

11 December 2024

File Ref: OIA 50293

Tēnā koe [REDACTED]

Official Information Act request

Thank you for your information request dated 15 October 2024. You asked for the following information:

1. *“What progress has been made in relation to the whānau ora tendering process for whānau ora contracts?”*
2. *All communications, advice, reports, meeting dates, advice and briefings has Te Puni Kōkiri sent or received from the Minister or his Office regarding Whānau Ora operational procurement process and contracts since 1 May 2024?”*

On 13 November 2024, you were notified of an extension of the timeframe for the response to enable time for consultations. I am now in a position to respond.

Your request has been considered in accordance with the Official Information Act 1982 (**Act**). Your questions and our responses are set out below.

“What progress has been made in relation to the Whānau Ora tendering process for Whānau Ora contracts”?

Te Puni Kōkiri is currently undertaking a competitive procurement process to identify, select and engage up to four Commissioning Agencies for Whānau Ora Commissioning Services.

An Advanced Notice was issued to the market on 13 September 2024 on the Government’s Electronic Tendering Service (**GETS**), signalling that the procurement process would be completed in two stages. The first stage sought Registrations of Interest (**ROI**) from interested entities, the ROI was published on 4 October 2024 and closed on 24 October 2024. A cross-agency panel evaluated responses and provided a report to the Te Puni Kōkiri governance committee on the suitability of Respondents to progress to the next stage.

On 13 November 2024, Te Puni Kōkiri notified all Respondents of the outcome of their registrations. Successful Respondents were then invited to participate in the second stage of the procurement process, a closed Request for Proposals (**RFP**). The RFP was issued to successful Respondents on 22 November 2024 and closes on 19 December 2024.

“All communications, advice, reports, meeting dates, advice and briefings has Te Puni Kōkiri sent or received from the Minister or his Office regarding Whānau Ora operational procurement process and contracts since 1 May 2024”?

We have interpreted your question to mean all communications that specifically discuss Whānau Ora operational procurement and contracts. Therefore, our response excludes administrative communications.

Nine documents have been identified in scope of your request. The documents and my decisions with regard to the release of the information are set out in the table attached as Appendix A.

Some information has been withheld in accordance with the Act on the following grounds:

- Section 9(2)(a), which applies to protect the privacy of natural persons;
- Section 9(2)(f)(iv), which applies to protect confidentiality of advice tendered by Ministers and Officials;
- Section 9(2)(g)(i), which applies to maintain the effective conduct of public affairs through free and frank expression of opinions;
- Section 9(2)(h), which applies to maintain legal professional privilege;
- Section 9(2)(i), which applies to enable a Minister of the Crown or any public service agency or organisation holding the information to carry out, without prejudice or disadvantage, commercial activities; and
- Section 9(2)(j), negotiate without disadvantage or prejudice.

Further, Te Puni Kōkiri Officials meet weekly with the Minister for Whānau Ora. The table below lists the meeting dates where aspects of the operational procurement process and contracts were discussed from 1 May 2024.

Meeting dates: Minister for Whānau Ora and Te Puni Kōkiri Officials
30 May 2024
04 June 2024
24 June 2024
29 July 2024
15 August 2024
26 August 2024
17 September 2024
23 September 2024
14 October 2024

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 black ink, appearing to read 'Grace Smit', with a stylized flourish at the end.

Grace Smit
Hautū, Te Puni Rohe | Deputy Secretary, Regions

Appendix A – Documents for OIA request from [REDACTED] dated 15 October 2024

Item	Date	Document description	Decision
1.	16/05/2024	48648 Joint Briefing - Accelerating Social Investment with Whānau Ora	Released with some information withheld under sections 9(2)(a) and as out of scope
2.	27/05/2024	Email Correspondence - Key Messages on Procurement	Released with some information withheld under section 9(2)(a) and as out of scope
3.	30/05/2024	48769 A3 - Key building blocks of Whānau Ora Expansion	Released with some information withheld under section 9(2)(f)(iv)
4.	13/06/2024	48967 Briefing Paper - Outline for Whānau Ora Cabinet Paper	Withheld in full under section 9(2)(f)(iv)
5.	20/06/2024	48994 Cabinet Paper - Whānau Ora Procurement	Withheld in full under sections 9(2)(f)(iv) and 9(2)(g)(i)
6.	25/06/24	Letter of Expectations – Hon. Tama Potaka to Secretary of Te Puni Kōkiri	Released with some information withheld as out of scope

7.	01/08/2024	49277 Briefing Paper - Options to Align Whānau Ora Investment with Social Investment	Released with some information withheld under sections 9(2)(a), 9(2)(f)(iv), 9(2)(g)(i), 9(2)(h), 9(2)(i) and 9(2)(j)
		49277 Appendix 1- Trade Offs Between Options 1 & 2	Withheld in full under section 9(2)(g)(i)
8.	12/9/2024	49558 Aide Memoire – Whānau Ora Procurement – Communications Engagement Plan	Released with some information withheld under section 9(2)(a)
		49558 Attachment – Whānau Ora Procurement: Communications and Engagement Plan	Released with some information withheld under section 9(2)(g)(i)
9.	15/11/2024	Te Puni Kōkiri Weekly Reports - Extracts	Released with some information withheld under sections 9(2)(f)(iv), 9(2)(g)(i), 9(2)(i), and as out of scope



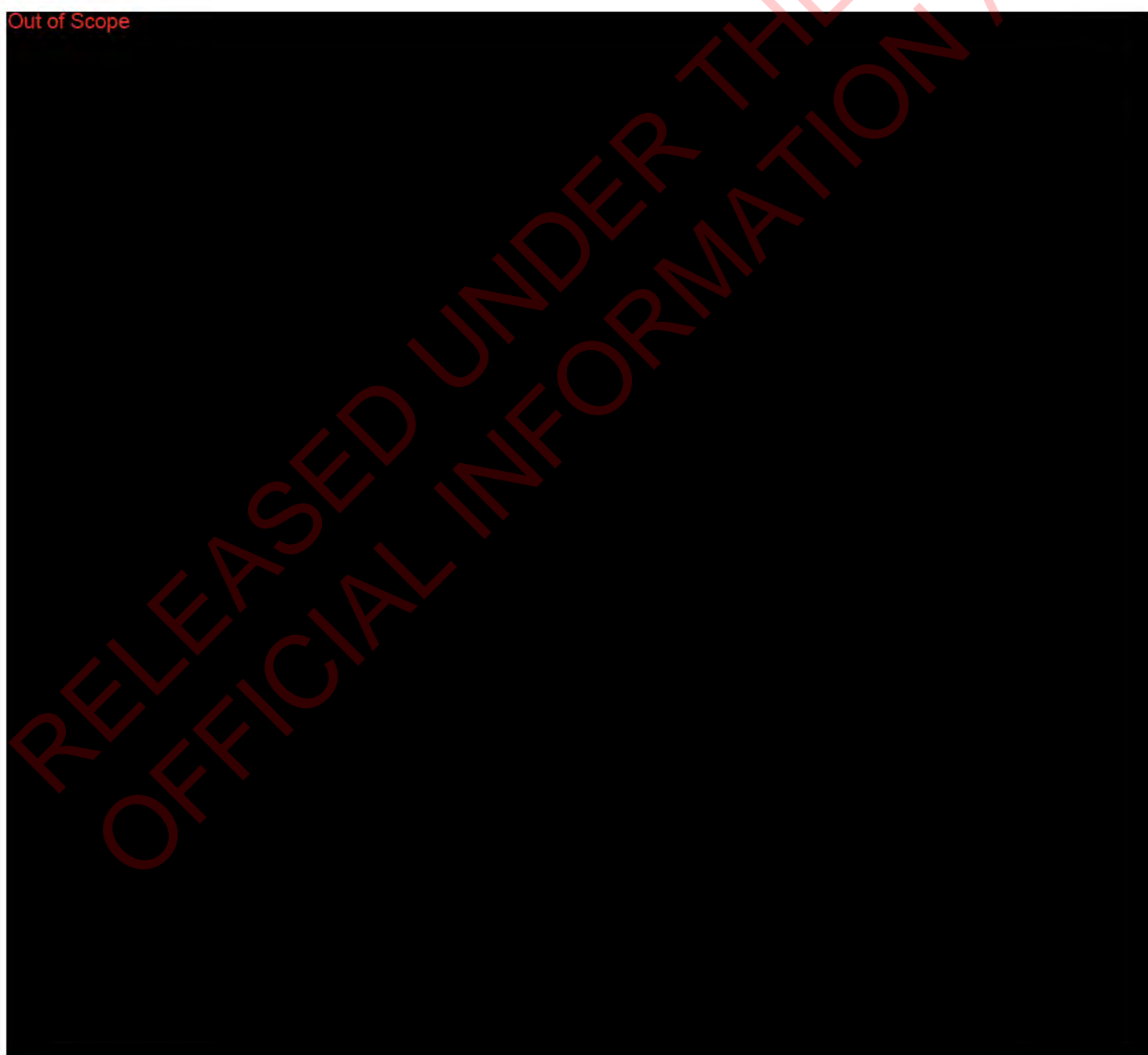
Accelerating Social Investment with Whānau Ora

Date: 16 May 2024

Security level: In-Confidence

To: Hon Nicola Willis, Minister for Social Investment
Hon Tama Potaka, Minister for Whānau Ora

Out of Scope



Out of Scope



Whānau Ora is now being strengthened and repositioned to better support the implementation of social investment...

