

This summary engagement update highlights the main feedback and findings from our engagement with service users, and dedicated Māori and Pacific hui that took place **between 4th August and 7th September 2018** for both the investing for social wellbeing approach and the Data Protection and Use Policy.

- This is the second of two summary updates for our entire engagement programme which ran from late May until early September 2018. Our preceding summary update (part A, which covered the period 31st May to 3rd August) focused on what we heard from NGOs, regional service providers and government agencies.
- This summary engagement report highlights the feedback and findings from our engagement with service users, and from dedicated Māori and Pacific hui that took place during the second half of our engagement programme.
- Whilst the high level themes discussed at the dedicated Māori and Pacific hui are consistent with those discussed in other engagements, there were differences in emphasis. Importantly, Māori and Pacific peoples' perspectives are unique because of the different ways concepts are understood and valued in these cultures.
- During the entire 14 week engagement period, we held 83 hui in 27 locations across New Zealand, and engaged directly with 1047 people at these meetings. We also ran two online surveys and had a total of 801 responses across the two engagement topics.

## What we heard through the second half of our engagement process

### Investing for Social Wellbeing

#### Feedback from service user hui - Summary of specific themes and thoughts

Service user conversations focused on peoples' desire to have better services for themselves, their families, whānau and friends. For many people the everyday interactions they have with frontline staff (both government and non-government) shape their ideas of government. We heard that service users want to be more respected and valued, and also want to be informed about what services are available, and be able to get help in a timely and easily accessible way.

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#### Feedback from dedicated Māori hui - Summary of specific themes and thoughts

We heard a need for a collective approach to wellbeing that focuses on all aspects of a person and their whānau. Participants expressed a desire for individual, whānau and iwi to be able to define their own 'wellbeing', and be supported to achieve this. We heard that wellbeing needs to include spiritual, mental, economic, physical, cultural, educational and environmental aspects as well as social.

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### Data Protection and Use Policy

#### Feedback from service user hui - Summary of specific themes and thoughts

Service user discussions tended to be more focused towards the social wellbeing approach than on the Policy. People we've spoken with about the Policy have shared their views about data, particularly in regards to how government agencies and service providers can be more transparent about what is happening with their information, and the levels of concern people have around their information being misused.

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#### Feedback from dedicated Māori hui - Summary of specific themes and thoughts

Māori value data and information. Some but not all consider it a taonga, or something to be highly prized and regarded. Data is seen as being both personal (individual) and part of the collective. We heard from iwi groups that they want better access to raw data so it can be used to drive their own tribal insights and development. Others want to use data and research to measure how they make a difference to the lives of individuals and whānau.

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#### Feedback from dedicated Pacific hui - Summary of specific themes and thoughts

Although Pacific communities as a collective are supportive of, and willing to collaborate with one another, we heard clearly that Pacific peoples are not a homogenous group. The diversity of Pacific ethnicities, cultures, families, church and regional differences should be recognised and valued in all interactions with government, especially in service design and delivery. We heard in our hui with Pacific providers that while there are similar views, concepts, and thoughts across Pacific communities, these are not interchangeable. We also heard that government sometimes lacks the cultural awareness, knowledge, skills and relationships to appreciate these nuances, resulting in the creation of systems, solutions, and practices that don't work for all Pacific people.

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## Total numbers for the 14 week engagement process

83

Hui held in 27 locations across New Zealand

1047

Number of people we engaged with at hui

801

Responses to our two online surveys

**1848** People had their say  
Through surveys and hui during our entire engagement process



Investing for Social Wellbeing - insights from service users continued

Understanding me, my family and whānau, and community

Many people told us that when they interact with government services they often feel stigmatised, and like they are ‘just a number.’ Instead, they want frontline staff to treat them as a person and speak to them in a way that makes them feel respected and understood. In order to help build trust with services and have people feel more comfortable accessing the support they need, service users expressed a desire to have consistent on-going relationships with those frontline staff who deliver them services.

Supporting quotes from service users

*It’s about the people. There’s a culture in services where they victimise... If I go in [to my service provider] dressed in a \$500 suit, it’s going to be different if I go in how I look now.”*  
- Hui participant.



*“It’s about them understanding what you are saying. We all speak English, but we all understand it differently.”*  
- Hui participant.

Follow-up and follow through with me

People tell us that they often don’t hear back from service providers and government agencies in a timely way, if at all, meaning that people don’t get access to the support they need when they need it. People want service providers and government agencies to follow through on actions, inform them of the decisions that impact them, and be honest about when something can’t happen and why.

