

## **FAQs on the Procurement Process**

### **How will the future of Whānau Ora be different than it is currently?**

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

Whānau Ora empowers whānau to make decisions about their future and determine what they need to achieve better outcomes in areas such as health, education, housing, employment, and income. This is not changing.

Te Puni Kōkiri identified five important ways to strengthen Whānau Ora for the future, which are:

- Increasing the reach of Whānau Ora, to engage with more of the whānau most in need, in the parts of Aotearoa with the highest levels of deprivation.
- Strengthening the evidence that Whānau Ora is delivering positive outcomes for whānau by collecting data in a structured, consistent way.
- Data driven investment planning with an introduction of Investment Boards to better ensure localised input is driving investment decisions
- Developing the Navigator workforce to ensure that the front-line workforce is better supported to help whānau achieve meaningful and enduring change.
- Increased capacity for identifying whānau in high-risk situations, and ability to support whānau through these times.

These informed the criteria that was used in the procurement process to choose new Commissioning Agencies, which is currently ongoing.

As well as these changes to strengthen Whānau Ora, an additional Commissioning Agency region has been established to enhance local connections between Commissioning Agencies and the communities they serve.

### **What is the objective of Te Puni Kōkiri in making these changes?**

Te Puni Kōkiri's primary objective remains that Whānau Ora is able to empower whānau to achieve their aspirations and improve their outcomes.

The ways that Te Puni Kōkiri identified to strengthen Whānau Ora will mean this goal will be achieved even more effectively in the future, with better outcomes for the whānau who live in the parts of Aotearoa with the highest levels of deprivation.

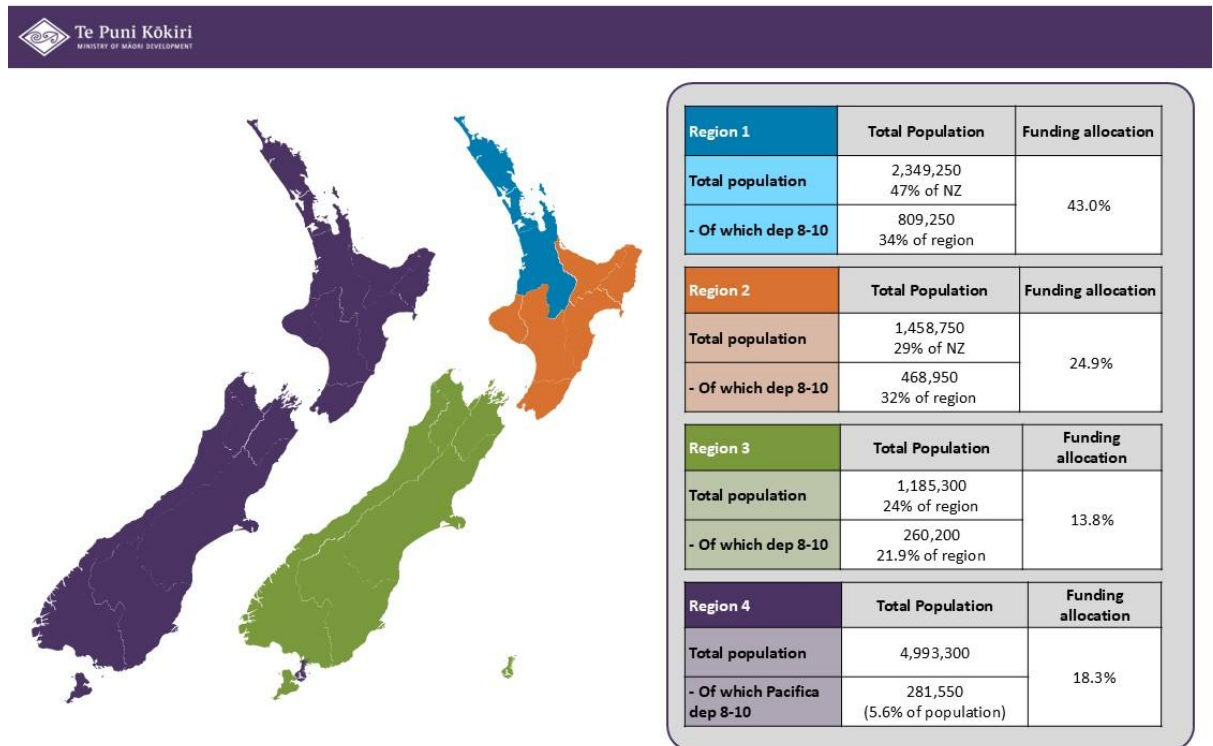
As well as this, the changes will support the use of Whānau Ora as an example of how other public services can be delivered to achieve the best outcomes for all New Zealanders.

