

A look at the engagement

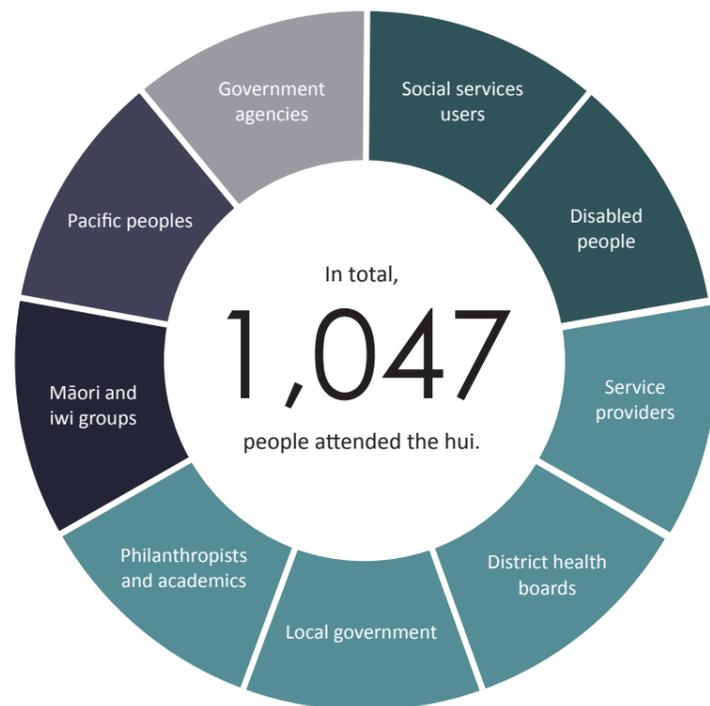
The government wants to develop a new way of working with communities to support New Zealanders to live the lives they aspire to, and to build peoples' wellbeing (the investing for social wellbeing approach). The government is also developing a policy to provide clear guidance on how personal information can and can't be used in the social sector (the Data Protection and Use Policy).

Hon Carmel Sepuloni, the Minister for Social Development wanted to know what you think about these topics, so she asked the Social Investment Agency to talk with people who use, provide or work with social services.

To achieve this, we ran an engagement process over 14 weeks between 31 May and 7 September, 2018.

How did we engage?

The engagement process involved 83 hui in 27 locations across New Zealand. We also conducted two online surveys.



What happens next?

What you told us will inform the Government's approach to investing for social wellbeing. We will let you know more once the Government has considered its approach.

Your feedback is also being used to inform a Data Protection and Use Policy. We plan to take the draft policy to Cabinet in early 2019, and we will follow this with a public consultation process.

Explore what we heard in more detail:

The full findings report from the engagement is available at:

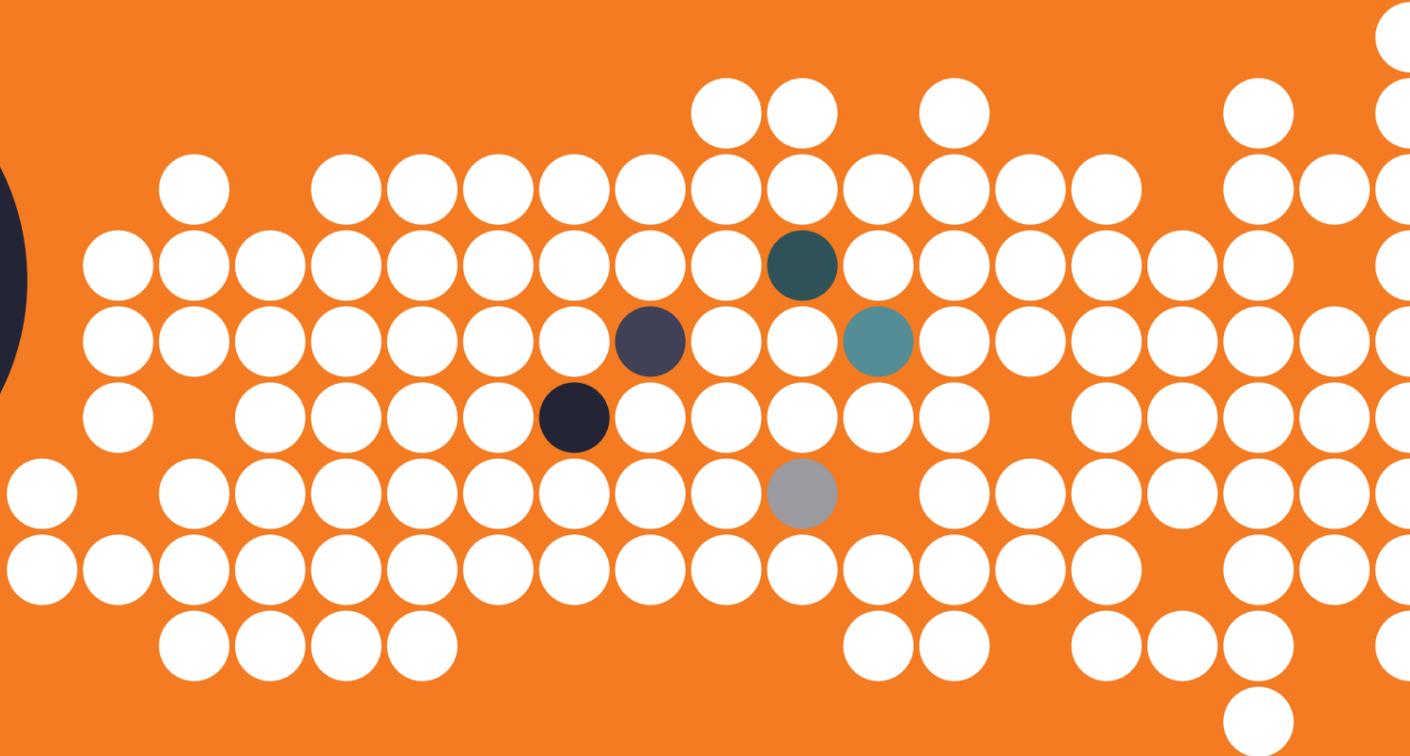


sia.govt.nz/your-say/findings

What you told us

Findings of the 'Your voice, your data, your say' engagement on social wellbeing and the protection and use of data

"HOW are you going to do it? That's a really important piece. Unless there's a whole new way of HOW – nothing will change."



You talked and we listened

Across the entire engagement, we consistently heard five themes that are relevant to both the investing for social wellbeing approach and the Data Protection and Use Policy.

We heard that you want us to:



Establish a different kind of relationship across the sector

We heard that there is a need to establish a new kind of relationship within the sector between government, providers and service users. You expressed a desire to see behavioural and cultural change in the way the social sector is working.



Enable locally-led solutions to deliver services that work

You want better social services that meet peoples' needs. You told us that this requires listening to people, and empowering communities to design and deliver local solutions. We heard that there is no 'one-size-fits-all' approach to service delivery and current approaches are often not meeting the needs of individuals and their whānau.



Develop funding and contracting models that promote innovative practice

We heard that funding and contracting models are one of the key barriers to providing better services that help improve peoples' lives. You told us that you want flexibility for providers to try new things and work with families and whānau in a more holistic way. We heard a desire for longer-term contracts, funding for the full costs of service delivery and less onerous reporting requirements.



Build the skills, experience and capacity of the workforce to implement a wellbeing approach

You told us that training and skills development is needed to support the behavioural and cultural change you are looking for. Providers want adequate funding to recruit and train staff, and guidance on collecting and sharing personal information, and training in the use of data.



Ensure sharing data, information and insights is a two-way street for all those involved

We heard that you want to know how information is used and the insights gained from it. Service providers want access to data to undertake their own research and inform service planning. Service users want to understand how their personal information is used and shared.