Supporting quotes from service users

*“Most services I have experienced are far too complicated and frustrating when you are in a situation of need. Too many cases fall through the cracks and are not followed up appropriately.”*  
- Hui participant.



*“I call up [my service provider] and I say ‘can I book an appointment with so and so’, and then you go there and they say they’re not available and refer you to someone else.”*  
- Hui participant.

Tell me what I’m entitled to

It’s important that people are informed about what services are available and what they are entitled to. People often talk about times when service providers haven’t informed them about their rights and entitlements, or told them about services and supports that could help them. People also want to work with services they can trust, for example they want to know that the people helping them have the skills to do so.

*“We need to not just understand what is available, or happening, but to interact with it knowing it is valid, trustworthy and being delivered appropriately.”*  
- Survey respondent.



*“People don’t know what the services provide, they don’t advertise it.”* - Hui participant.

Data Protection and Use - insights from service users continued

Using my information is ok – but don’t use it against me

Some service users told us they feel comfortable with their data and information being used for research and analysis to help improve services, but they don’t believe their names and other identifiable information should be required to do this. However, others feel less concerned about data collection and sharing – they have a view that the government knows everything anyway. Regardless of views on using information for research, many people have talked of their fears and worries about how data could be used against them. For example, to reduce benefits, or using it in a judgemental and stigmatising way.

Supporting quotes from service users

*“So long as there is no names, it’s important to [collect data].”*  
- Hui participant.



*“I’m not happy with my mental health team knowing my finances, but I’m happy with WINZ knowing my mental health status.”*  
- Hui participant.

Be fair and accurate with the information about me and let me know what you say

People tell us that it’s important that frontline staff accurately represent and record what they are saying. Some service users want to be able to access the information that is captured, stored and shared so they can be assured it is accurate and fair. In addition, some people feel they are not given enough information about what happens with their data.

Supporting quotes from service users

*“I think the ability of individuals to have ownership and viewing / editing of their own data— as well as a concise summary of legal requirements and protocols for organisations to refer to.”* - Survey respondent.



*“You need to be able to have access to find out what information government has on you, and who has looked at it, for all services.”*  
- Hui participant.

Format of our service user discussions



The format for service user discussions was less formal and less structured than the agency and NGO hui. Service users met in small groups and participated in facilitated discussions where they were guaranteed anonymity, encouraged to share stories, experiences, and thoughts that relate to the investing for social wellbeing approach and Data Protection and Use Policy.

Māori specific themes and thoughts continued

**Māori desire better relationships with the Crown as Treaty partners, providers and service users**

There was a strong position that underpinned the Māori-specific hui - Māori are not just partners, they are Treaty partners. Partnerships between iwi, Māori, the Crown, and government agencies are nuanced and complex. The relationship between iwi and the Crown as a Treaty relationship is different to the relationship between Māori social service providers and government agencies as funders of services. Māori want the Crown and government agency representatives to recognise these differences. Participants believe that all of these relationships should follow treaty principles, though their experience is that they don't always.

**There is a lack of trust in the relationship between Māori and the Crown**

For historical reasons, many Māori do not trust the Crown. This notion came through in the conversations with participants at our hui and the concept of trust permeated the more detailed discussions around the investing for social wellbeing approach and data protection and use.

One of the solutions suggested to improve the relationship between Māori and the crown and to build trust was to ensure that Māori are 'co-deciders', not just 'co-designers'. Māori want to be included in the decisions that will impact them, and this has implications for the implementation of an investing for social wellbeing approach and the Data Protection and Use Policy.

**A collective approach to wellbeing**

The concept of whānau ora is an inherent part of Te Ao Māori, and there is a shared view that this is a necessary part of the government's social wellbeing model. The Whānau Ora programme was used as an example of where participants consider that individuals, whānau and iwi have the ability, and are supported to define their own wellbeing. Participants noted that there is much to learn from this approach and government needs to examine and build on the experiences of what is working. This view was shared by both Whānau Ora providers and other Māori service providers.

We heard that the "health of relationships" is a measure of wellbeing. Participants referred to the "health" of interpersonal and whānau relationships as well as those between iwi, Māori providers, the Crown, and government agencies.

**Information and data sovereignty**

A strong theme that came through was that of Māori data sovereignty. We acknowledge this matter is being explored by the Government Statistician in her work on data system governance. We heard a clear message from Māori (Māori academics, iwi leaders and providers) that they want to see Māori involved in governance decisions, and to have oversight of how data specific to Māori and their development is used and protected.