### **What are the regions for Commissioning Agencies from 1 July?**

There will be four regions for Commissioning Agencies from 1 July 2025.

These are:

- **Region 1:** Northland, Auckland and Waikato
- **Region 2:** Bay of Plenty, Gisborne, Hawke's Bay, Taranaki, Manawatū-Whanganui and Wellington
- **Region 3:** Te Waipounamu | South Island
- **Region 4:** A national service focussed on delivery methodologies that can deliver for Pacific peoples across Aotearoa New Zealand



### What is the role of Te Puni Kōkiri, Commissioning Agencies, and Service Providers in Whānau Ora?

Whānau Ora is delivered through a devolved commissioning framework. This means that government does not specify what funding, programmes or initiatives whānau have access to.

Te Puni Kōkiri administers Whānau Ora commissioning funding on behalf of government. As part of this role, we engage Commissioning Agencies to deliver Whānau Ora in their respective regions.

Commissioning Agencies contract Service Providers to work with whānau in their region to help them access services and achieve better outcomes.

Commissioning Agencies determine which Service Providers they contract to meet the needs and achieve positive outcomes for whānau in their region

**How was the procurement process conducted?**

After more than a decade of the contracts being in place it was timely to return to the market to best fulfil Te Puni Kōkiri's stewardship responsibilities for public funding and contracts and ensure that the money invested in Whānau Ora is targeted to make the biggest difference.

AuditNZ independently verified that the procurement process was transparent and robust and met the required rules and practices for government

**What happens to existing whānau who are actively engaged with existing Whānau Ora providers?**

We are working with the incoming Commissioning Agencies to ensure that Whānau Ora services continue to be available for those whānau currently engaged with them.

**Will this result in significant job losses for current Whānau Ora service providers?**

Under the devolved commissioning model that is central to Whānau Ora, it is up to the Commissioning Agencies to determine which Service Providers they engage to deliver the desired outcomes in their region.

As part of our work with the outgoing and incoming Commissioning Agencies, Te Puni Kōkiri will assist with sharing information about Provider networks where it is appropriate to do so.

Sharing this information will support incoming Commissioning Agencies with their service provision planning during transition period.

**Has the funding for Regions 3 and 4 been reduced?**

The amount of funding for each region has been redistributed to align with where the communities with the highest deprivation levels are. The region with the most communities with high deprivation levels is Region 1, which has received the highest funding allocation.

The overall funding for Whānau Ora has not been reduced.

**What does the new focus on data collection mean for Whānau Ora?**

Te Puni Kōkiri identified data collection as a way in which Whānau Ora could be strengthened for the future.

Whānau Ora is designed to have positive impacts for whānau over many years, not just in the short term. This data collection will allow us to see the results of Whānau

Ora, and mean that we can continue to improve, benefitting all the whānau we work with.

This data collection is also crucial for the use of Whānau Ora as a model to deliver other public services to achieve the best outcomes for all New Zealanders.

### **Should I be concerned about my privacy?**

We're confident from the evidence that was provided by the preferred respondents that they have the capability to safeguard whānau data. Te Puni Kōkiri will be supporting Commissioning Agencies to do this and can audit their systems periodically as well to make sure their privacy settings are strong.

All data is anonymised by Stats NZ prior to being analysed in the IDI to protect the privacy of whānau. Te Puni Kōkiri will not receive any data that could be used to identify any individual or a whānau.

Stats NZ also overlay the Ngā Tikanga Paihere framework developed by a member of Te Mana Raraunga, the Māori Data Sovereignty network, to ensure analyses are conducted in a culturally appropriate way.