9. Te Puni Kōkiri will shortly commence a procurement process for Whānau Ora commissioning agencies. The procurement will make clear the enhanced data and results measurement and reporting required of commissioning agencies to give effect to the Government's social investment priorities.
 10. The procurement process will build the foundation for Whānau Ora as a key delivery vehicle for social investment by potentially allowing for more commissioning agencies with
-

Out of Scope



potentially greater reach. Te Puni Kōkiri's ambition is that this will allow for expanded use of the Whānau Ora commissioning model across government, to improve the effectiveness, reach and efficiency of government social sector funding.

Out of Scope

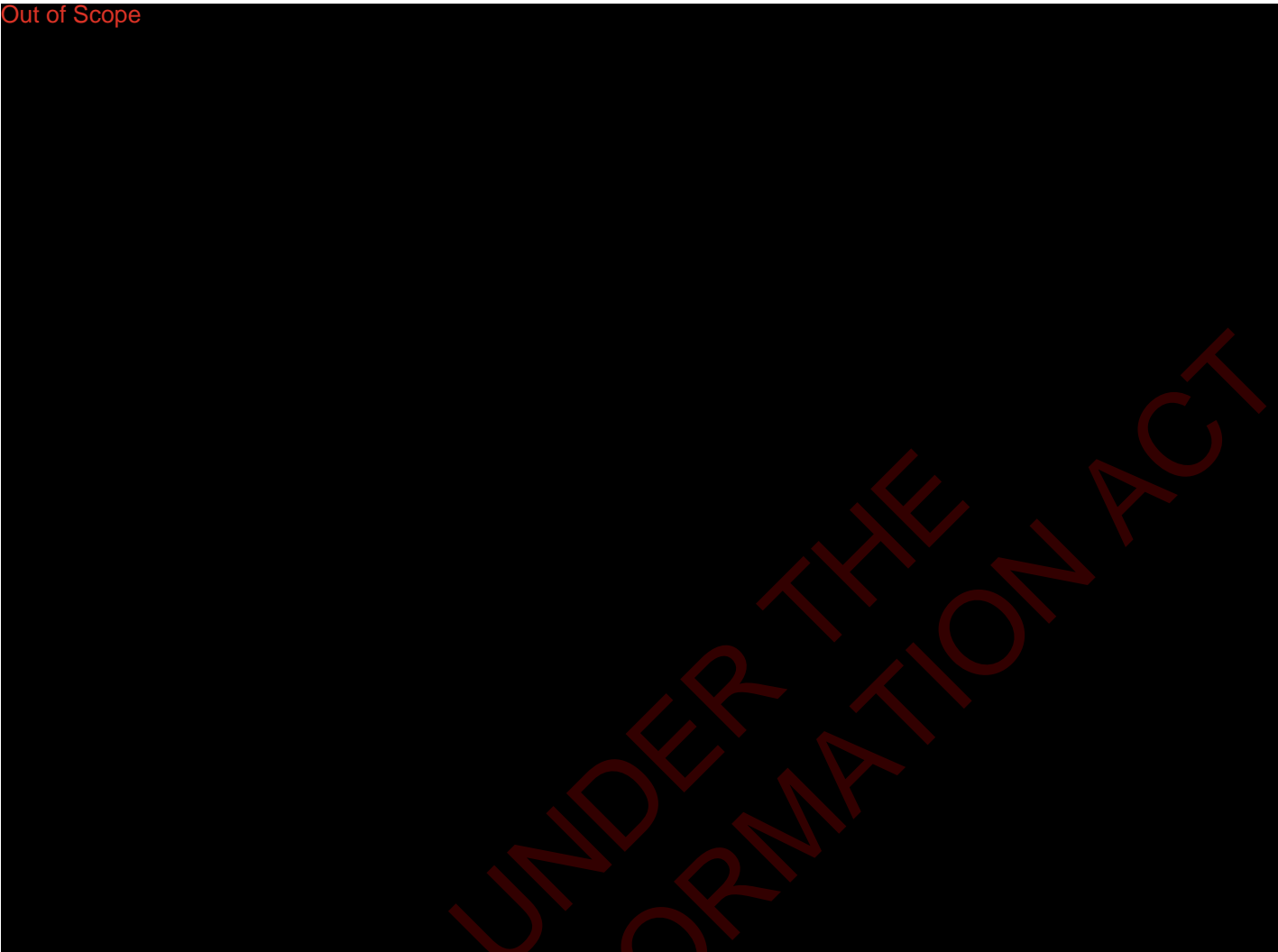


³ As outlined in *Accelerating Social Investment* Cabinet paper

Out of Scope

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Out of Scope



Aphra Green
Deputy Chief Executive, Policy, Data & Insights,
Social Wellbeing Agency

9(2)(a)

Grace Smit
Deputy Secretary, Regional Partnerships and
Operations, Te Puni Kōkiri 9(2)(a)

Hon Nicola Willis
Minister for Social Investment

Hon Tama Potaka
Minister for Whānau Ora

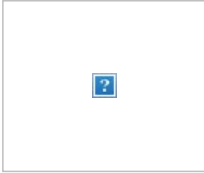
Out of Scope



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OFFICIAL INFORMATION ACT

From: [Erin Keenan \(Parliament\)](#)
To: [Grace Smit](#); [Liz Direen](#)
Subject: FW: WO only: Key messages on TPK-led procurement - due Wed 29/05 – 10am
Date: Monday, 27 May 2024 1:18:16 pm

Out of Scope



Erin Keenan
Private Secretary, Whānau Ora | Office of Hon Tama Potaka
Minister for Māori Development | Minister for Whānau Ora | Minister of Conservation | Minister for Māori Crown Relations:
Te Arawhiti | Associate Minister of Housing (Social Housing)

M: [9\(2\)\(a\)](#)
Email: erin.keenan@parliament.govt.nz Website: www.Beehive.govt.nz
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

From: Erin Keenan
Sent: Monday, May 27, 2024 1:17 PM
To: Mailbox - Ministerials <Ministerials@tpk.govt.nz>
Subject: WO only: Key messages on TPK-led procurement - due Wed 29/05 – 10am

Kia ora koutou

May I please request the following:

Type of advice:	Key messages for the Minister + relevant context
Due date:	Wed 29/05 – 10am
Format:	1-2 pages: delivered by email is fine
Subject:	Whānau Ora commissioning procurement process Please provide an update on the proposed procurement process, a reminder of the Minister and agency's roles, any risks or commercially sensitive matters, and key messages that the Minister can use if approached on this matter.
Additional information:	N/A
Attachment:	N/A

