	0	
TRN	150	150	0	91	94	3	
Waikato	92	88	-4	46	46	0	
Wellington	121	116	-5	49	51	2	
Total	3703	3605	-98	2102	2128	26	

Te Wiki o te Reo Maori 2024



Kia ora everyone,

It's Te Wiki o te Reo Mori from 14 to 21 September 2024 and we invite you to share your activities for this week here.

We invite you to share what you, your whnau and work whnau are up to for Te Wiki o te Reo Mori. Whether it is activities, waiata, phrases, mihi, or photos of your yummy kai.

We can accept images, and text. No need to feel whakam (shy) anything goes as long as it's work appropriate and the files are not too large.



To share an image, just open a comment, drag and drop your image and write a caption. And please, no bigger than 250Kb in size or it'll break the system and we will have to turn off the comments!

To do this, open your image, select the 3 dots (...) in the top bar, then choose 'Resize' from the drop-down menu.

Learning Te Reo Mori

Or if you are want to learn how to you pronounce the Te Reo Mori phrases in Te Pae Tawhiti – Our future, listen here. Go to the Te Pae Tawhiti – Our future sound files

Kia kaha te reo Mori

nei te transcript

Kia ora Naz (Hello Naz)

Kei te phea koe? (How are you?)

kei te pai e hoa! (I am good my friend)

Phea? (How are you?)

e pai ana, haere tonu te mahi, he tino pukumahi ahau. (Yes I am good, still working and very busy)

He Kawhe mu? (Do you want a coffee)

m wai e hoko? (Who is buying?)

Mku e hoko Naz, naku (I will buy, I will)