**Supporting quotes from participants of dedicated Māori hui**

*"How do we change the mindset [of government], so that Māori interests are valued?"*



*"A bold change from the government is required - way it thinks, operates. Māori are ready to be part of, to be involved in creating something new, something better for everyone."*

*Māori/Crown relationship – we understand the nature of it but government agencies do not as [they are] still working with us as just providers rather than Treaty partners. As partners we need to hold government accountable."*

Pacific specific themes and thoughts continued

**Pacific leadership and influence is needed at all levels**

There is a strong belief that the answers and solutions to issues affecting Pacific communities can be found within those communities – 'E fofo e le alamea le alamea.' We heard that solutions for Pacific people should be created by Pacific people.

There is a call for greater self-determination and a stronger role in decision-making at all levels, including setting government priorities in relation to Pacific people, service design and implementation, and the collection and use of data. Pacific people want a 'seat at the table', to be empowered to design solutions, and be involved in making decisions that affect their communities.

**Partnerships and relationships are everything**

Partnerships and relationships are central to Pacific peoples' ways of relating and being. Concepts, such as Va, which are all encompassing, multidimensional, and sacred, sit at the heart of a Pacific approach to life and wellbeing. This spiritual dimension differentiated our discussions with Pacific groups from other engagements and this concept needs acknowledgment in the wellbeing approach.

**Wellbeing is a broad concept - it should have family units at the centre**

Acknowledging that diversity exists within Pacific communicates and developing capability to respond to diversity is critical to implementing an investing for social wellbeing approach.

Participants in the Pacific engagements emphasised the multidimensional nature of wellbeing – as with the Māori specific hui, we heard that spiritual, emotional, economic, physical, cultural, educational and environmental are essential aspects of wellbeing – and the importance of having family, community, church and relationships at the centre. Thinking in this way is an intrinsic part of Pacific world views and was a cornerstone of many other aspects of the discussions.

**Supporting quotes from participants of dedicated Pacific hui**

*"Wellbeing from a Pacific point of view strongly involves a spiritual aspect as well as that [of] family and community wellbeing."*

*"Is this about the individual or the family unit? Because government funds for individuals even when they live in [Pacific peoples] families."*

*"Say people centred but then introduce models from overseas rather than develop the local solution and put money into evaluating what we are already doing with our people."*

*"Review social wellbeing holistically – needs to be defined and understood what holistic wellbeing is for Pasifika, by Pasifika."*

*"Empower Pasifika, families, communities with the right knowledge in the right mediums."*

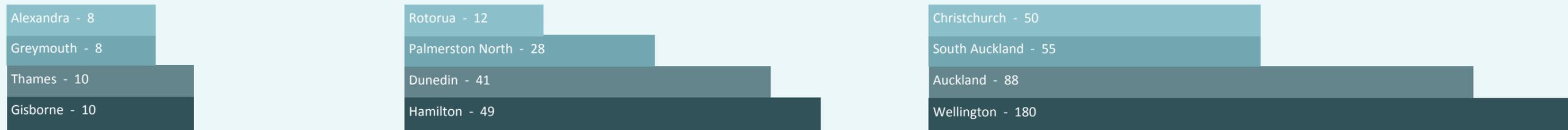
Our surveys - how many people responded?

We conducted two surveys which ran throughout the 14 week process and we received a total of 801 responses. The surveys were on the two main topics, investing for social wellbeing and the safe use of data. People were able to respond either as service users, or service providers/government agencies. We called on partner organisations to help promote the surveys through their own communication channels. The nature of the survey design meant that the range and detail of responses varied.

Hui numbers - how many hui were held between 4th August and 7th September?



The locations - where did we hold hui throughout the second half of our engagement and how many people attended each one?



What's next? - where do we go from here?

We are currently writing a report that we will release publicly before the end of the year. This report will summarise everything we heard across all of the different groups who participated in our engagement, either through attending hui or responding to our surveys between late May and early September 2018. This report will highlight key concepts and subjects that different groups raised and placed emphasis on, and it will also highlight the common themes across both the investing for social wellbeing and data protection and use topics. This report will be a final summary that builds on what we have reported in our two Summary Engagement Dashboards (part A, and this update part B).

We are also in the process of developing a report to Cabinet on the investing for social wellbeing approach. This report called Building Wellbeing is aiming to be reported to Cabinet before the end of the year. We are also continuing to develop components that will make up the Data Protection and Use Policy. This development work currently underway for the Policy will continue until March 2019, at which point we will take the draft Policy to Cabinet. Following this Cabinet report we will reach out and engage people and organisations across the social sector to provide feedback on the tools and guides that make up the Policy, and discuss how we will go about implementing it. This will occur in the second quarter of 2019.

Who did we hold hui with between 4th August and 7th September? Here's a look at just some of the organisations that were represented in our engagement schedule