### **What was the list of areas/topics which specialist advisor reports were provided on?**

Specialist advisory reports were provided for:

- Due Diligence Assessment Report
- Investment Planning Report
- Data and Reporting Report
- Implementation and Transition Report
- Legal Report.

### **Who were the specialist advisors?**

The specialist advisors were a mix of Te Puni Kōkiri kaimahi and external advisors.

Title	Role in Procurement
Senior Consultant	Advisor Due Diligence
General Manager, Investments	Advisor Investment Planning
Chief Advisor, Strategy	Advisor - Data and Reporting
Project Director	Advisor - Implementation and Transition
Chief Advisor, Regions	Advisor – Strategy/Policy
Consultant	Advisor – Strategy/Policy
Partner, Russell McVeagh	Advisor - Legal

Senior Associate, Russell McVeagh	Advisor - Legal
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### **How were Specialist Advisors selected? How can we have assurance that they had the appropriate expertise?**

The RFP Evaluation Report notes:

*"The non-scoring Specialist ... represent extensive experience in their areas of expertise and are drawn from a mix of internal Te Puni Kōkiri personnel and external advisors."*

External specialist advisors and procurement and probity support were sourced from the All of Government (AoG) supplier panels where available, for example the AoG Legal Services Supplier Panel and AoG Consultancy Services Supplier Panel (Procurement and Assurance Probity) panels.

Sourcing of external specialist advisors and support services complied with Te Puni Kōkiri policies and procedures for procurement and conflicts of interest.

No material conflicts were declared by specialist advisors or support services. One potential conflict was declared and a management approach was approved prior to their involvement in the process. No outstanding probity issues related to the specialist advisors or support services were identified in Audit New Zealand's interim or final assurance reports.

### **Did Audit New Zealand complete the diligence assessment?**

No. Audit New Zealand was engaged to provide assurance over the probity and procurement process.

The diligence assessment was completed by a Specialist Advisor and considered by the Evaluation Panel as they formed their recommendations.

### **What weighting did diligence have on the evaluation?**

Diligence at the ROI and RFP stages was not weighted at either stage but was assessed and allocated a status of "Pass", "Pass with Conditions" or "Fail". No "Fail" statuses were allocated during the ROI or RFP stage.

At each stage of evaluation, a range of "Pass with Conditions" statuses were allocated that indicated areas to be explored or for which further advice might need to be sought during subsequent stages if the Respondent was progressing to the next stage of the procurement e.g. being shortlisted to the RFP stage, or being progressed to contract negotiations.

### **Is "informed consent" a barrier for whānau engaging Whānau Ora services?**

Principle 1 of the seven Whānau Ora wellbeing outcomes is that Whānau Ora

services begin with whānau aspirations, and an internal desire to make positive choices and changes for themselves. Whānau participants choose to take part in Whānau Ora services and co-design their plan. The decision is not made by the government, commissioning agencies, or service providers.

Before working with whānau, service providers are required to ensure that whānau seeking to engage in Whānau Ora services are provided with an approved privacy statement designed to ensure they understand how their data collected will be used, in accordance with relevant privacy laws.

If a whānau decide they do not want to continue, they cannot progress into the Whānau Ora service. The whānau plan (and goal setting within it) is a key source of data for tracking the impact of Whānau Ora overall.

By agreeing to make a plan and set goals for change, whānau are agreeing to supply a small amount of identifying information to Stats NZ for linkage to the Integrated Data Infrastructure (IDI). Individual and whānau data within a plan is confidential to their service provider and the commissioning agency. The government (including Te Puni Kōkiri and Stats NZ) does not have any access to the personal information within the whānau plan

There is nothing inconsistent with the Privacy Act 2020 in this approach because this information is used for research purposes only and the Act explicitly allows for this as does the Data and Statistics Act 2022.

### **With the five shifts, what are the expectations on what will change in the whānau experience?**

The foundation of Whānau Ora, a positive whānau-centred approach focused on the seven wellbeing outcomes, delivered through services devolved to communities, is not changing.

The five key shifts for Whānau Ora will build on this original foundation to ensure Whānau Ora continues to deliver and evolve to meet the needs of whānau and communities.