

Building our Responsiveness to Māori— our journey

WE LEAD, LEARN AND IMPROVE



Context

- In November last year the Board and the ELT agreed that it was time to refresh and strengthen our organisation in terms of our Te Tiriti o Waitangi responsibilities, commitments and obligations
- This included improving our shared understanding and contribution to improving equity of health outcomes for Māori, within the context of our role and functions across the profession
- Identifying ways for how we build authentic and reciprocal relationships with iwi and Māori and other communities of interest



Beginnings

- Started with some self reflection and then decided to talk with others
 - conducted some interviews with a small group of external stakeholders – who gave us an honest appraisal of where they thought we were at
- This led to a series of actions and priorities that the Board required us to undertake at pace
 - the first priority was a refreshed and strengthened Te Tiriti o Waitangi Policy Statement primarily for internal use to support our external facing business



Tiriti Policy - highlights and intentions

- Our organisation is going to **proactively engage, act and behave** as a good Tiriti partner because our Crown regulatory role within the health system demands it
- We regard the Tiriti principles outlined in the **WAI 2575 Health Claim** published by the Tribunal in 2019 provides a stronger articulation of Crown obligations, commitments and responsibilities and have adopted these
- We intent to build stronger connects into broader government sector policy settings and strategic direction to improve equity of outcomes, for Māori including extending an invite for **broader participation in co-design and decision making with iwi and Māori**
- **Reach across** our other RA's – Paramedics, Osteopaths, Medical Council, Midwifery Council etc



This has led to taking a look at the inside of our organisation

- Refresh / reshaping of some of our organisational policies and activities
 - The first of these are our organisation values
 - Reshaping our organisation to align with our Responsiveness to Māori Roadmap – we need to build our Māori capability
 - New HR Framework including changes to PD's – attraction, retention and development of Māori into the organisation
 - Iwi & Māori Stakeholder Engagement Plan – to be complete
 - Built a new intranet and Māori Responsiveness page – staff access to te reo Māori salutations, karakia, waiata, key policies, audios and videos, analytical frameworks, links to other key Māori relevant material



Our Values

Previous

- We are accountable
- We act with integrity, are fair and treat people with respect
- We are effective and efficient

Principles

- We always focus on the health and safety of the public
- We strive to pro-actively identify and minimise causes of risk of harm, rather than simply responding when a person has been harmed
- We take responsibility for our actions and demonstrate strong governance. • We will be open and transparent •
- We treat people with respect and honesty and strive to ensure our processes are fair and open • We invite engagement and input before we make decisions
- We explain and give reasons for our decisions to assist people to understand them and acknowledge errors •
- We strive to ensure that our regulatory actions are efficient, effective, consistent and proportionate
- We direct our resources solely to those functions and activities that support our purpose of protecting public safety

New

1. We honour our bi-cultural partnership - **Whakahoatanga tikanga rua**
2. We work collaboratively and with integrity - **Mahi ngātahi ā mana**
3. We are accountable, effective and efficient - **Whai haepapa, whai tika**
4. We lead, learn and improve - **Arataki, ako, whakapai ake**
5. We set standards, codes of practice and expectations that contribute to improved health equity for Māori - **Wairua tōkeke hauora**



Some lessons learned

- You have to be prepared to hear other people's/ organisations truths and be a learning organisation/profession
- It takes more time than you think and it is a bigger job than you anticipated
- Bringing people on the journey often means we have to take an "educative" role and you end up with a multitude of tasks teaching about ToW, te ao Māori, tikanga me te reo Māori – often while still being a learner yourself and doing your day job
- Don't underestimate the power of your Governance Board, ELT colleagues and a few champions within your organisation to support you on the journey

