

26 August 2024

File Ref: OIA 49261

Tēnā koe [REDACTED]

Official Information Act request

Thank you for your information request dated 30 July 2024. Your request has been considered in accordance with the Official Information Act 1982 (the Act). Your questions and our responses are set out below.

“Pursuant to the Official Information Act 1982, I am writing to request information regarding Diversity, Equity, and Inclusion (DEI) training programs provided by external providers to your agency/organization. Specifically, I am seeking the following details:

1. *“**List of External Providers: **
- Names of all external providers who have delivered DEI training programs to your agency/organization over the past three years.*

Below is a list of external providers who have delivered Diversity, Equity and Inclusion (DEI) training programmes in the past three years:

- Bloom Learning Technologies through online course Unconscious Bias purchased circa 2017
- Jan Eggleton, Hardcases through online course Bullying and Harassment purchased circa 2017
- GO1 through Zensai Learn365 (Learning Management System - LMS) online course Workplace Diversity, Inclusion, Sensitivity including Racial Harassment purchased April 2023
- Dr Simone Bull, Director of Barraclough & Associates Ltd face-2-face The Wall Walk ® workshops
- Diversity Works DEI online workshops.

2. *“**Program Descriptions: **
- Detailed descriptions of each DEI training program provided by these external providers, including the objectives, content covered, and methodologies used.*

- Unconscious Bias online course - this module explores the following:
 - what is Unconscious Bias
 - identifying the main types of Unconscious Biases
 - the impacts of Unconscious Bias, particularly in the workplace when hiring and promoting employees
 - ways to reduce Unconscious Biases
 - ways to challenge your own Unconscious Bias.

- Bullying and Harassment online course
The aim of this module is to help kaimahi understand their attitudes, values and beliefs and how these can impact positively on harassment and workplace bullying. This will ensure a safe workplace for all of us.
- Workplace Diversity, Inclusion, Sensitivity including Racial Harassment online course This course explains racial identity and racism alongside core Diversity and Inclusion concepts and provides practical steps to help individuals choose inclusive actions, improve cultural competency and address unconscious bias.
- The Wall Walk ® *Te Hīkoi Maumahara*: Connecting people to the past. *Hoki whakamuri, kia anga whakamua* – Look to the past to help forge the future.
The aim of the Wall Walk is to:
 - lift Māori capability across Te Puni Kōkiri
 - lift Te Tiriti o Waitangi capabilities by ensuring kaimahi understand Te Tiriti o Waitangi, in both its historical and contemporary context in recognising the broader implications for iwi, hapū and whānau
 - become a better public servant
 - provide ten workshops for Te Puni Kōkiri kaimahi to walk through time between 1840 and 2000 about timelines and their impact for Māori and for Aotearoa New Zealand
 - provide all resources (the supplier) for Te Puni Kōkiri coordinator to distribute two weeks prior to the room-based workshop, to participants attending to research and present in a style of their choosing.
- DEI Workshops – Two online workshops summarised below.
 - a. Building Empathy in the Workplace - Context and objective:
 - empathy is a critical component of building a positive and inclusive workplace culture, but how do we put this into practice? This workshop explores the latest research and best practices for increasing empathy and fostering psychological safety
 - through a combination of interactive online tools, case studies, and group discussions, gain practical insights and strategies for building stronger relationships, enhancing communication and promoting a supportive workplace environment. This training aims to enhance your leadership skills, improve team dynamics and will provide insights and strategies for cultivating a culture of empathy and psychological safety.

