

8 October 2021

9(2)a

Reporter

Stuff.co.nz

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Tēnā koe 9(2)a

Official Information Act Request

Thank you for your email of 16 September 2021 in which you request information about the Social Wellbeing Agency's Māori language strategy. A copy of the text in your email request is attached.

The Social Wellbeing Agency has a Māori Language Plan. The plan was launched alongside Te Taura Whiri | Māori Language Commission during Te Wiki o Te Reo Māori 2019 and aligned with the Public Sector Act and te Maihi Karauna. It has now been incorporated into our Māori Capability plan, Te Aho Kura.

Te Aho Kura explains and supports engagement by encouraging staff to utilise pepeha and karakia to build whakawhanaungatanga in engagement situations, and to use te Reo and Te ao Māori where appropriate. Te Aho Kura's approach is to increase the capability of all staff informally rather than through formal training.

We have a range of informal kaupapa run internally by our Pou Māori (Māori Advisor). This Kaupapa helps to normalise te reo Māori in the workplace and includes:

- Basic Te Reo Māori classes
- Roopu Waiata – an informal waiata group who meet once a week to learn and sing waiata
- Training and resources provided by our Pou Māori on how to say a basic pepeha and three different karakia.

I have attached both our 2019/2020 Maihi Karauna plan and our Te Aho Kura plan for your information.

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

Please note that this response, with your personal details removed, will be proactively published on our website 30 days from today.

Nāku iti noa, nā



Josh Logan

Advisor – Office of the Chief Executive

Attachment 1 Copy of Request

Tēnā koe e hoa mā,

Ko 9(2)a tōku ingoa, I'm a reporter for Stuff's Pou Tiaki department.

Kia pai te wiki o te reo Māori :)

I'm emailing because I'm looking for information in regards to the Māori Language Plans that were to be developed by every public service by June 2021.

Is the service subject to the language plans.

If so, when was the language plan registered, and what commitments have been made to help normalise te reo Māori in the plans?

It would also be great to receive a copy of each service's language plans.

Feel free to call me if you need further details.

Ngā mihi,

9(2)a

Attachment 2 Copy our SWA's Maihi Karauna plan Te Aho Kura plan

Proactive Release Authorised
by the Social Wellbeing Agency

WHAT OUR TE AHO KURA FINDINGS TOLD US:

- 70% of respondents rated their level of Māori pronunciation as either 'basic' or 'fair'
- 97% of respondents showed interest in learning more about te reo Māori

- "We need people with knowledge and understanding of Māori social, cultural and economic wellbeing factors, who understand what's important and how it differs from current types of measurement"
- 97% of respondents show interest in learning more about Māori-Crown relations

- 97% of respondents showed interest in learning more about tikanga Māori
- 66.6% of respondents 'strongly agree' that "being able to understand te reo Māori and tikanga Māori has a role in helping to solve Māori social issues"

OUR FOCUS

MĀTAURANGA

IDI stats tell us situations for Māori are far worse than Pākēhā in the following key areas:

- Unemployment, 2017 – 9% v 3.5%
- Benefit recipients of working age, 2019 – 16.8% v 3.5%
- Children in state care, 2017 – 1.21% v 0.19%
- Education, 2017 – achieving NCEA Lv 2 - 68% v 84%; Gaining UE - 19% v 45%

We will work on building our skills and knowledge of tikanga Māori, te reo Māori, Māori history and Māori worldview so that we may understand better the story of the people behind these numbers.

MAHITAHĪ

"Māori are looking for true partnership with government, to reflect the Treaty of Waitangi". Māori want to be at the decision-making table. Māori want to implement their own measurements of success and wellbeing, implement their own "for Māori by Māori" services, and own their own data for planning and development purposes.

Relationships are important to Māori and we will work on building skills in effective engagement with Māori, ensuring our engagements are more than just 'getting in and out'.

MANAAKITANGA

Manaakitanga is based on a mana-enhancing principle - to care, to support, to protect, to enhance; and is a key determinant of the mana of a Rangatira and their hapu. Our people need to understand the importance of Māori-Crown relations, tikanga Māori, Māori worldviews, and how this influences the work we do in the public sector and the social wellbeing of many New Zealanders.

We will work on building empathy and understanding of Māori values so that we can implement these values in our work.