Ngā mihi
Erin

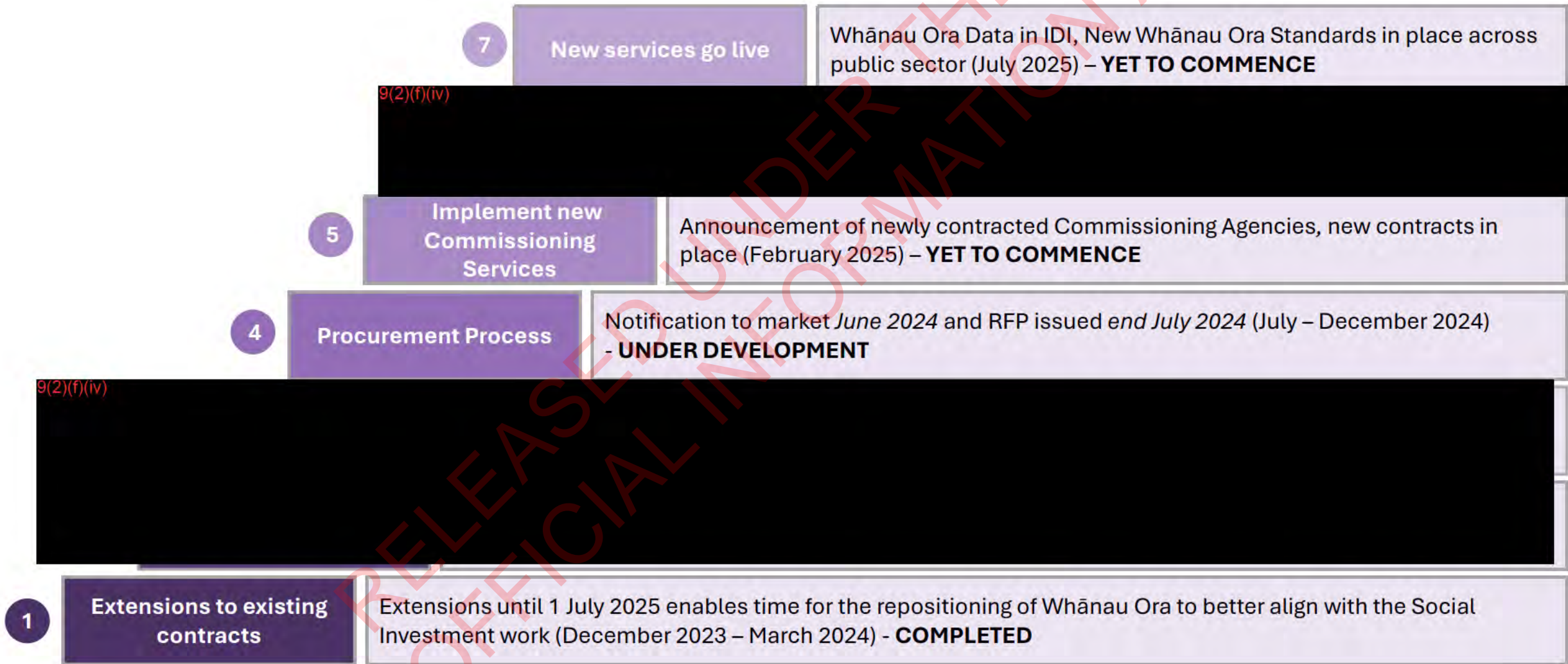


Erin Keenan
Private Secretary, Whānau Ora | Office of Hon Tama Potaka
Minister for Māori Development | Minister for Whānau Ora | Minister of Conservation | Minister for Māori Crown Relations:
Te Arawhiti | Associate Minister of Housing (Social Housing)

M: [9\(2\)\(a\)](#)
Email: erin.keenan@parliament.govt.nz Website: www.Beehive.govt.nz
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

Key Building Blocks of Whānau Ora Expansion

Enabling the adoption of Whānau Ora as a public service model for improving outcomes for New Zealanders with distinct needs.



Hon Tama Potaka

Minister of Conservation

Minister for Māori Crown Relations: Te Arawhiti

Minister for Māori Development

Minister for Whānau Ora

Associate Minister of Housing (Social Housing)



25 June 2024

Dave Samuels
Tumu Whakarae
Te Puni Kōkiri
WELLINGTON

Tēnā koe Dave

MY IMMEDIATE EXPECTATIONS OF TE PUNI KŌKIRI

Out of scope

Out of scope

Accordingly I request that you postpone the 'procurement process' work you are undertaking for the meantime, including using any external advisors. Out of scope

Out of scope

Mauriora

A handwritten signature in blue ink, reading "Jona Wilson Potaka". The signature is written in a cursive style.

Hon Tama Potaka
Minister for Māori Development
Minister for Whānau Ora

HEI WHAKATAU | BRIEFING

Options to Align Whānau Ora Investment with Social Investment

Date:	1 August 2024	Priority	High
Classification	Commercially Sensitive: In Confidence	Tracking Number	49277

It is recommended that you:	5 August 2024
1. note on 27 July you met with myself and Dave Samuels to further discuss best means to advance Whānau Ora and align it with the Social Investment approach.	
2. note that time sensitive decisions are now required on your preferred approach.	
3. either direct Te Puni Kōkiri to commence procurement processes for Whānau Ora Commissioning services; (recommended) or direct Te Puni Kōkiri to commence renegotiation with the current three Whānau Ora Commissioning Agencies (not recommended)	

Contact for telephone discussion (if required)				
Name	Position	Telephone	Mobile	1 st contact
Grace Smit	Deputy Secretary, Regions		9(2)(a)	✓

Other Agencies Consulted					
<input type="checkbox"/> MBIE	<input type="checkbox"/> MoJ	<input type="checkbox"/> NZTE	<input type="checkbox"/> MSD	<input type="checkbox"/> TEC	<input type="checkbox"/> MoE
<input type="checkbox"/> MFAT	<input type="checkbox"/> MPI	<input type="checkbox"/> MfE	<input type="checkbox"/> DIA	<input type="checkbox"/> Treasury	<input type="checkbox"/> MoH
<input type="checkbox"/> MHUD	<input type="checkbox"/> Other				

Attachments	Appendix 1 – Trade-Offs Between Options 1 & 2
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Minister's office to complete:

- | | |
|---|--|
| <input type="checkbox"/> Approved | <input type="checkbox"/> Declined |
| <input type="checkbox"/> Noted | <input type="checkbox"/> Needs change |
| <input type="checkbox"/> Seen | <input type="checkbox"/> Overtaken by Events |
| <input type="checkbox"/> See Minister's Notes | <input type="checkbox"/> Withdrawn |

Comments:



1 August 2024

Minita mō Whānau Ora

Options to Align Whānau Ora Investment with Social Investment

1. This paper seeks your directive as to whether you desire Te Puni Kōkiri to:
 - a. undertake an open procurement process for future Whānau Ora Commissioning services (recommended)
 - or
 - b. renegotiate with the existing three Whānau Ora Commissioning Agencies for future Whānau Ora Commissioning services.

Executive Summary

2. Whānau Ora was established in 2010. In 2014, current Whānau Ora Commissioning Agencies entered into outcome agreements with government and since then, have been continuously funded in a non-contestable environment to purchase and guide the delivery of Whānau Ora services. To this end the three commissioning agencies have contracts in place until 30 June 2025.¹
3. Your priority for the Whānau Ora portfolio is to enable its adoption as a public service model for improving outcomes for New Zealanders with distinct needs.
4. Te Puni Kōkiri has advised that in our expert view it is now appropriate to establish a procurement process for services beyond that date. This is to best fulfil public sector stewardship responsibilities, and to ensure strong alignment with the objectives of the Government - particularly in regard to advancing a Social Investment framework within this sector, and to move more services to the 'frontline'. A Ministerial directive from you on this matter is now required.
5. If you direct Te Puni Kōkiri to tender for this service we will appropriately inform and consult you on further operational matters, including for example, the number of regions and/or other determinants for the selection of commissioning agencies. It is important to note at the outset that there is no pre-determined outcome from procurement: existing or new suppliers may bid and be successful.
6. Alternatively, you may direct Te Puni Kōkiri to continue contracting with the existing commissioning agencies. 9(2)(i)

9(2)(g)(i)

¹ When the current contracts terminate in June 2025, Commissioning Agencies would have held these contracts for over 11 years. One of the main reasons why services have not been re-procured over this period is that contracts were extended during the pandemic. Notwithstanding, MBIE guidance is that a term of 3 -5 years is appropriate before returning to the market or considering a renewal.

7. Under either option the core tenet of Whānau Ora will not be changed. That is, the approach will continue to be centred on core design elements offered by Sir Mason Durie mā, including a positive whānau-centred approach focused on the seven wellbeing outcomes, delivered through services devolved to communities. However under either option there are important considerations necessary to ensure the ongoing success of Whānau Ora.

