

## Report back on the proposed Māori Land Service Wānanga 2: January – February 2017



Te Puni Kōkiri  
REALISING MĀORI POTENTIAL



# Introduction

*E koekoe te tūi  
E ketekete te kākā  
E kūkū te kererū.*

*E ngā reo o ngā mātātahi  
E ngā reo o ngā pēperekōu mā  
E kore e mimiti te puna o mihi ki a koutou.*

*Ko te whenua ko ahau, ko ahau ko te whenua.*

Te Puni Kōkiri acknowledges and thanks all Māori land owners, trustees and whānau who attended the second round of wānanga about this significant kaupapa, the development of the proposed Māori Land Service (MLS).

Overall, there was general agreement on the role of the proposed MLS. Key points were:

- protect Māori land
- support owner-led development
- build Māori land owner capability so Māori can engage effectively with the four services: the Māori Land Register, Owner Decision-making Services, Disputes Resolution and Advisory and Development Services.

Other clear messages included the importance of Māori being able to access information, gain good advice and practical assistance and be involved with the implementation and delivery of the MLS.

Approximately 60 per cent of those who attended the second round were new to the kōrero of how the proposed MLS might look. Their views reinforced the aspirations and priorities of those who attended the first round of wānanga in September and October 2016.

From Te Hiku o te Ika to Te Waipounamu, we appreciate the contribution made to ensuring we do this well and build a service that has Māori land owners at the forefront.

*“Whatungarongaro te tāngata, toitū te whenua.”*  
“While people perish, the land remains.”



# Purpose

This document provides an overview of the key insights gathered from the second round of 25 wānanga. The wānanga were attended by 478 people, largely Māori land owners. The majority, 386 people, were new to the discussion. This meant that themes and aspirations from the first wānanga were the key focus of the discussion.

The purpose of the second wānanga was to return to the places we visited in the first round to make sure we captured the peoples' whakaaro, provided an update on the proposed services and gave feedback on the service scenarios and the service delivery options.

Other key themes that came out of these discussions were:

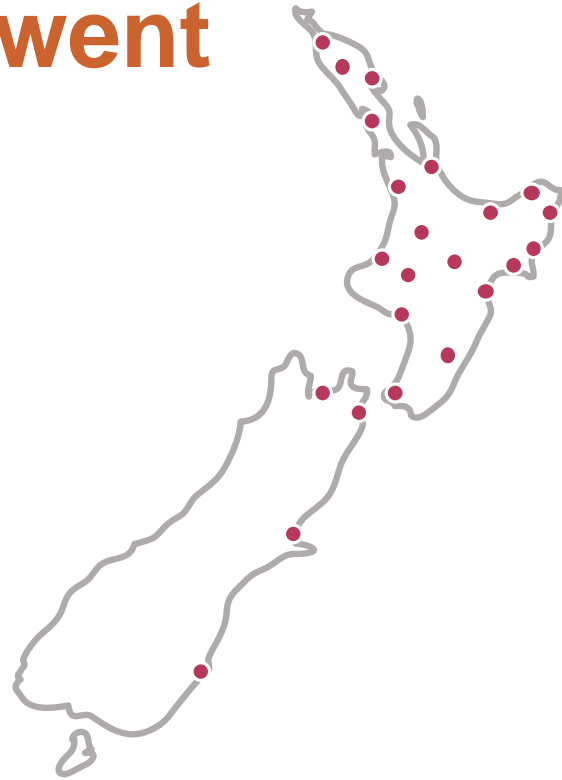
- **Capability:** “Build capability of Māori land owners”
- **Access:** “Accurate, accessible information”
- **Visibility:** “Unbiased, knowledgeable, mobile staff”
- **Leadership/Advocacy:** “An advocate for whānau when dealing with agencies such as councils”
- **Delivery:** “Professional staff providing quality service”.