Learning objectives

- explore the relationship between empathy and psychological safety, and how they can work together to create a positive and productive work environment
 - develop an understanding of key concepts related to empathy and psychological safety in the workplace, including vulnerability, courage, cultural awareness, active listening and self-reflection, and learn how these concepts can be applied to improve workplace relationships and organisational outcomes
 - analyse a case study of a real-world workplace that supports the building of empathy and psychological safety through programmes and policies.
- b. Embracing a System Change Mindset Workshop - Context and objective:
 - DEI professionals are often tasked with promoting diversity, equity, and inclusion within organisations, but they will only be successful if they have a deep understanding of the complex systems and structures that perpetuate inequity

- these systems can include policies, procedures, culture, and norms that shape how an organisation operates and how individuals interact with one another
- a systems change mindset allows DEI professionals to take a holistic view of an organisation and identify the interconnected factors that contribute to inequity
- by examining these systems, they can identify the root causes of inequity and develop targeted strategies to address them, rather than simply addressing symptoms or individual incidents of discrimination.

Learning objectives

- define systems change within a DEI workplace context
- understand what mindset is required for systems change
- practice this mindset using a simple iceberg model.

3. ****Duration and Frequency: ***

- Information on the duration and frequency of each DEI training program conducted by external providers”.

- Unconscious Bias online course available 24/7 through the LMS – 20 Minutes
- Bullying and Harassment online course available 24/7 through the LMS – 20 minutes
- Workplace Diversity, Inclusion, Sensitivity including Racial Harassment online course available 24/7 through the LMS. – 35 minutes.

Kaimahi can complete the following courses as and when they choose:

- The Wall Walk ® workshops - the supplier will provide a Wall Walker (facilitator) for 10 x one day Te Puni Kōkiri workshops
- DEI Workshops – one off online workshops; two-hour session for both Building Empathy in the Workplace and Embracing a System Change Mindset.

4. ****Participants.***

- The number and roles of participants who attended each DEI training program”.

- Unconscious Bias online course – 87 kaimahi comprising the following positions enrolled and completed this course:
 - Intern
 - Administration kaimahi
 - Advisor
 - Senior Advisor
 - Principal Advisor
 - Manager
 - Director.
- Bullying and Harassment online course – 86 kaimahi comprising the following positions enrolled and completed this course:
 - Intern
 - Administration kaimahi
 - Advisor
 - Lead
 - Software Engineer
 - Recruitment Partner
 - Senior Advisor
 - Principal Advisor
 - Solicitor
 - Senior Solicitor

- Team Leader
 - Manager
 - Director.
- Workplace Diversity, Inclusion, Sensitivity including Racial Harassment online course – 14 kaimahi comprising the following positions enrolled and completed this course:
 - Intern
 - Administration kaimahi
 - Advisor
 - Senior Advisor
 - Principal Advisor
 - Manager.
 - The Wall Walk ® workshops – the table below (in response to question 5) shows details of the number of attendees per workshop, and their roles comprised:
 - Intern
 - Administration kaimahi
 - Advisor
 - Lead
 - Software Engineer
 - Recruitment Partner
 - Senior Advisor
 - Principal Advisor
 - Solicitor
 - Senior Solicitor
 - Team Leader
 - Manager
 - Director.
 - DEI Workshops – one kaimahi [Senior Advisor, Organisational Development] attended each workshop to assess suitability for Te Puni Kōkiri.

5. ****Costs Incurred:****

- The total costs associated with each DEI training program provided by external providers, including fees paid to the providers and any additional expenses incurred.

- Unconscious Bias online course – no cost incurred in last three years
- Bullying and Harassment online course – no cost incurred in last three years
- Workplace Diversity, Inclusion, Sensitivity including Racial Harassment module through the LMS – Learn365 LMS year one cost \$26,567 AUD (\$53.134 AUD per user) included in this period
- DEI online workshop - Building Empathy in the Workplace - the standard price of a Diversity Works member for attending this workshop is \$260+GST, however, as Te Puni Kōkiri is an alliance member of Diversity Works this participation was free of charge
- DEI online workshop – Embracing a System Change Mindset - The standard price of a Diversity Works member for attending this workshop is \$260+GST, however, as Te Puni Kōkiri is an alliance member of Diversity Works this participation was free of charge

- The Wall Walk ® - the table below provides details of costings and number of attendees per workshop.