Background

8. Since 2010 Whānau Ora Commissioning Agencies have been continuously funded in a non-contestable environment to purchase and guide the delivery of Whānau Ora services. The value of these general commissioning services is currently \$156 million per annum.² To this end, the three commissioning agencies have contracts in place until 30 June 2025.
9. MBIE guidance is that contracts for government services are for a term of three to five years. Commercial and legal advice indicates that it is timely to return to the market and undertake an open and transparent procurement process.
10. On 27 July, Dave Samuels and I met with you to further discuss the best means to advance Whānau Ora.
11. We discussed potential procurement options for Whānau Ora, following formal advice rendered to you in April 2024 *Strategic Reset of Whānau Ora* and June 2024 *Outline for Whānau Ora Cabinet Paper*. Accordingly supplementary advice herein is provided to assist you to confirm your decision as to whether you consider open tender (option 1) or renegotiation (option 2) will best meet your aspirations to take Whānau Ora delivery forward.

Whānau Ora Commissioning 1 July 2025 onwards

9(2)(g)(i)



Option 1: Open Procurement (recommended)

14. Te Puni Kōkiri has advised you that in our expert view it is now appropriate to establish an open procurement process for services beyond 30 June 2025. This is to best fulfil sector stewardship responsibilities, and to ensure strong alignment with the objectives of the Government. We consider that via procurement, it will be possible to:

² In FY2023/24, an additional ~\$19m also allocated to localised commissioning prototypes and Whānau Ora pilot initiatives.

- a. **increase the frontline workforce size** (specifically the number of navigators);
 - b. **extend the reach** and better ensure strong connections with vulnerable populations that government traditionally struggles to reach (for examples whānau/families living in gang contexts);
 - c. **improve nimbleness** – better ensure responsiveness speed to social issues and hazard impacting on whānau households and communities (for example being immediately able to support whānau impacted on by severe weather events); and
 - d. **uphold public sector stewardship** – including improved fiscal management, devolution to communities and increased localised decision-making, alignment with emerging social investment methodologies and creating opportunity for further investment in the Whānau Ora network from other agencies.
15. If you direct Te Puni Kōkiri to re-procure for this service we will appropriately inform and consult you on further operational matters, including for example the number of regions and/or other determinants for the selection of Whānau Ora Commissioning Agencies.

9(2)(g)(i)

17. It is important to note that there is not, and cannot be, any pre-determined outcome from the procurement: existing and/or new commissioning agencies may bid and be successful. For example, an existing commissioning agency might bid for an increased or decreased service provision, including for just one demographic group of people, if that related to their competency area. 9(2)(i)

All respondents would be assessed on their merits, based on advice from a credible expert panel.

9(2)(h)

19. We further advise that under any re-procurement, it will be important to ensure population groups most in need continue to be served. For example, we will be seeking an increase in supplier responsiveness to Pacific communities, given this population is increasing in size and diversity throughout the country. 9(2)(g)(i)

9(2)(g)(i)



Option 2: Renegotiation (not recommended)

21. If you do not seek to procure Whānau Ora services at this time you may direct Te Puni Kōkiri to renegotiate contracts with the existing network of commissioning agencies. Under this option we will inform and consult you on further operational matters, including further integration of social investment methodologies, and on the optimal length of contracts.

9(2)(j)



9(2)(g)(i)



9(2)(g)(i)

Core Elements of Whānau Ora to remain

26. As previously advised you will note that under either option, the core elements of Whānau Ora are not proposed for change. Namely, Whānau Ora is to retain the key design elements originally offered by Sir Mason Durie mā, including:

- a. support approaches are to be centred on whānau gains against an established Whānau Ora Outcomes Framework, which includes seven wellbeing elements developed;
- b. support should focus on the whole needs and aspirations of whānau and families (i.e. not just individuals); and
- c. service delivery is to be devolved, with non-Crown commissioning entities engaging a network of localised providers to work with whānau that might otherwise be hard for central agencies to reach and positively connect with.

27. Te Puni Kōkiri considers the evidence base makes it clear that these critical elements are central to the success of Whānau Ora, and under any operational and delivery model these aspects are to remain paramount to ensure the integrity of initiative.

9(2)(f)(iv)

Trade-offs between the Two Options

28. The trade-offs between the two options are set out in the attached **Appendix One**. A series of criteria have been used to assess and compare the two options. These criteria reflect issues which have been raised in our discussions with you on the options.

Next Steps

29. Time sensitive decisions are now required on your preferred approach. Since 26 June 2024, upon receiving your Letter of Expectation, we have paused our procurement work. If you choose Option 1, we will need to recommence this work immediately in order to complete all necessary steps prior to issuing a Request for Proposals (RFP) into the market. If you choose Option 2 we will need to formally terminate engagements on the procurement work.

Recommended Action

30. It is recommended that you:

1. **Direct** Te Puni Kōkiri to commence procurement processes for Whānau Ora services post 30 June 2025 (recommended) **Yes/No**

Direct Te Puni Kōkiri to commence renegotiation with the current Whānau Ora Commissioning Agencies (not recommended) **Yes/No**



Grace Smit
Hautū, Te Puni Rohe | Deputy Secretary, Regions

Hon Tama Potaka
Minita mō Whānau Ora

Date: ____ / ____ / 2024

12 September 2024

Te Minita mō Whānau Ora

HE PĀRONGO | AIDE MEMOIRE

Whānau Ora Procurement - Communications Engagement Plan

Te Puni Kōkiri contact: Grace Smit, Hautū Te Puni Rohe, Deputy Secretary Regions

Phone: 9(2)(a) [REDACTED]

TPK tracking no: 49558

Purpose

1. This paper responds to your request for a Communications and Engagement Plan for the Whānau Ora commissioning procurement process.

Context

2. On 9 September, you received a paper that outlined initial communication and procurement next steps for Whānau Ora Commissioning (49540 refers). Following a discussion with officials on your role and the role of Te Puni Kōkiri on the procurement process, you requested that a fulsome Communications and Engagement Plan be provided.

The Communications and Engagement Plan

3. The Communications and Engagement Plan outlines
 - Key Messages, including Communications and Media Lines
 - Key Stakeholder information
 - Engagement principles, tone and strategy
 - Engagement and Communications Approach
 - Te Puni Kōkiri roles and responsibilities
 - Managing key risks and issues from a Communications perspective

Next Steps

4. Te Puni Kōkiri will provide you a briefing paper on key Whānau Ora procurement information for sharing with your Ministerial colleagues on 16 September 2024.

1. Whānau Ora Commissioning Procurement: Communications and Engagement Plan

Erubunt

Grace Smit
Hautū, Te Puni Rohe | Deputy Secretary, Regions

NOTED
Hon Tama Potaka Minita mō Whānau Ora
Date: _____ / _____ / 2024



Te Puni Kōkiri
MINISTRY OF MĀORI DEVELOPMENT

Item 8
Te Kāwanatanga o Aotearoa

Whānau Ora Commissioning Procurement

Communications and Engagement Plan- September 2024



Context and Background (1/4)

Whānau Ora

- Whānau Ora is a devolved commissioning model and strong example of whānau-centred delivery. It is locally led and enabled by government. Whānau Ora services are accessible to all New Zealanders.
- Whānau Ora arose from an expert 2009 taskforce, chaired by Tā Mason Durie, who advised on how to support whānau and families in need.
- The Whānau Ora Outcomes Framework built off the work of the 2009 taskforce and established seven wellbeing elements for Whānau Ora to be achieved (see Appendix 1).
- In 2014, government established outcome agreements for commissioning Whānau Ora outcomes with three agencies: Te Pou Matakana, Te Pūtahitanga o Te Waipounamu, and Pasifika Futures. Agreements with the three Whānau Ora Commissioning Agencies were extended in 2017, and again in 2020.
- Those agreements expired on 30 June 2024. All three agencies signed a one-year extension until 30 June 2025.

Context and Background (2/4)

Achievements and Future Opportunity

- Whānau Ora has, over the last decade, achieved positive results for whānau in need.
- It is because of these positive outcomes, which were externally verified and publicly demonstrated during the COVID pandemic, that Whānau Ora became a strong government example of the value of devolved whānau-centred services; supported by government, but locally led from within communities.
- Whānau Ora future success is constrained by its budget. To successfully build on its achievements and extend its use to better serve more people, it must be positioned to access future social investment funding.
- Active work is required to strengthen its evidence base, demonstrate its impacts and ability to support Government targets.