The insights captured in this report clearly show the depth and complexity of land owner needs and aspirations. They also reflect the consistency of messages no matter where people live. At the heart of this kaupapa is the desire to develop an effective service.

As we did in our initial report, we have used the kōrero of attendees as they were written and spoken at the wānanga.

Please note while this report contains information collected from the 25 wānanga, it records high level key insights and is not a verbatim report of each wānanga. Further detail about service needs, aspirations, how services should be delivered and who should deliver these services have been collected and recorded. This material is one of a number of design inputs that will inform the final design of the proposed Māori Land Service.

# Where we went



TPK held 25 wānanga across Aotearoa:

- 478 Māori land owners, trustees/governors and whānau attended.
- 92 people had already participated in the first wānanga.
- 386 people were new to the kōrero.



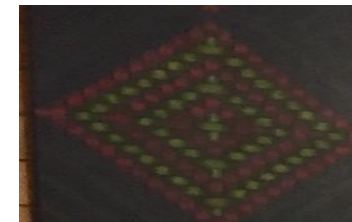
**Whāngārei**  
Terenga Parāoa Marae



**Kaikohe**  
Kohewhata Marae



**Kaitiāia**  
Te Ahu Centre



**Auckland**  
Whatua Kaimārie Marae



**Auckland**  
Te Pūea Marae



**Hamilton**  
Distinction Hotel



**Te Kūiti**  
Les Munroe Centre



**Taumarunui**  
Morero Marae



**Taupō**  
Waitetoko Marae



**Wellington**  
Te Wharewaka



**Rotorua**  
Pikirangi Marae



**Tauranga**  
Whareroa Marae



**Tāneatua**  
Te Uru Taumatua



**Te Kaha**  
Maungaroa Marae



**Tikitiki**  
Rāhui Marae



**Gisborne**  
Emerald Hotel



**Masterton**  
Te Rangimārie Marae



**Wairoa**  
Taihoa Marae



**Hastings**  
Waipatu Marae



**Whanganui**  
Whanganui Racecourse



**New Plymouth**  
Muru-Raupatu Marae



**Motueka**  
Te Āwhina Marae



**Blenheim**  
Scenic Hotel



**Christchurch**  
Chateau on the Park



**Dunedin**  
Araiteuru Marae



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# Ngā take

Two key questions were posed at the wānanga:

Did we get the proposed services right?

Who should deliver the services?

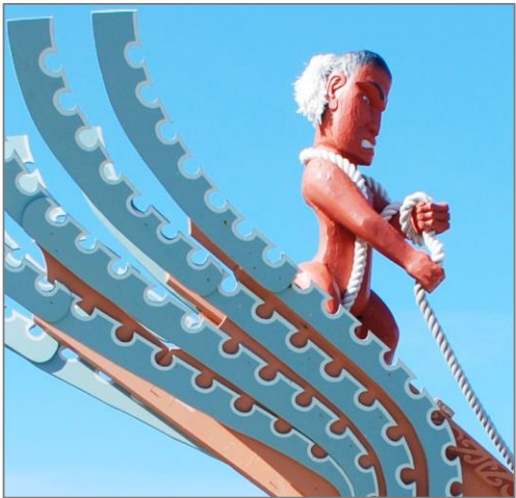
This report outlines the:

- flow of the wānanga
- input from Māori land owners to inform the design of key services
- overarching themes and priorities
- specific key insights.

# Ngā rerenga o te hui

## The flow of the hui

- 1 Pōhiri / whakatau - introductions.



- 3 Report back on the kōrero and key themes from the first wānanga, the four proposed services – **did we get it right?**



- 5 The delivery model – **who should deliver these services?**

- 2 Update on the reform – the Bill, Enablers and the Whenua Māori Fund.



- 4 Feedback on the detailed service scenarios.



# The four core services

## **Māori Land Register:**

Ensure Māori land ownership and title records are accurate and easily accessible to Māori.

## **Owner Decision-making:**

Support owner decision-making and encourage participation of all Māori land owners.