OTHER ACTIVITIES

OUR ACTIONS

ACTIONS

- Te Wiki o Te Reo Māori (9-15 September 2019)
- Te Aho Kura in-house Te Reo and Tikanga course (November 2019)
- Regular update on course activity to ELT
- Course Schedule – referenceable by other agencies
- Kupu List – 100+ kupu designed to help build te reo vocabulary

Lead Team

Uekaha Douglas // Te Atawhai Tibble

ACTIONS

- Te Aho Kura Mahitahi clinic – 1 hour open session every fortnight (starts 1 Sep 2019)
- Te Arawhiti Engagement Seminar (March 2020)
- Te Aho Kura Research & Analytics Guidelines (Aug - Sep 2019)

Lead Team

Te Atawhai Tibble // Uekaha Douglas

ACTIONS

- Treaty 'Wall Walk' with Dr Simone Bull (30 Sep 2019)
- Guest speaker on Māori Data Sovereignty (Nov 2019)
- Guest Speaker on Māori Wellbeing (Feb 2020)
- Conscious Conversation development session with Dr Matthew Farry (TBC)

Lead Team

Te Atawhai Tibble // Uekaha Douglas

- Quarterly updates of progress against strategic plan provided to the Board and our people
- Presentations to ELT to keep them updated

OUR MEASURES OF SUCCESS

- 85% of our organisation can say their mihi and 10 key Māori phrases
- 85% of our organisation have completed the Treaty 'Wall walk' course
- SIA has a waiata that our organisation knows and can sing



- 85% of our organisation attended the Te Arawhiti Engagement seminar
- We have built an understanding of how to effectively engage with Māori
- We have secured new Māori stakeholders
- We successfully consider Māori perspectives in our research and analysis
- Maori Data Sovereignty is incorporated into our IDI
- Successfully integrated with Tatou – 15-30mins reserved for Te Aho Kura matters

- 85% of our organisation attended the Māori Data Sovereignty seminar
- 85% of our organisation attended the Māori Wellbeing seminar
- 85% of our organisation attended the Conscious Conversation development session
- We build empathy within our organisation
- We understand and value tikanga Māori

- Reporting process is developed
- Board and our people know about our progress

OUR GOALS

OUR ACTIVITIES

OUR TASKS

OUR MEASURES OF SUCCESS

GOAL 1 – KIA RERE We will learn more te reo Māori

Te Konohete

We will perform in Te Konohete 2019.

Waiata Group

We will utilise the Waiata group to teach songs that help build vocabulary and cultural knowledge relevant to our work.

Te Reo collateral

We will provide collateral that reinforces the vocabulary and cultural knowledge relevant to our work, as well as prepare ourselves for Te Konohete.

Te Reo, Tikanga, Culture sessions

We will hold quarterly sessions that reinforce and extends the vocabulary and cultural knowledge relevant to our work, which is also consistent with our goal to perform at Te Konohete.

To enable this the team will:

- Sign-up for Te Konohete
- Ensure our organisation knows the dates, format and expectations
- Set-up Waiata Group
- Develop the curriculum (songs, words and language)
- Schedule and run Waiata Group practice sessions
- Develop collateral consistent with the curriculum
- Develop reo, tikanga, cultural sessions consistent with the curriculum

SIA is committed to learning more te reo Māori relevant to our work.

Our success measure is:

- 85% of our organisation have a mihi, pepeha and a range of key phrases and are actively learning them

GOAL 2 – KIA TIKA We will pronounce te reo Māori properly, and use it correctly

Waiata Group

We will utilise this group to help build our pronunciation skills as it relates to the vocabulary and cultural knowledge relevant to our work as well as helping to prepare ourselves for Te Konohete.

Te Reo collateral

We will provide collateral that helps build our pronunciation skills.

Te Reo, Tikanga, Culture sessions

We will hold quarterly session that reinforce our pronunciation skills and extends the vocabulary and cultural knowledge relevant to our work, in a manner that is also consistent with our goal to perform at Te Konohete.

To enable this the team will:

- Use the Waiata group to teach staff how to correctly pronounce the curriculum (songs, words and language)
- Develop curriculum collateral that helps staff correctly pronounce the curriculum (songs, words and language)

SIA is committed to improving our pronunciation and using it correctly.

Our success measure is:

- 85% of our organisation have attended a workshop (including the waiata group) that enables them to pronounce māori words correctly

GOAL 3 – KIA MĀORI We will use te reo Māori more across the workplace

Te Konohete

We will perform in Te Konohete 2019.