Context and Background (2/4)

Aligning Whānau Ora to Social Investment

- The Minister's priority for Whānau Ora is to enable adoption of Whānau Ora as a public service model for improving outcomes for New Zealanders with distinct needs; a key element of this is consideration of how Whānau Ora and Social Investment complement one another.
- At the end of August 2024, the Minister for Whānau Ora approved Te Puni Kōkiri to commence procurement processes for Whānau Ora commissioning services post 30 June 2025. This was to provide a direct means to advance Whānau Ora and align it with the Social Investment approach.
- Although the Whānau Ora commissioning model is changing, the seven elements of the Whānau Ora Outcomes Framework, that build on the work of the 2009 taskforce on Whānau Centred Initiatives, will remain.

9(2)(g)(i)



Context and Background (3/4)

9(2)(g)(i)

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Context and Background (4/4)

Public Responses

- Public responses to the Whānau Ora procurement messaging could cover a range of perspectives from various stakeholders, including Māori communities, politicians, Whānau Ora Commissioning Agencies and providers, and the general public.

Here are some potential key themes in those responses:

- **Impact on existing Whānau Ora Commissioning Agencies (WOCA's):** There are concerns from WOCA's that changes in the model will result in a reduction in funding and their financial resources. They might need to rethink their delivery models.
- **Political Debate:** The changes to the Whānau Ora model may become a point of political debate, with different parties expressing varying levels of support or opposition. This could lead to discussions about the role of government in Māori health and social services, and how best to balance oversight with autonomy.
- **Community Engagement:** Public responses highlight the importance of community engagement in any changes to the Whānau Ora model.
- **Media Coverage:** Media coverage of the changes will play a significant role in shaping public opinion. Reports often highlight both positive outcomes associated with the Whānau Ora approach and the challenges faced by agencies, contributing to a nuanced public discourse.

Purpose and Objectives



Purpose and Objectives (1/2)

Purpose of this Communications Plan

- The purpose of this Communications Plan is to promote awareness and understanding of the Whānau Ora Commissioning Procurement, manage the key messages, identify key stakeholders, risks and communicate effectively within and outside Te Puni Kōkiri.
- The plan will ensure that messages are clear, consistent, and aligned with the strategic objectives of Te Puni Kōkiri and the direction of the Minister for Whānau Ora.

Objectives

The objectives of this Communications Plan will be to:

- **Inform the Public:** Provide accurate and timely information to keep the public aware of Te Puni Kōkiri activities, policies, and services.
- **Build Trust:** Establish and maintain public confidence in Te Puni Kōkiri by promoting transparency and accountability.

Purpose and Objectives (2/2)

- **Facilitate Engagement:** Work with iwi, hapū, whānau and key stakeholders to ensure that communications are relevant and resonate with communities.
- **Holistic Approach:** Recognise the interconnectedness of social, cultural, environmental, and economic factors in Māori communities. Tailor messages accordingly.
- **Targeted Messaging:** Develop messages that address the specific needs, concerns, and interests of communities.
- **Coordinate Messaging:** Align communication across Ministerial offices and departments to present a unified message and avoid confusion.
- **Promote Policies and Initiatives:** Raise awareness and understanding of Te Puni Kōkiri policies, programmes, and initiatives to encourage public support.
- **Enhance Accessibility:** Ensure that information uses communication channels that are preferred by Māori communities, including face-to-face meetings, community gatherings, social media and local media.
- **Monitor Public Sentiment:** Track public perceptions and attitudes toward Te Puni Kōkiri actions, policies and programmes to inform future communications and decision-making.

Key Messages

Key Messages (1/2)

These are the overarching key messages for internal and external stakeholder engagement. These messages need to work regardless of what process we are running or which stage of the process we are at. They need to speak mainly to the why and what.

Whānau Ora

- We know that Whānau Ora works.
- Whānau Ora is a strong example of whānau-centred, locally led, government enabled service delivery.

Te Puni Kōkiri

- We will be looking across Aotearoa New Zealand for those entities interested in commissioning improved outcomes for whānau in their rohe.
- We're moving resources to the frontline to improve the support provided to whānau.
- We will be working to enhance how we measure and report on the impact for whānau, so we can better articulate the return on this investment to all New Zealanders.
- The 7 elements of Whānau Ora, as articulated in the Whānau Ora Outcomes Framework, are fundamentals and will remain unchanged.

Key Messages (2/2)**Minister of Whānau Ora**

- We know that Whānau Ora works.
- We want to build on the Whānau Ora model which has successfully delivered over the past decade.
- Whānau Ora is a strong example of whānau-centred, locally led, government enabled service delivery. As such, it is well aligned to our Government's focus on localism and devolution.
- The 7 elements of Whānau Ora, as articulated in the Whānau Ora Outcomes Framework, are fundamentals and will remain unchanged.
- The procurement of Whānau Ora Commissioning services will better position Whānau Ora to align with Social Investment.
- The procurement process is an operational matter led by Te Puni Kōkiri.
- New commissioning services will be in place for 1 July 2025.

Communications and Media Lines

Communications and Media Lines (1/5)

Te Puni Kōkiri Media Lines

Three key points:

1. The value of the Whānau Ora model.
2. Te Puni Kōkiri will run an open and fair procurement process.
3. We are strengthening the evidence base to position Whānau Ora for greater future investment.

Lead-in lines

- We know that Whānau Ora works.
- The Whānau Ora model has developed and matured over the last decade. With a solid foundation in place, that we are looking to make this next step is a testament to the commitment to whānau and communities that has been set in place.
- The current arrangements have been in place for 10 years and good procurement practice means it is timely to return to market for Whānau Ora commissioning services.

Communications and Media Lines (2/5)

An open and fair procurement process

- We will be running an open procurement process for Whānau Ora commissioning services
- The procurement enables us to align to the social investment framework, strengthening the evidence base and positioning Whānau Ora for future expansion.
- An objective of the procurement is to move more resources to the frontline.
- Government best practice is to ensure there are opportunities to open its services up to the market, and it has been over ten years since this last happened.
- The procurement process will be managed via the Government Electronic Tendering Service (GETS) and will set out revised Commissioning criteria for the market.
- Any organisation interested in commissioning Whānau Ora services, including current Whānau Ora commissioning agencies, will be encouraged to demonstrate how they meet the criteria.

Communications and Media Lines (3/5)

The Government is improving how we work

- Te Puni Kōkiri are also exploring how we can better demonstrate the impact on whānau by enhancing how we measure and report.
- We're strengthening the investment in New Zealand's families by improving data reporting and outcomes.
- We want to secure the future of Whānau Ora, including what enhancements could be made to the current model while maintaining the elements of what makes Whānau Ora work well now (devolved, kaupapa Māori, high trust).

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Communications and Media Lines (4/5)

For who, purpose	Key Messages	When
High level communications lines for TPK to notify Commissioning agencies of intention to go to market.	<ul style="list-style-type: none"> • We know that Whānau Ora works. • Whānau Ora is a strong example of whānau-centred, locally led, government enabled service delivery. • The Whānau Ora model has developed and matured over the last decade. With a solid foundation in place, that we are looking to make this next step is a testament to the commitment to whānau and communities that has been set. • We will be looking across Aotearoa New Zealand for those entities interested in commissioning better outcomes for whānau in their rohe. 	<p>End of week commencing 9 September</p>

Communications and Media Lines (5/5)

For who, purpose	Key Messages	When
Initial High-Level messages for Minister to refer procurement enquiries back to TPK (as an operational matter)	<ul style="list-style-type: none"> • We know that Whānau Ora works. • Whānau Ora is a strong example of whānau-centred, locally led, government enabled service delivery. • We will be looking across Aotearoa New Zealand for those entities interested in commissioning better outcomes for whānau in their rohe. • If you are interested in becoming a commissioning agency, contact Te Puni Kōkiri to find out about the open procurement process. • The Te Puni Kōkiri contact address for procurement related queries is RFP-WhanauOra@tpk.govt.nz 	Initial High-Level messages for Minister to refer procurement enquiries back to TPK (as an operational matter)

Key Stakeholders

Key Stakeholders: External

Below are the key stakeholders for this communications plan:

External

- Minister Potaka (Minister Whānau Ora / Minister Maori Development)
- Existing Whānau Ora Commissioning Agencies (Te Pou Matakana, Te Putahitanga o te Waipounamu and Pasifika Futures) and their providers
- Other WOCAs contracted to Te Puni Kōkiri (e.g. Localised Commissioning Entities)
- Other Whānau Ora suppliers directly contracted to Te Puni Kōkiri (e.g. Paiheretia Whānau Ora initiative)
- National Iwi Chairs Forum
- ACC
- Ara Poutama Aotearoa
- Te Puna Aonui
- Oranga Tamariki
- Social Sector Chief Executives
- Social Sector Deputy Chief Executives
- Media commentators

Key Stakeholders: Internal

Below is the key stakeholders for this communications plan:

Internal

- Te Puni Kōkiri Regional Directors and Regional SME representatives (regional contact points for stakeholders)
- Te Puni Kōkiri Whānau Ora Operations (front facing contract managers for existing Commissioning Agencies)
- Whānau Ora governance committee
- Te Puni Kōkiri Communications Team

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How we engage and communicate, how we sound.