## **Dispute Resolution:**

Provide an alternative to litigation to resolve disputes in a timely manner.

## **Advisory and Development Services:**

Enable and empower Māori land owners to understand and achieve their desired outcomes.



# Feedback on the four core services

## Māori Land Register

- provides up-to-date records – updating once and ALL information is automatically covered
- provide secure, accessible and locally available information
- support accessibility of records for whakapapa research – restricted or unrestricted?
- make good information available on how to correct errors (if another process is involved).

## Kōrero on the Māori Land Register

*“Technology helps to eliminate the barriers of geography.”* Wellington

*“Future focused technology but must retain kanohi ki te kanohi service.”* Masterton

## Owner Decision-making

- reconnect owners, reconnect whānau
- have better mechanisms and ways to engage disengaged owners
- support owners’ aspirations and better accountability to owners.

## Kōrero on Owner Decision-making

*“Good decisions. The capability of land owners to make these can be improved by making more info available to land owners.”* Whāngārei

*“Owners have got to realise that it is their mokopuna that are going to inherit this – many of us older ones will need to recognise our time to step aside and make way for our rangatahi who have the skills and ability.”*

Dunedin

# Feedback on the four key services

## Dispute Resolution

- work with kaitakawaenga who are impartial, have good local knowledge, integrity and honesty
- get support from kaitakawaenga who are skilled, mobile and have strong knowledge of reo ā-iwi (local dialect), whakapapa and whenua.

### Kōrero on Owner Decision-making

*“External, neutral, mediator, trained problem solver – helps land owners to understand and make their own resolution.”* Māngere

*“Tēnei kaupapa pēhea te āhua? He māmā noa iho: me wairua Māori, me ngākau Māori, me matatau Māori. Koinā te āhua o te tangata he ngākaunui ki te kaupapa. Ki te mārāma ki te kaupapa, kia ngāwari, āta whakarongo ki te kōrero, āta tau.”* Tāneatua

Translation: *“How should this service look? It’s easy – it should have a Māori spirit, a Māori heart and Māori expertise. Those are the attributes of anyone who is devoted to the issues. If they understand the work, they take a relaxed approach and listen carefully to what’s being said, the issues will be well resolved.”*

## Advisory and Development Services

- share best practice models so whānau can learn how to improve land productivity and build governance capability
- provide training, education support and tools
- promote collaboration with other Māori land blocks/owners, hapū/iwi organisations, councils and other agencies
- engage with the best providers who have the right experience, knowledge, expertise and resources
- guide access to development funding and seed capital.

### Kōrero on Advisory and Development Services

*“Keep it simple, be responsive and have one navigator for me on my journey and underlying that is tikanga Māori.”* Māngere

*“Recognise that the focus for the whenua is not just on economics.”* Wairoa

# Overarching themes and priorities

## ASPIRATIONS FOR SERVICE DELIVERY



### A Kaupapa Māori organisation

An enduring service that is for Māori by Māori. Tikanga Māori is a primary foundation. Staff, mediators and others delivering the Service have strong local knowledge of tikanga, reo, whakapapa and whenua.



### Transfer knowledge and capability to owners

A proactive kaupapa Māori education programme is delivered that includes values and enables Māori land owners to make good decisions and manage their whenua. It will build whānau capability.



### One place to go for everything to do with whenua

A One Stop Shop with strong regional knowledge and local networks that provides advice and advocacy and works alongside land owners/whānau to realise their goals and aspirations.



### Make it simple

Quality advice and information is easy to find and understand. The processes for working with land owners/whānau to get the work done is simple.



### Whānau friendly services responsive to different needs

A service that has the Māori land owner at the forefront of its practices and processes. It is run by people who are qualified, accessible and supportive.



### Māori Land Service has the right people and resources

The Service is delivered by professional people who provide tikanga Māori based services and have local knowledge and relationships. Advocacy and practical assistance is available across the range of services.