Te Reo, Tikanga and Culture in action

We will learn and use karakia, pepeha, waiata, key greetings and phrases and key Māori words relevant to our work, as appropriate.

To enable this the team will:

- Identify and make available opportunities to utilise the curriculum
- Develop a whakatau policy and approach
- Prepare staff for situations when they may need to mihi, karakia or waiata

SIA is committed to using te reo Māori more across the workplace.

Our success measure is:

- 85% are using māori greetings, mihi, pepeha or karakia in their work

Te Aho Kura – The Special Thread

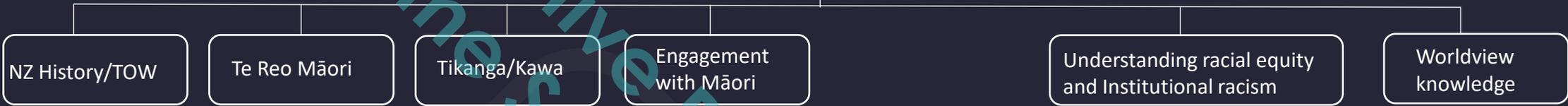
**Toi Hau Tāngata –
The Social Wellbeing Agency Internal
Māori Cultural Capability Program**

June 2021

Produced by the Social Wellbeing Agency
Released Authorised



TE ARAWHITI – WHĀINGA AMORANGI



TE AHO KURA STRATEGIC PLAN

Manaakitanga - Empathy

NZ History/TOW

- Wall Walk
- Team-focused wānanga

Tikanga/Kawa

- Organisation Culture & Processes
- Karakia, Whakatau, Mihimihi/Pepeha
- Wānanga– How this applies to my mahi

Matauranga – Knowledge & Skills

NZ History/TOW

- Wall Walk
- Team-focused wānanga

Te reo Māori

- Pepeha/Mihimihi
- Karakia
- Whakataukī

- Celebrations:
 - Matariki
 - Waitangi Day
 - TWoTRM
- Waiata
- 100 Kupu

Mahitahi – Engagement/Partnership

Engagement with Māori

- Engagement Wānanga
- Ally Training
- Marae Science
- The 5 Wai's

Guest Speakers

- Te Tihi o Ruahine
- Otangarei
- Ngāti Maniapoto

Competency area	NZ History/Te Tiriti o Waitangi	Te Reo Māori	Tikanga/Kawa	Engagement with Māori
Aspirations <i>Where you want to be on the maturity model</i>	Confident	Confident	Confident	Confident
Outcome statement <i>What you aspire to accomplish</i>	<p>The Treaty of Waitangi/Te Tiriti o Waitangi and the history of Māori-Crown relations is recognised and understood within this agency. It helps to inform our mahi – the type of mahi we do and how we do it. Our staff are confident enough to raise issues concerning the Treaty in their mahi.</p>	<p>Te Reo Māori is seen as a language all New Zealanders can value, including all our staff. It is something seen, heard, sung and read in our everyday office life.</p>	<p>Our agency adopts internal tikanga/kawa practices, and is also confident stepping out and practicing tikanga/kawa outside of the office (e.g. Pōwhiri, tangihanga etc.).</p>	<p>Our agency is confident and equipped with the knowledge, skills, and processes to engage with Māori effectively. We endeavour to engage with Māori stakeholders directly as soon as possible, so as to initiate a co-designing process from the get-go</p>
Action <i>How you will get to your aspiration</i>	<p>Staff attend treaty-focused team workshops that look at how the treaty specifically affects their mahi.</p> <p>Develop enhanced knowledge around Māori Data Sovereignty</p>	<p>Staff participate in beginners te reo Māori classes – Pronunciation, pepeha, karakia.</p> <p>Create a learning environment where staff are comfortable giving te reo a go.</p>	<p>Staff attend a wānanga/noho marae where we build understanding of tikanga/kawa e.g. Pōwhiri, whakatau, waiata, pepehā etc</p>	<p>Staff participate in some form of engagement training where knowledge and skills are continued to be developed. Internal processes are developed, used and reviewed for input.</p>
Measure <i>How you will know when you get to your aspiration</i>	<p>75% of Staff attend treaty-focused team workshops that look at how the treaty specifically affects their mahi.</p> <p>50% of staff understand Māori Data Sovereignty and the kōrero behind it</p>	<p>85% of staff participate in beginners te reo Māori classes – Pronunciation, pepeha, karakia.</p> <p>Create a learning environment where staff are comfortable giving te reo a go.</p>	<p>75% of staff attend a wānanga/noho marae where we build understanding of tikanga/kawa e.g. Pōwhiri, whakatau, waiata, pepehā etc</p>	<p>75% of staff participate in some form of engagement training where knowledge and skills are continued to be developed.</p> <p>Internal processes are developed, used and reviewed for input.</p>
Timeframe <i>When you will complete action by</i>	June 2022	June 2022	June 2022	June 2022