Engagement Principles

The principles guide the drivers and behaviours for all engagement. They are underpinned by Te Ao Māori as a reflection of the kaupapa, our stakeholders and how we can keep them and ourselves culturally safe.

- **Whanaungatanga:** Build, maintain and value relationships.
- **Mana-enhancing:** Uphold the mana of those that whakapapa Whānau Ora, past and present.
- **Manaakitanga:** Respect, generosity, care for people and their experiences. Whānau experiences come first.
- **Whakarongo:** Engage to achieve understanding.
- **Kaitiakitanga:** Protect and value what has been achieved and what is possible for the future.

Engagement Style

Our engagement style reflects what will help us deliver our messages and enhance how we work as a team

- **Kaupapa Māori:** Approach is inherent and consistently referenced. We reflect often on the principles.
- **Open and fair:** To match the open procurement process and approach.
- **Proactive:** We're not reactive to challenges rather proactive to whānau, public, procurement and media inquiries or feedback. We share as much information as we can, as soon as we can.
- **No surprises:** We coordinate our engagement and share insights and reflections with each other.
- **Positive reframing:** Every challenge is an opportunity. We recognise the work done to date and the successes so far

Engagement tone

Our engagement tone describes how we will present ourselves and deliver our messages

- **Fact based :** At this stage of the project, we are going through a process. It includes exploration, design and consideration of what might be possible. We will clearly articulate the process and where we are at. We won't make assumptions about the future. Information shared will be at a level suitable for the intended audience.
- **Clarity and distinction:** We will be clear in ensuring that our messaging makes the distinction between the Whānau Ora kaupapa (approach) and Whānau Ora commissioning. We will avoid conflating these.
- **Quiet optimism :** We will be positive about the opportunity but avoid over selling. We will avoid emotive language that might over promise. This may come later in the process when the scale and nature of the future becomes more certain.
- **Non-government speak :** We will use plain language English and Te Reo Māori as appropriate. We will avoid government terminology that we use to explain things amongst ourselves unless we are conversing with other government audiences.
- **Enduring change / multi-generational:** Awareness of our environment and history, our purpose as TPK and ensuring communications align to the organisational values.

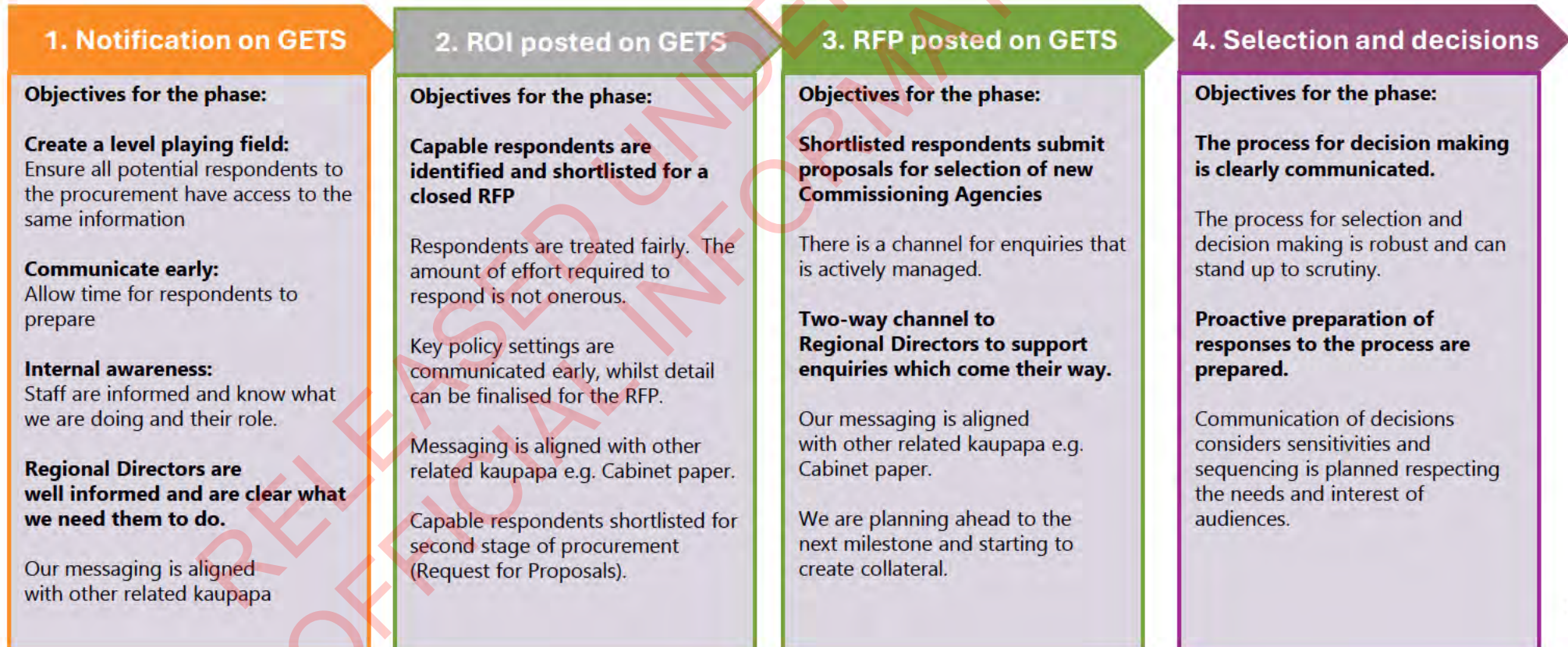
Engagement Strategy (1/2)

Our engagement strategy describes who, how and when we will engage with key stakeholders (incl. engagement channels)

Stakeholder	Preferred Engagement Channel	Engagement Frequency
Minister Potaka (Minister Whānau Ora / Minister Māori Development)	Weekly Report, Weekly Officials Meetings (supported with briefings and Aide Memoires as needed)	Weekly updates
Existing Whānau Ora Commissioning Agencies	Direct contact online hui or kanohe ki te kanohe Follow-up letter	Regularly as needed
Other WOCAs contracted to Te Puni Kōkiri	Email, Newsletters, Social Media	As needed
National Iwi Chairs Forum	Direct Email Correspondence	As needed
Agencies Te Puna Aonui Oranga Tamariki ACC	Email updates	As needed
Media commentators	Media release statements	As required
Te Puni Kōkiri Communications Team	Teams online sessions, Hui	Weekly
Te Puni Kōkiri Regional Directors	Teams online sessions	Weekly

Engagement and comms approach

1. We will take a **phased** approach. Aligning activity with key project milestones. Plans and actions will be revised following completion of a phase.
2. We will **use existing** TPK communication policies and procedures including using the Media and Ministerial Teams.



How We Work Together across Te Puni Kokiri

Comms and Engagement Roles and Responsibilities

Each member of the Te Puni Kōkiri team has a role to play for comms and engagement.

Workstream	Role / Name	Responsibilities
Project leadership	Sponsor	Uphold comms and engagement principles Manage assigned stakeholder relationships
	SRO	Uphold comms and engagement principles Prioritisation and escalation Manage assigned stakeholder relationships
	Programme Director	Uphold comms and engagement principles and address issues Prioritisation and escalation Manage assigned stakeholder relationships
	Comms and Engagement Lead	Comms and engagement strategy and planning Production of communications collateral for whole project Comms and engagement activity assigned to owners; monitoring all activity Comms and engagement risks and issues management Reporting
	Comms and Media Advisor	Liaison with TPK Media team Media statements Supporting spokespeople Advice and QA of comms and engagement strategy, plans and collateral

Comms and Engagement Roles and Responsibilities

Each member of the project team has a role to play for comms and engagement.

