Te Hikoi o Toitū te Waiora High Level Overview

TOITŪ TE WAIORA
Community, Health, Education
and Social Services
Workforce Development Council

Strategic Intro – Tania Pritchard

Our national Te Hikoi o Toitū te Waiora commenced in Christchurch on 6 October 2022, since then we have completed 11 hui around Aotearoa. The 11 hui have seen engagement of more than 280 members of the Disability Community, Iwi Māori, Kura, Pacific Community, Industry and Government Agencies.

Insights from the hui is gained through careful facilitation to capture the best knowledge from that region to add to the national picture. Shortly after the hui we provided a Summary Dashboard *(attached to appendices),* given back to the participants from that area, a high-levelled view of the data received. This was to ensure that we offered timely follow-up, heard their voices, listened to industry and gave ability for them to feedback. The feedback of participants was to ensure we had not missed their voice or opportunities and offered the facility *(Smartsheet platform discussed in 6.3 Impact Measures)* to request future engagement around barriers identified, what is working well and how we can build on that in partnership. The comments received upon presenting the summary dashboard where positive and currently over 50 participants have requested to continuing with engagement to work through a solution-based approach to some of the barrier's vocational education face.

The deeper dive into the data will be face to face (virtual or live meeting) with participants from that area who wish to engage further, however results will be available to all participants of the hui. We have drafted an insights reports when returning to the regions a case study example of this report is attached in the appendices, *(attached appendices of sample report)* along with raw data to go back to the participants for in-depth discussion.

We note this combined overview of the high-level data, does not necessarily represent every area. That each region identified barriers and enablers that they faced which were not necessarily overarching barriers or enablers for that region. Rather this has been represented from a national perspective of the 11 hui.
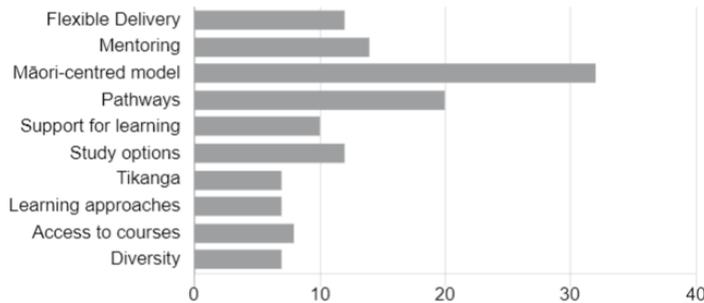
Overview of patai and hui data

Patai 1. What support is required within your region to ensure a sustainable workforce e.g., Wi-Fi, transport
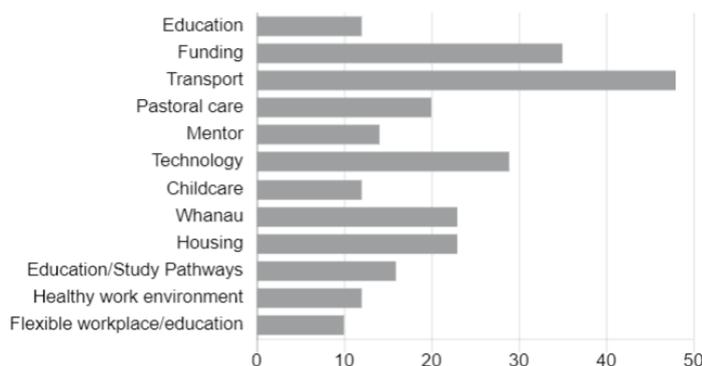
Transport appeared to be a common and ongoing theme noting infrastructure was important to travel to and from study and work. Also, with issues around licensing and the fees associated with licensing and that of public transport when and if it was available. Transport was imperative for our more rural communities as they had limited options for public transport. So, for a sustainable workforce it was required that they could be mobile. In the case of caregivers and support workers who often travel in their own vehicle to get to work or their client's home.

Patai 2, What are the enablers for Māori, Pacific People and Tāngata Whaikaha when accessing Vocational Educational pathways and qualifications within your area?

Flexible Delivery
Mentoring
Māori-centred model
Pathways
Support for learning
Study options
Tikanga
Learning approaches
Access to courses
Diversity

0   10   20   30   40

Te Ao Māori was identified as major enablers for Māori, Pacific people and Tāngata Whaikaha when accessing vocational education pathways and qualifications.

The value added by mentoring, and especially mentoring by someone with Iwi Māori who understands tikānga, mihi whakatau, whānau, Iwi, hapū, culture and way.

Patai 2, What are the barriers for Māori, Pacific People and Tāngata Whaikaha when accessing vocational educational pathways and qualifications within your area?

Funding
Transport
Communication
Technology
Leaners environment
Systems
Access to education
Lack of Numeracy and literacy skills
Financial support
Whānau community support
Lack of support to study
Learning methods and lack of learning support

0   10   20   30

Funding was also overrepresented in the data. Although we do not make decision directly around funding, this is what clearly came through the 11 hui.