Dates	Number of Attendees across all roles	Regions	Location	Workshop Cost excl. GST	Travel & Accom for Facilitator	Total Cost per workshop	Catering Cost hose registered	Tandem Travel company costs \$	Travel for Coordinator \$	Accommodation for Coordinator \$
8/4/24	19	Travel for Kaimahi from CHC to WLG return	n/a	n/a	n/a	n/a	n/a	2.00	398.97	n/a
8/4/24	19	Te Puni Kōkiri – Te Tari Matua	WLG	\$2,500.00	N/A	\$2,500.00	Approx. \$500	n/a	n/a	n/a
11/4/24	27	Te Puni Kōkiri – Te Tari Matua	WLG	\$2,500.00	N/A	\$2,500.00	Approx. \$600	n/a	n/a	n/a
22/4/24	48	Te Puni Kōkiri – Te Tari Matua	WLG	\$2,500.00	N/A	\$2,500.00	1065.00	n/a	n/a	n/a
7/5/24	24	Te Puni Kōkiri – Te Waipounamu	CHC	\$2,500.00	\$693.81	\$3193.81	648.00	2.00	516.20	n/a
7/5/24	18	Te Puni Kōkiri – Te Taitokerau	WRE	\$2,500.00	\$824.33	\$3,324.33	560.00	4.60	527.23	210.60
20/5/24	32	Te Puni Kōkiri – Tamaki Makaurau	AKL	\$2,500.00	\$608.22	\$3,108.22	628.00	3.79	527.23	193.79
22/5/24	62	Te Puni Kōkiri – Te Tai Hauauru	WLG	\$2,500.00	N/A	\$2,500.00	1194.80	n/a	458.46	n/a

		& Te Tari Matua								
21/6/24	27/28	Te Puni Kōkiri – Waikato-Wairiki	ROT	\$2,500.00	\$721.16	\$3221.16	504.83	2.00	393.91	211.65
26/6/24	Cancelled due to bad weather	Gisborne	GIS	Cancelled due to bad weather after TPK coordinator arrived in GIS			n/a	n/a	418.10	165.22
Misc										
Carpark reimbursements at WLG airport									255.22	

Please note:

- The supplier will be paid \$2,500.00 excl. GST on completion of delivery at the end of each The Wall Walk ® workshop, to a maximum of \$42,500.00 (17 workshops).
- The additional payable for disbursements is \$6,000.00 excl. GST for travel and accommodation for The Wall Walk ® facilitator to deliver workshops in the regions to Te Puni Kōkiri kaimahi.
- The whole of life contract amount is \$48,500.00 excl. GST.

6. ****Evaluation and Outcomes:****

- Any evaluations, feedback, or reports on the effectiveness and outcomes of these DEI training programs.”

- Evaluations are not required to be completed on online courses.
- The Wall Walk ® workshops – participant reflections and feedback included:
“Very emotional, thought provoking and full of content that reinforced things I already knew and added new content. Highly recommend the attendance of this workshop be a requirement for all staff to attend and do a refresher every two years. Great day of reflecting and learning. Identified significant points in history that had impacts on my whānau and myself. Every topic was important and had a lot of mana. Research and presentations conducted by kaimahi was amazing. Facilitator was a fantastic speaker and I really connected with him and how he told the kōrero. He was really honest and kept it real!”
- DEI workshops – no formal evaluation information is held.

I trust my response satisfies your request.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that Te Puni Kōkiri publishes some of its OIA responses on its website, after the response is sent to the requester. The responses published are those that are considered to have a high level of public interest. We will not publish your name, address or contact details.

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact us at uia@tpk.govt.nz.

Ngā mihi

A handwritten signature in blue ink, appearing to read 'Manaia King', with a stylized flourish at the end.

Manaia King
Hautū, Te Puni Rangatōpū | Deputy Secretary, Corporate