### No cost – low cost

The Service costs no more than it currently does.

## WHO SHOULD DELIVER THE SERVICE?

### Two options were tabled:

- A model led by Te Puni Kōkiri
- A model led by Te Tumu Paeroa, as proposed by the Iwi Chairs' Forum.

There were mixed reactions to both options. Some regions proposed an alternative model.

The overall preference was for a service governed and managed by Māori for Māori, preferably at a local level. To support this, the intent is to establish the Service in preparation for a transition.

There is a commitment to continue the kōrero about the implementation and delivery of the Service with Māori land owners and ensure Māori land owners are involved in the review and evaluation of the service delivery.

## ASPIRATIONS FOR POSSIBLE SERVICE PROVISIONS



### A solid platform for data and technology

Digital services that help Māori connect with their lands. Māori are connected to their whenua and each other and information is held for future generations.



### Improved succession

Quality information is available to help people understand options around succession including support for Māori land owners to develop a will.



### Good governance with integrity

Quality governance is supported. The potential of Māori land is developed in unison with the skills of the people. Māori are empowered as experts of their own whenua.



### Options and opportunity for whenua

Case studies and resources are available from across all sectors; social, cultural, economic and environmental.



### Access to finance

Capital funding and investment initiatives are initiated and supported so that Māori can, and are, fully utilising their land.



# Key insights from each wānanga



## WHĀNGĀREI



Provide advisory and advocacy services, especially with Council.



Build the capability of Māori land owners.



Review services to ensure there is continuous service improvement.

## KAIKOHE



Provide enough education and technology support so that people know how to use the new processes.



Support dispute resolution services for, and among, Māori land owners.

## KAITĀIA



Share best practice models for whānau to learn from.



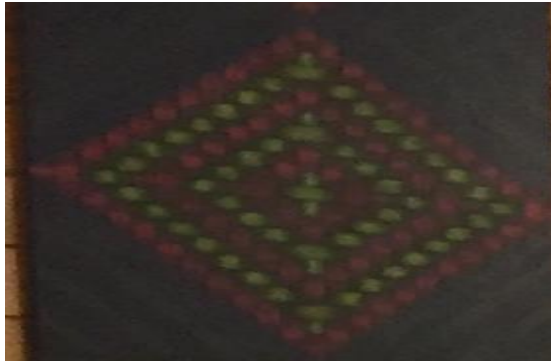
Provide expertise and information locally.



Provide user friendly services that focus on issues that impact on the whenua.



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## AUCKLAND (MORNING AND AFTERNOON WĀNANGA)



Suggest better mechanisms and ways to engage disengaged owners.



Present professional people who provide quality services. They understand the dynamics of the whānau and community they serve.



Offer strong support for “good governance with integrity”.



Design whānau friendly services that are agile, mobile and run by qualified, accessible and supportive people.



Use technology that engages the next generation.

## HAMILTON



Enable own service provision for own rohe.



Provide access to development funds, not loans.



Develop tools to support whānau to make good decisions.



Empower whānau.



Ensure Trust activities are transparent by keeping whānau informed.



Keep the whenua in whānau ownership.



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## TE KŪITI



Facilitate access to development funding and seed funding.



Offer different channels for governance training.



Promote collaboration and information sharing, especially with various development models.

## TAUMARUNUI



Deliver accurate, accessible information online and kanohe ki te kanohe.



Set up a One Stop Shop that includes local council/authority information.



Offer governance training and a model of excellence.



Advocate for whānau when dealing with agencies such as councils.

## TAUPŌ



Help whānau return to the land.



Ensure the service is tikanga and iwi driven.



Establish processes where decisions are binding.



Provide capital funding for development purposes and ensure services are free.



Include the smaller towns.



Acknowledge iwi and hapū as valuable sources of local knowledge.

## WELLINGTON



Have a strong succession strategy.



Ensure information is accessible, flexible, secure and user-friendly.