The was a lot of mention around lack of supports i.e. basic skills for school leavers, pathways for Māori learners, information, expectation, equity, consistency.
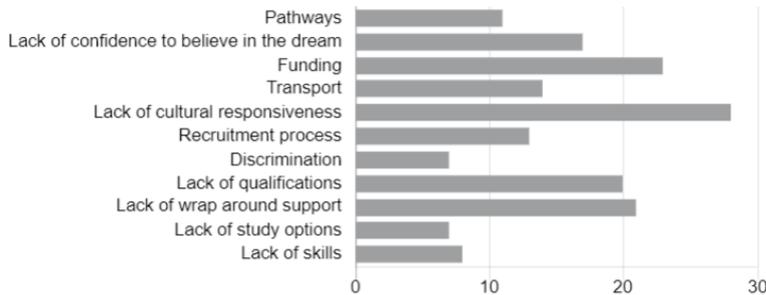
Patai 3, What are the enablers for Māori, Pacific People and Tāngata Whaikaha when accessing employment into your business or industry wtihin your area?

Flexible work policies and environment
Culturally appropriate & clear recruitment
Training
Qualifications
Good support network
Supportive working environment
Focus on Māori and Pacifica peoples

0   10   20   30   40   50

It was important to have good whānau and network supports. Having a supportive environment was a clear enabler with more focus for Māori and Pacifica peoples.

Recruitment and safety in recruitment was another widely mentioned enabler.
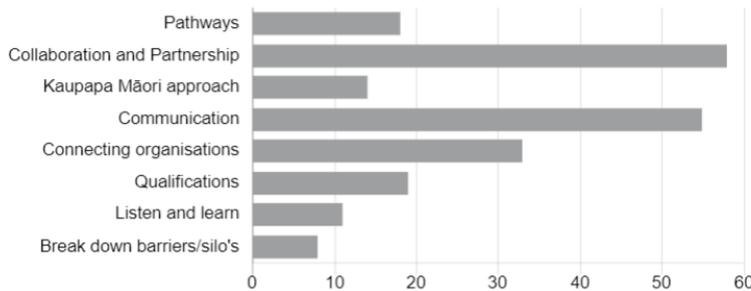
History tells us our people have experienced a lot of oppression and discrimination over a long period of time. The lack of confidence, the dream, has eroded the resilience of the tangata, the whānau and the workforce.

Mentioned again was the lack of appropriate mentoring capability.

Barrier	Value
Pathways	11
Lack of confidence to believe in the dream	17
Funding	23
Transport	14
Lack of cultural responsiveness	28
Recruitment process	13
Discrimination	7
Lack of qualifications	19
Lack of wrap around support	21
Lack of study options	7
Lack of skills	8

We have been told that this is what successful engagement would mean to providers and community. The hui held in Wairoa, tangata mentioned that they have seen a lot of organisations coming to find out about the barriers and enablers for their community. Then they leave with all the information, data and stories without follow-up. This was why it was so important for us to follow-up and give back, so we will be seen as different and wanting true partnership.

Category	Value
Pathways	18
Collaboration and Partnership	57
Kaupapa Māori approach	14
Communication	55
Connecting organisations	33
Qualifications	19
Listen and learn	11
Break down barriers/silo's	8

Progress Report One

6.3 Impact Measures

All data for Te Hikoi o Toitū te Waiora has been managed in the smartsheets platform (approved by ICT and Datacom) by a team of data analysis from across Industry and Transformation, Quality and Assurance and Kahui Māori. Collection has been during the 11 hui, carefully brought back to the analysis for input. Opportunity to collate feedback has been given at every step of the hui engagement process, from event registration through to requesting further participation. The collection method is through:

- Web based form, registry, survey, feedback – smartsheets
- Written narrative from hui post it notes - smartsheets
- Face to face discussions and listening to the stories of experience – Aka Kōrero
- Emails – Aka Kōrero
- Project and further engagements – Aka Kōrero

The Smartsheet platform manages event registration, sign in, summary dashboards and an interactive engagement process. The summary dashboards allowed the hui participants the ability to request further

engagements with the industry kaimahi. We now have over 50 participants which automatically come through via email once they have filled in a web-based form. This is the new process for engagement:

1. Request is entered via the link from the Dashboard Summaries sent following the hui. [Engagement Request Form]() .

2. Once submitted Wayne Glen, Poutiaki Wakahiwa/National Engagement Manager – Māori, is automatically emailed with the details and asked to assign to the appropriate General Manager.

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3. When assigned the General Manager receives an email with all the relevant details and is asked to send request out to one or more of the engagement kaimahi.

4. The selected engagement kaimahi will receive an update link, and once follow-up has been made and a meeting organisation, will be checked "completed".

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5. Once completed the details will be sent to an administrator who will then enter this information into Aka Korero and ensure the contact, their details, organisation is up to date, then an Engagement Project will be created.