<u>Competency areas</u>		<u>NZ History/Te Tiriti o Waitangi</u>	<u>Te Reo Māori</u>	<u>Tikanga/Kawa</u>	<u>Engagement with Māori</u>
<u>Organisational aspiration</u>		<u>Confident</u>	<u>Confident</u>	<u>Confident</u>	<u>Confident</u>
<u>Outcome Statement</u>		Te Tiriti o Waitangi and the history of Māori-Crown relations is recognised and understood within this agency. This understanding helps inform our mahi – the type of mahi we do and how we do it.	Te Reo Māori is seen as a language all New Zealanders can value, including all our staff. It is something seen, heard, sung and read in our everyday office life.	Our agency adopts internal tikanga/kawa practices, and is also confident stepping out and practicing tikanga/kawa outside of the office (e.g. Pōwhiri, tangihanga etc.).	Create space for discussions about lessons learned from engagement focusing on how feedback has been used and impacts are enhanced.
A C T I O N	<i>Comfortable</i>	Staff participate in the Wall Walk course and breakdown session with Q+A.	Staff participate in beginners te reo Māori classes – Pronunciation, pepeha, karakia. Create a safe learning environment	Our agency adopts internal tikanga-based practices e.g. karakia, whakatau, pepehā which staff understand	Socialise engagement tools provided by our former Chief Māori Advisor, Atawhai Tibble: <ul style="list-style-type: none"> The 5 Wais Marae Science
	<i>Confident</i>	Staff attend treaty-focused team workshops that look at how the treaty specifically affects their mahi. Set-up a section of Māori literature in the office	Staff participate in Intermediate te reo Māori classes/Kura reo. Provide opportunities for staff to practice te reo.	Staff attend a wānanga/noho marae where we build understanding of tikanga/kawa e.g. Pōwhiri, whakatau, waiata, pepehā etc	Staff participate in some form of engagement training where knowledge and skills are continued to be developed.
	<i>Capable</i>	SWA creates a Treaty position statement that helps guide our mahi – What we do and how we do it. Develop enhanced knowledge around Māori Data Sovereignty.	Staff participate in advanced te reo Māori classes/Kura reo. Provide opportunities for staff to dialogue in te reo	Staff are able to step in and perform appropriate karakia, waiata, mihimihi when called upon for internal tikanga processes	Create a system of reporting feedback from Māori partners/stakeholders Māori internship program in to our Advisory services team – train up Māori Data Scientists
M E A S U R E	<i>Comfortable</i>	85% of staff participate in the Wall Walk course	85% of staff participate in beginners te reo Māori classes – Pronunciation, pepeha, karakia. Create a safe learning environment	Our agency adopts internal tikanga-based practices e.g. karakia, whakatau, pepehā which 85% of staff understand	Socialise engagement tools provided by our former Chief Māori Advisor, Atawhai Tibble: <ul style="list-style-type: none"> The 5 Wais Marae Science
	<i>Confident</i>	Teams develop a Treaty action plan – How each team will incorporate the treaty in to their work programme.	75% of staff participate in Intermediate te reo Māori classes/Kura reo. Provide opportunities for staff to practice te reo.	75% of staff attend a wānanga/noho marae where we build understanding of tikanga/kawa e.g. Pōwhiri, whakatau, waiata etc	75% of staff participate in some form of engagement training where knowledge and skills are continued to be developed.
	<i>Capable</i>	SWA has a Treaty position statement that helps guide our mahi – What we do and how we do it.	60% of staff participate in advanced te reo Māori classes/Kura reo. Provide opportunities for staff to converse in te reo	60% of staff are able to step in and perform appropriate karakia, waiata, mihimihi when called upon for internal tikanga processes	Create a space for discussions and a system of reporting feedback from Māori partners/stakeholders. 75% of staff have been involved in a kaupapa Māori project
<u>Timeframe</u>		February 2022	April 2022	February 2022	June 2022