Workstream	Role / Name	Responsibilities
Workstreams	Workstream Leads	Providing, information Socialise and uphold comms and engagement principles with workstream teams Track and update stakeholder engagement registers Escalate risks and issues to comms and engagement lead
	Project Co-Ordinator	Updating processes and registers as required
Project PMO	PMO / Scrum lead	Escalating risks and issues to comms and engagement lead
	Whānau Ora portfolio	Managing Whānau Ora Operations comms, including risks and issues with current agencies
TPK Communications Team		Sharing relevant information with project Peer review communications (as required)
TPK Ministerials	Team	Facilitating project communication with Ministers

Managing Key Risks & Feedback Mechanisms

RISKS AND ISSUES – Comms and Engagement Perspective (1/2)

Risks and Issues- Description	Comms and Engagement Mitigations
Limited Engagement: There is a risk that without adequate external engagement, potential future commissioning agencies may not be able to tender and/or potential suppliers may feel disadvantaged as existing Commissioning Agencies are aware that a retender is coming.	Phased approach to ensure key stakeholders (existing and new) are engaged with to the best of our ability within timeframes available.
Greater Data and Reporting Requirements: There is a risk that existing suppliers may challenge the updated Whānau Ora commissioning design	An engagement strategy is currently under development for the two stages of the RFP process.
Public Misunderstanding. The key messages shared by Te Puni Kōkiri may be misinterpreted by the public, leading to confusion or misinformation.	Ensure that messages are straightforward, using simple language to avoid misunderstanding. Focus on key points to enhance clarity.
Loss of Trust: If the public perceives the information as misleading or incomplete, it can erode trust in Te Puni Kōkiri and/or the Minister.	Ensure that all messaging is clear, open and honest. Provide clear explanations for decisions and changes.
Political Backlash: Key messages may provoke criticism from political opposition, interest groups or current Whānau Ora Commissioning Agencies, leading to public and political backlash.	Thoroughly research key stakeholders and the current political landscape. Anticipate reactions and develop clear, considered and concise messaging.

RISKS AND ISSUES – Comms and Engagement Perspective (2/2)

Risks and Issues- Description	Comms and Engagement Mitigations
Official Information Act Requests: Information that was not intended for the broader public will be open to scrutiny. This could also carry reputational risk and lead to political backlash.	Develop a communications plan that involves proactive and strategic communication practices. A communications and engagement plan is currently underway.
Inconsistent Messaging: If Te Puni Kōkiri and/or the Minister issue conflicting statements, this may result in confusion.	A unified communication and engagement plan will provide consistent information and reduce confusion.
High Profile People from the Sector Go To The Media: If public figures go to the media to express their disagreement in decisions made by the Minister or Te Puni Kōkiri, this can affect relationships, programmes and reputations.	Focus on open communication, stakeholder engagement and proactive relationship management across the sector
Ineffective Reach: The message may not reach all segments of the community, particularly Māori communities, leading to inequitable access to information.	Disseminate information through various platforms (social media, press releases, public meetings, etc.) to reach a broader audience effectively.
Delayed Response: If the stakeholders and communities perceive Te Puni Kōkiri's communication as slow or inadequate during this process, it could lead to frustration.	Maintain a schedule to regularly update key stakeholders and the public with new information to keep them informed and engaged, particularly during ongoing situations.
Over-Communication: Releasing too many messages in a short period can overwhelm the public, causing key information to be overlooked. It is important to consider the sequencing and frequency to releasing comms messages.	Consideration during different stages of the Procurement process of sequencing, frequency and regularity of messaging.

Feedback Mechanisms (1/2)

Feedback mechanisms are essential for evaluating the effectiveness of a government communications plan and ensuring that the public's voice is heard. Here are several feedback mechanisms that can be implemented:

- **Community Feedback:** Establish effective feedback mechanisms that allow communities to voice their opinions, concerns, and suggestions regarding communications, policies, programmes and decisions.
- **Surveys and Polls:** Conduct regular surveys or polls to gather key stakeholder and public opinions on specific policies, communications, initiatives or decisions. This can provide quantitative data on public sentiment.
- **Social Media Monitoring:** Utilise social media platforms to monitor public discussions and sentiment. Engaging with comments and messages can provide real-time feedback for communications messaging and planning.
- **Hotlines and Call Centres:** Establish dedicated hotlines or call centres where the public or stakeholders can voice their feedback or seek clarification on key messages, policies and decisions.
- **Email and Online Submissions:** Encourage the public to send emails or use online platforms to share their feedback on communications, policies, initiatives or decisions.
- Continued overleaf....

Feedback Mechanisms (2/2)

- **Media Coverage Analysis:** Analyse media reports and coverage related to Ministers or Te Puni Kōkiri communications to gauge public interpretation and reactions.
- **Community Partnerships:** Collaborate with key stakeholders, community organisations and leaders to gather insights and feedback from diverse groups within the population.
- **Focus Groups:** Conduct focus group discussions with targeted demographics to gain qualitative insights into public perceptions and feedback on specific messages.
- **Public Reporting:** Publish reports or summaries of feedback received and how it has influenced decisions or communications, enhancing transparency.

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Appendix 1 The Whānau Ora Outcomes Framework

The Whānau Ora Outcomes Framework built on the work of the 2009 Taskforce on Whānau-Centred Initiatives. The seven outcomes will remain unchanged throughout the Whānau Ora Procurement Process.

Whānau Ora is achieved when whānau are:

- Self managing
- Living healthy lifestyles
- Participating fully in society
- Confidently participating in Te Ao Māori
- Economically secure and successfully involved in wealth creation
- Cohesive, resilient and nurturing
- Responsible stewards of their natural and living environments.

Te Puni Kōkiri Weekly Reports (Extracts)

To: Minister for Māori Development & Minister for Whānau Ora

48539- Week commencing: 06/05/24

Prepared: 02/05/24

9(2)(f)(iv)

Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

All three Whānau Ora Commissioning Agencies have now executed agreements to extend their Outcome Agreements under the same terms and conditions, until 1 July 2025.

Te Puni Kōkiri officials continue to work closely with officials from MBIE's NZ Government Procurement unit on the upcoming procurement process for Whānau Ora Commissioning services, including ensuring there is sufficient awareness and understanding in the sector of the upcoming opportunity, ahead of the advanced notice to be published on the Government's Electronic Tender System (GETS) at the end June 2024.

48592- Week commencing: 13/05/24

Prepared: 09/05/24

5.4: Minister will work with the Minister of Social Investment and other relevant Ministers to seek Cabinet decisions on any substantive changes to current settings for Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

Whānau Ora
Out of Scope

Officials are developing a formal engagement plan for Whānau Ora Commissioning procurement and will ensure there is sufficient awareness and understanding of the upcoming opportunity.

Te Puni Kōkiri Weekly Reports (Extracts)

To: Minister for Māori Development & Minister for Whānau Ora

48668- Week commencing: 27/05/24

Prepared: 23/05/24

9(2)(f)(iv)

Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

- Te Puni Kōkiri is meeting with MBIE on 23 May 2024 on the development of the Procurement Plan for Whānau Ora Commissioning, which is due to be finalised at the end of June 2024.

Whanau Ora

Out of Scope

To provide awareness of upcoming procurement process.

48728- Week commencing: 03/06/24

Prepared: 30/05/24

9(2)(f)(iv)

Te Puni Kōkiri met with MBIE on 23 May 2024 on the development of the Procurement Plan for Whānau Ora Commissioning, which is due to be finalised at the end of June 2024. MBIE has confirmed they have no formal sign out role and can provide advice as needed.

Out of Scope

Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

Your office has been provided with key messages in relation to the procurement process.

Te Puni Kōkiri Weekly Reports (Extracts)

To: Minister for Māori Development & Minister for Whānau Ora

Whānau Ora	Out of Scope
	standards. To provide awareness of upcoming procurement process.

48965- Week commencing: 24/06/24

Prepared: 20/06/24

9(2)(f)(iv)

Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

The procurement process for Whānau Ora commissioning services formally commences with the publishing of an "Advance Notice" to the market of government's intention to procure services. This is planned for the end of June. The three existing Commissioning Agencies (Te Pou Matakana, Te Pūtahitanga, Pasifika Futures) will be notified of the plan to publish the Advance Notice the week of 24 June. Te Puni Kōkiri Regional Directors have been provided with key messages for distribution.