6. There is an automated naming convention going on in the background and you will be sent confirmation of your project name in Aka Kōrero.

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7. Kaimahi will also be able to access the main sheet where the data from the emails is being stored and updated.

8. The system will generate a weekly report of outstanding engagements not yet contacted and will be sent to the General Managers.
9. It will also send a weekly reminder to those who have not completed the information on their assigned engagements.

10. It is possible to make system reports, weekly/fortnightly/monthly from the Smartsheet platform, along with system reports recording engagements and projects in Aka Kōrero
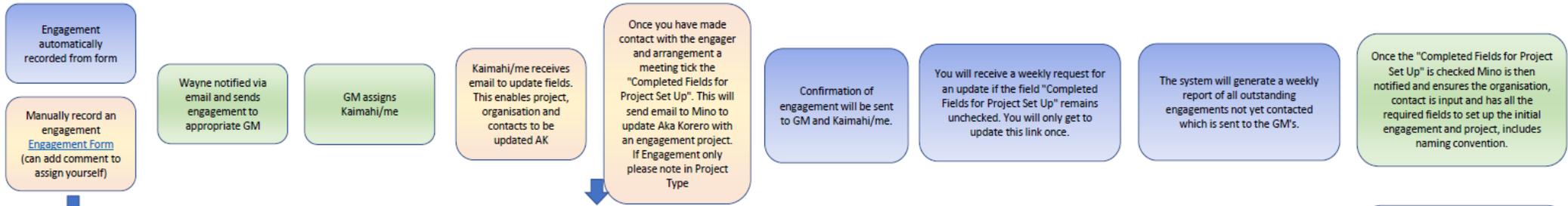
Visual diagram of process attached in Appendix 1. By automating this process, it has become fast to assign, no one is missed, engagement requests dealt with in a timely manner. Beginning and end result is captured in Aka Kōrero.

Process for Engagement

Currently for Hikoi Engagement but can be expanded further

Engagement Master Sheet

(Click above for Master Sheet)

Engagement automatically recorded from form

Manually record an engagement
Engagement Form
(can add comment to assign yourself)

Wayne notified via email and sends engagement to appropriate GM

GM assigns Kaimahi/me

Kaimahi/me receives email to update fields. This enables project, organisation and contacts to be updated AK

Once you have made contact with the engager and arrangement a meeting tick the "Completed Fields for Project Set Up". This will send email to Mino to update Aka Korero with an engagement project. If Engagement only please note in Project Type

Confirmation of engagement will be sent to GM and Kaimahi/me.

You will receive a weekly request for an update if the field "Completed Fields for Project Set Up" remains unchecked. You will only get to update this link once.

The system will generate a weekly report of all outstanding engagements not yet contacted which is sent to the GM's.

Once the "Completed Fields for Project Set Up" is checked Mino is then notified and ensures the organisation, contact is input and has all the required fields to set up the initial engagement and project, includes naming convention.

Optional - Automated Report sent to GM/Wayne on fortnightly/monthly basis on engagement projects created and engagements undertaken

Automated Process

Kaimahi Action

Wayne or GM Action

Form fields

Name *

Organisation *

Email

Phone Number

Region *
- Christchurch
- Dunedin
- Greymouth
- Invercargill
- Masterton
- Wairoa
- Wellington
- Hawkes Bay
- Whanganui
- Palmerston North
- New Plymouth

Level of Participation
- I want to participate in future activities in partnership
- I want to be kept informed of how this is progressing

Comments

Send me a copy of my responses

Submit

Request for engagement

Corrina Davis via Smartsheet <automation@app.smartsheet.com>
To ● Corrina Davis

Yellow Category

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Kia ora Corrina Davis, Corrina!

We have received a request for engagement/partnership from Jo Blow, of Blow Incorporated. You are receiving this information because your Corrina Davis wants you to follow up with Jo Blow.

Please update the form with the following details:
Date Requestor Contacted
Date of Arranged Hui
Time of Arranged Hui
Project Type (if likely to be a project)
Project Name
Project Objective
Project Stage
Any Additional Kaimahi on board

Ideally the hui should be arranged within 8 working days.

Once completed please tick the "Completed Fields for Project Set Up" to stop receiving a weekly reminder.

Miny Ah Hori will assist by adding this into Aka Kōrero on your behalf with the information provided.

Open Update Form

Row 1	
Date Created	12/13/22 1:35 PM
Name	Jo Blow
Organisation	Blow Incorporated
Email	corrinadavis@gmail.com
Phone Number	274347842
Region	Christchurch
Level of Participation	I want to participate in future activities in partnership / I want to be kept informed of how this is progressing
Comments	Test 2
General Manager	Corrina Davis
Kaimahi	Corrina Davis, Corrina!
Date Contact Made with Requestor	
Hui Arranged, Date	
Hui Arranged, Time	
Project Type	