What service users told us

You shared your personal experiences of social services, both good and bad. You told us that you want to be listened to, and treated with dignity and respect by government agencies and service providers. You also want services that are tailored to meet your needs, rather than a 'one-size-fits-all' approach.

"The [named provider] psychologist gave my son one-on-one attention which was successful and I noted that the psychologist spoke and behaved as if he cared. This is what made the difference for my intelligent son."

You want to be involved in decisions that affect you. You are also looking for the 'system' to be more joined up so it is easier to access support and you don't have to keep providing the same information to different staff or providers. You also want to know why your information is being collected and how it is being used.

"Not needing to repeat the same information over and over. Not getting requests for more information because it has already been provided elsewhere. Less wasting of time due to duplication."

"They could tell you what they need all these forms for and what they do with all the information when they get it from you."

"Nothing about us, without us."

What regional service providers told us

You are looking for a change in culture across the system. You emphasised a need for government to work more closely with providers. You told us that you want communities empowered to develop locally-led solutions. You support a person-centred approach that puts people at the heart of everything government and providers do.

"Understanding the context of people's lives [is] key to understanding how to help them."

You told us that providers need more staff, more training, and more time to support people to make lasting changes in their lives. You are looking for greater flexibility in contracts, longer-term and less competitive funding arrangements with less onerous reporting requirements, so that you can innovate and try something new.

"Turning the Titanic' – will take a long time to shift – not just shifting government, but also how people measure success and happiness."

"Asked to be innovative, invest in training and application, but funder still funding old model outputs etc."

You identified a need for a principled approach to the collection and use of personal information. You want to see a 'two-way flow' of information between government and service providers.

"Simple principles would be more useful than laws."

"Keep it local, build trust, have faith in us and let us prove it by doing. Create an enabling environment rather than a prescribed environment."

Māori perspectives

For Māori, trust in government is a key issue, and very much influenced by what has happened in the past. Māori are looking for a true partnership with the Crown and government, based on Treaty of Waitangi obligations and principles. You told us that Māori want to be actively involved in decision-making and not simply 'have a say'.

You identified a need for a collective approach to wellbeing that is centred on the whānau, not just the person. You told us a holistic, more aspirational approach is required, which looks at all aspects of wellbeing and the whānau's desired goals, not just what is 'going wrong'.

"Iwi are not just any old stakeholders. We are Treaty partners."

You emphasised that any data gathered needs to be used, interpreted and understood with reference to Māori priorities, values and worldviews. This requires involving and developing Māori researchers and analysts. Some of you want better access to raw data and information held by government agencies.

"Honesty of purpose is our tikanga and kawa."

Pacific perspectives

You told us that strengths-based and holistic approaches to wellbeing are important, and that we need to recognise the diversity in what constitutes 'wellbeing' in different Pacific communities and families. We heard that Pacific peoples are looking for better relationships with government and to be empowered to develop solutions for their communities.

"Need to focus on and maintain what's going well e.g. the work we do to keep our kids off the radar. We need to avoid expressing those ideas in the language of deficit and need."

You support the use of a wider range of information to inform decision-making, and that personal information should only be collected and used if it contributes to a person's wellbeing or the wellbeing of the community. You are looking for clear and simple explanations for people about why their personal information is being collected and how it will be used.

"Holistic wellbeing is 'Pasifika' by Pasifika."

What government agencies and other national organisations told us

You are particularly interested in how the investing for social wellbeing approach will be implemented, and what it means in practice. You want to know what it means for your agency and how you work with others. You emphasised the extent of change needed across the sector, and the need for a good change management plan.

"This is either a fundamental change of the machinery of government OR it's principles that agencies aspire to within the existing system. So which is it?"

You told us that developing a shared understanding and strengthening data practices require government agencies to improve their relationships with providers and communities. Agencies need to build trust, and be prepared to 'co-design' systems for collecting and using data so they meet everyone's needs.

"There is sometimes a tension between what we collect based on international reporting and what's important on the ground."