Create a system that updates all information automatically, only once.



Offer an agile, personalised service run by dedicated experts who assist whānau through an entire process.



Create a collaborative model where information is shared with, for example, councils.



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## ROTORUA



Present skilled staff who have strong local knowledge of tikanga, reo, whakapapa and whenua.



By Te Arawa, for Te Arawa.



Retain institutional knowledge and skills.



Place land owners at the centre of everything.



Support whānau development as steps towards rangatiratanga.



Delivery of service by TPK initially, with a view to devolve to Te Arawa.

## TAURANGA



Provide useful templates across the range of services available.



Delivery of development services to be led by Te Tumu Paeroa.



Provide accountability back to land owners.



Restrict access to the Māori Land Register.

## TE KAHA



Strengthen governance training and offer better education about Trusts.



Support landowners to become experts in the development of their own land.



Support funding and investment initiatives.



Develop clear decision making processes so there is less chance for disputes.



Delivery of MLS by TPK but 'must upskill the people so we can do it ourselves'.

## TĀNEATUA



Offer quality governance training.



Provide training and support to enable owners/people to maximise and develop the land to its greatest potential.



Review all the 'oppressive' structures.



Delivery of a Mataatua led MLS through TPK, with expectation of eventually providing 'our own services to our own rohe'.



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## TIKITIKI



Provide a strong focus on governance and succession planning: encourage making wills to overcome succession disputes.



Ensure mediators have good local knowledge, integrity and honesty.



Enable decisions, processes and policies to be owner-driven.

## GISBORNE



Proactively promote support for all land owners, big and small.



Develop technology to connect pakeke with rangatahi and overcome the barriers of rural living.



Implement the tuakana-teina model: bigger blocks helping smaller blocks.



Simplify forms and templates.



Hold the land register in the same location as the land.

## WAIROA



Develop a One Stop Shop that gives easy access to all information and development resources – at no cost.



Archive records in the same place as the land.



Keep whakapapa information secure.



Recognise peoples' focus for whenua is not just on economics.

## MASTERTON



Use a tikanga Māori framework.



Demonstrate strong regional knowledge, local networks and retain a local land register.



Use and develop future focused technology but maintain kanohe ki te kanohe communication.



Encourage and advocate for succession planning.



Leadership of MLS implementation to be a Māori Corporation model (a third option), otherwise TPK.





## HASTINGS



Simplify the process but retain strong accountability measures.



Provide governance templates, tools for training and experts to help whānau make the best decisions for their whenua.



Empower the owners and resource them appropriately.



Use kanohi ki te kanohi for communication.



Employ knowledgeable, independent, unbiased and mobile people.

## WHANGANUI



Enable own service provision for own rohe.



Include Whanganui in the evaluation/review of the MLS.



Support the upskilling of Māori land owners to raise capability, to lead land development and create career pathways.

## NEW PLYMOUTH



Enable own service provision for own rohe.



Encourage Māori land owners to work collectively.



Leadership of the Service should be the best provider with the right experience, knowledge, expertise and resources.

## MOTUEKA



Enable own service provision for own rohe.



Offer tikanga Māori based services with people-friendly staff who have a positive attitude.



Provide education and training for whānau.



Ensure records are available in each rohe.



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## BLenheim



Enable own service provision for own rohe.



Provide advocacy and practical assistance across the range of services.



Build whānau capability.



Ensure governance accountability sits with land owners.

## CHRISTCHURCH



Enable own service provision for own rohe.



Understand the high expectation and level of resourcing needed to provide these services.



Help to greatly improve owner connectivity.



Offer kaupapa Māori based services.

## DUNEDIN



Enable own service provision for own rohe.



Provide quality advice and advocacy across all matters involving Māori land.



***Te toto o te tangata, he kai; te oranga o te  
tangata, he whenua.***

*While food sustains our bodies; our wellbeing is  
drawn from the land.*