Whānau Ora	Out of Scope
	To provide awareness of upcoming procurement process.

Te Puni Kōkiri Weekly Reports (Extracts)**To: Minister for Māori Development & Minister for Whānau Ora****48991- Week commencing: 01/07/24****Prepared: 27/06/24**

9(2)(f)(iv)

Whānau Ora. Decisions will be required before current Whānau Ora contracting

arrangements expire at the end of June 2025.

On 26 June, you wrote to the Secretary for Māori Development to request that Te Puni Kōkiri pause its planned 'procurement process' work. There are operational impacts of an extended pause on the planned procurement timetable. Officials can provide further detail on impacts at the appropriate time.

49023- Week commencing: 08/07/24**Prepared: 04/07/24**

Ministers to seek Cabinet decisions on any substantive changes to current settings for Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

9(2)(i)

Ref: BP48994 You received a draft Cabinet on 20 June 2024.

On 26 June, you wrote to the Secretary for Māori Development to request that Te Puni Kōkiri pause its planned 'procurement process' work. Te Puni Kōkiri wrote to the three Whānau Ora Commissioning Agencies on Thursday 27 June to advise that you had requested a pause of procurement activity, and to request times for a hui this month to discuss and consult with them on the additional advice you have requested on future policy settings for the next evolution of Whānau Ora.

There are operational impacts of an extended pause on the planned procurement timetable. Officials can provide further detail on impacts at the appropriate time.

Te Puni Kōkiri Weekly Reports (Extracts)**To: Minister for Māori Development & Minister for Whānau Ora****49070- Week commencing: 15/07/24****Prepared: 11/07/24**

9(2)(f)(iv)

Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

9(2)(i)

Ref: BP48994 You received a draft Cabinet paper on 20 June 2024.

Following your request that Te Puni Kōkiri pause its procurement process work, we are focusing on development of more detailed policy information. In parallel, as requested, we have considered the procurement timetable again. We can advise that to recommence the Procurement process, the latest date an RFP could be issued to the market (and have new contracts in place for 1 July 2025) is 27 September 2024. More detailed information on a timetable and options will be provided to your

office this week, as part of the formal response to your Letter of Expectations.

49095- Week commencing: 22/07/24**Prepared: 18/07/24**

9(2)(f)(iv)

Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

Should Te Puni Kōkiri recommence the Procurement process, the latest date an RFP could be issued to the market (and have new contracts in place for 1 July 2025) is 27 September 2024. On Friday 12 July, you were provided proposed timelines as part of the formal response to your Letter of Expectations.

Te Puni Kōkiri Weekly Reports (Extracts)**To: Minister for Māori Development & Minister for Whānau Ora****49194- Week commencing: 29/07/24****Prepared: 25/07/24**

9(2)(f)(iv)

Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

On 12 July you received proposed timelines as part of the formal response to your Letter of

Expectations. These detailed that should Te Puni Kōkiri recommence the Procurement process, the latest date an RFP could be issued to the market (and have new contracts in place for 1 July 2025) is 27 September 2024.

You have requested further detail on policy options. We will provide you with an options paper this week. Note that current contracting agreements expire at the end of June 2025.

9(2)(g)(i)

49232- Week commencing: 05/08/24**Prepared: 01/08/24**

9(2)(f)(iv)

Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

On 12 July you received proposed timelines as part of the formal response to your Letter of Expectations. These detailed that should Te Puni Kōkiri recommence the Procurement process, the latest date an RFP could be issued to the market (and have new contracts in place for 1 July 2025) is 27 September 2024.

We discussed this with you again at the weekly Whānau Ora officials meeting on 29 July. An options paper has been provided to your office for your consideration. Note that current contracting agreements expire at the end of June 2025.

9(2)(g)(i)

9(2)(g)(i)

Te Puni Kōkiri Weekly Reports (Extracts)

To: Minister for Māori Development & Minister for Whānau Ora

49283- Week commencing: 12/08/24

Prepared: 08/08/24

9(2)(f)(iv)

Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

On 12 July you received proposed timelines as part of the formal response to your Letter of Expectations. These detailed that should Te Puni Kōkiri recommence the Procurement process, the latest date an RFP could be issued to the market (and have new contracts in place for 1 July 2025) is 27 September 2024.

We discussed this with you again at the weekly Whānau Ora officials meeting on 29 July. An options paper has been provided to your office for your consideration. Note that current contracting agreements expire at the end of June 2025. 9(2)(g)(i)

9(2)(g)(i)

Meetings with Whānau Ora Commissioning Agencies

Out of Scope

Out of Scope

as well as the currently paused process to approach the market for Whānau Ora Commissioning Agency services.

49511- Week commencing: 09/09/24

Prepared: 05/09/24

9(2)(f)(iv)

Whānau Ora. Decisions will be required before current Whānau Ora contracting arrangements expire at the end of June 2025.

The draft Whānau Ora Cabinet paper (48994) was not progressed to Cabinet. The option to seek Cabinet decisions on any changes to current settings for Whānau Ora remains (albeit in parallel with the procurement process).

At a meeting with officials on 26 August you provided your approval on BP 49277 to commence an open procurement process for Whānau Ora services. You also confirmed that the 'pause' on procurement work was lifted.

Work has now commenced to develop an RFP, detail out the procurement timeline and develop a plan to communicate with incumbent Commissioning Agencies and prospective respondents. We will discuss our approach to a Communications plan at the Whānau Ora officials meeting, on 9 September.

Out of Scope

Te Puni Kōkiri Weekly Reports (Extracts)**To: Minister for Māori Development & Minister for Whānau Ora****49551- Week commencing: 16/09/24****Prepared: 12/09/24****5.3 Completed**

At the officials meeting on 17 July, you requested further detail on trade-offs. On 1 August you received an options paper for your consideration (BP 49277). At your request this

Out of Scope

paper was discussed at a meeting with officials on 15 August. At a meeting with officials on 26 August you provided your approval on BP 49277 to commence an open procurement process for Whānau Ora services.

At a meeting with officials on 9 September we updated you on our intention to contact the three current Whanau Ora Commissioning Agencies and to communicate the decision to recommence the procurement process.

In addition, work has recommenced to develop an RFP, detail out the procurement timeline, and to plan out communications. We will provide a Communications and Engagement Plan to you on 12 September as agreed.

49591- Week commencing: 23/09/24**Prepared: 20/09/24**

In addition, work has recommenced to develop an RFP, detail out the procurement timeline, and to plan out communications. We provided a Communications and Engagement Plan to you on 12 September and discussed that with you at the 17 September-officials meeting. You have requested further key messaging be provided for you to share with your colleagues and the Prime Minister's Office.

Out of Scope

Out of Scope

Te Puni Kōkiri Weekly Reports (Extracts)

To: Minister for Māori Development & Minister for Whānau Ora

49631- Week commencing: 30/09/24

Prepared: 26/09/24

Out of Scope

At the 17 September weekly officials meeting, you requested a further paper be provided with greater detail on Whānau Ora, in order to share with your Ministerial colleagues. This briefing was provided to you on 26 September.

49675- Week commencing: 07/10/24

Prepared: 04/10/24

Whānau Ora

A Registration of Interest (ROI) is intended to be published on the Government's Electronic Tender Service (GETS) on Friday 4 October, for Whānau Ora Commissioning procurement. The ROI enables entities to register their interest and provide an outline of their capability and experience.

At the conclusion of the ROI stage, a shortlist of suitably capable and experienced respondents may be invited to submit written responses to a closed Request for Proposals (RFP).

Week commencing: 14/10/24

Prepared: 11/10/24

Whānau Ora

On 13 September 2024, an Advance Notice was issued, and on 4 October 2024, the Registrations of Interest (ROI) for the Whānau Ora Commissioning opportunity were published on the Government's Electronic Tender Service. Interested entities can register and outline their capability and experience. Responses are due by 24 October 2024.

After the ROI stage, a shortlist of capable respondents may be invited to submit written responses to a closed Request for Proposals (RFP), targeted for issuance on 22 November 2024. This closed RFP will only be available to those shortlisted from the ROI process. Officials will keep you updated on progress and key milestones through this report and the weekly Whānau Ora officials meeting.