January 2021							February 2021							March 2021						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
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31																				

April 2021							May 2021							June 2021						
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July 2021							August 2021							September 2021						
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11	12	13	14	15	16	17	15	16	17	18	19	20	21	12	13	14	15	16	17	18
18	19	20	21	22	23	24	22	23	24	25	26	27	28	19	20	21	22	23	24	25
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October 2021							November 2021							December 2021						
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31																				

January 2022							February 2022							March 2022						
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April 2022							May 2022							June 2022						
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10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25
24	25	26	27	28	29	30	29	30	31					26	27	28	29	30		

July 2022							August 2022							September 2022						
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3	4	5	6	7	8	9	7	8	9	10	11	12	13	4	5	6	7	8	9	10
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October 2022							November 2022							December 2022						
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23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31
30	31																			

- Waiata Group
- Te Reo Māori
- Te Wiki o Te Reo Māori
- Wall Walk
- Treaty
- Engagement
- Te Aho Kura Survey
- Tikanga or Marae-visit

	Waiata group	Te Reo Māori	Te Wiki o Te Reo Māori	Tikanga	NZ History/TOW	Engagement	Te Aho Kura Survey
What?	<ul style="list-style-type: none"> Waiata sessions Waiata performance 	<ul style="list-style-type: none"> Basic te reo Māori classes (pepehā, karakia) Basic everyday words and sentences 	<ul style="list-style-type: none"> Waiata group performance + kai Guest speaker Showcase SWA video 	<ul style="list-style-type: none"> Noho marae Team-focus on tikanga and our mahi Agency-wide MDS workshop 	<ul style="list-style-type: none"> Agency-wide Wall Walk Treaty wānanga (teams) Māori literature section (office) 	<ul style="list-style-type: none"> Agency-wide workshop on Engaging with Māori Create tools and collateral 	<ul style="list-style-type: none"> Baseline survey + track progress on Te Aho Kura (2022)
Purpose	<ul style="list-style-type: none"> Uplifting Improve pronunciation and ear for te reo Māori 	<ul style="list-style-type: none"> Help revitalise te reo Māori Helping to engage with Māori communities 	<ul style="list-style-type: none"> Celebrate te reo Māori Showcase what we have learnt 	<ul style="list-style-type: none"> Understand tikanga and how it influences our mahi 	<ul style="list-style-type: none"> Give us an understanding and perspective on NZ History and Māori-Crown relations 	<ul style="list-style-type: none"> Provide tools to help us with engaging effectively with Māori 	<ul style="list-style-type: none"> Track progress Sense of what staff want to focus on next
Who is involved?	<ul style="list-style-type: none"> Open to everyone 	<ul style="list-style-type: none"> Open to everyone Ue to tutor 	<ul style="list-style-type: none"> For everyone to celebrate Waiata group to perform Showcase SWA in a video 	<ul style="list-style-type: none"> Team-focused and agency-focused Ue + facilitator 	<ul style="list-style-type: none"> Whole-agency Incoming staff Dr Sim Bull (co-ordinator) 	<ul style="list-style-type: none"> Whole-agency Facilitator 	<ul style="list-style-type: none"> Whole-agency Ue to design survey
When + Where?	<ul style="list-style-type: none"> Every Tuesday morning 9.15-10am 	<ul style="list-style-type: none"> The month of August (2021) and April (2022) Fortnightly classes from October onwards 	<ul style="list-style-type: none"> September 13-17 Different locations within the office 	<ul style="list-style-type: none"> Marae-visit 	<ul style="list-style-type: none"> Dec 13 (agency-wide) May 11 (new incoming staff) 	<ul style="list-style-type: none"> September 15 (SWA office) February 2 (Marae-visit: Massey Uni) 	<ul style="list-style-type: none"> Office (online)
Cost	No cost	<ul style="list-style-type: none"> Basic collateral + resource = \$2,000 	<ul style="list-style-type: none"> Celebration kai = \$100 Guest speaker = \$450 	<ul style="list-style-type: none"> Noho marae = \$2000 Facilitated workshop = \$5000 	<ul style="list-style-type: none"> Wall Walk + venue & kai = \$3500 	<ul style="list-style-type: none"> Half-day training = \$3,000 Collateral tools = \$500 	<ul style="list-style-type: none"> AskYourTeam subscription (active)
Total = \$16,500							