

Te Minita mō Whānau Ora

## HE PĀRONGO | AIDE MEMOIRE

### Whānau Ora Commissioning Procurement – transition planning

Te Puni Kōkiri contact: Dave Samuels, Te Tumu Whakarae mō Te Puni Kōkiri | Secretary for Māori Development  
Phone: 9(2)(a)  
TPK tracking no: 71938

#### Purpose

1. This aide memoire provides you with additional requested information on Whānau Ora procurement transition planning further to our meeting with you on 3 March 2025, and feedback received from your office on 5 March 2025.

#### Background

2. On 4 March 2025, we provided you with assurances on three areas of the Whānau Ora commissioning procurement kaupapa (TPK 71927 refers). You requested further information on the planning for transition and implementation.

#### Transition Planning

9(2)(g)(i)

#### *Determining the right mix of risk mitigations*

5. The mitigations available to government to decrease transition and go-live risks fall into four categories. When collectively combined to address a regional commissioning agency's specific need, they will have the effect of significantly reducing the risks to government of implementing change of this kind. These are:
  - TPK expertise and regional knowledge used to support providers
  - External expertise brought in from other agencies or providers
  - Funding

- Strengthened oversight / governance.
6. Te Puni Kōkiri can quickly offer support from a menu of available risk mitigations to preferred RFP respondents once they have been notified of their selection. These are summarised below:

**Table 1: Available Mitigations**

<b>TPK expertise</b>	<b>1</b>	Technology and systems expertise to provide assurance on preferred respondents' proposed systems and processes
	<b>2</b>	Bespoke data & reporting expertise to ensure agencies know how to access data to make decisions and have reporting frameworks ready for 1 Hōngongi
	<b>3</b>	Implementation / brokering support to ensure providers have the right connections at a local level to deliver outcomes
	<b>4</b>	Seconding experienced Te Puni Kōkiri staff to support preferred respondents' leadership readiness, including training and support for staff
<b>External expertise</b>	<b>5</b>	Communications support to preferred and incumbent agencies to ensure they are equipped to manage incoming queries and have clear information for whānau about what to expect from the new service model
	<b>6</b>	Communications support to preferred and incumbent agencies to ensure they are equipped to manage incoming queries and have clear information for whānau about what to expect from the new service model
	<b>7</b>	Transition / start-up support to ensure commissioning agencies are ready to go live on 1 July, including the establishment of regional governance structures
<b>Funding</b>	<b>8</b>	Targeted transition funding, based on the service development needs of each preferred respondents ahead of go-live
<b>Strengthened oversight / governance</b>	<b>9</b>	Establish transition and implementation steering committee, including external expertise and central agencies' advice to test assumptions and assist in surfacing issues quickly
	<b>10</b>	Enhanced Ministerial progress reporting
	<b>11</b>	Joint week by week transition key milestone planning and reporting with agencies, following completion of negotiations
	<b>12</b>	Dedicated Whānau Ora Private Secretary role with delivery expertise
	<b>13</b>	Legal and Audit assurance support

### *Implementing Mitigations*

7. The Te Puni Kōkiri regional network is well positioned to customise support at a local level with support also provided through national office teams (e.g. data and insights). The nature of the Whānau Ora devolved administration model means that government appropriately interacts directly only with regional Commissioning Agencies. However, the mitigations that Te Puni Kōkiri has identified are ones that directly or indirectly will also positively impact frontline service providers and whānau over the change period.
8. Current transition planning by Te Puni Kōkiri is primarily informed by the information and assurances provided in the RFP responses in December 2024. Those assurances will require further validation and updating following notification of preferred status to preferred RFP respondents. Once notifications have occurred, Te Puni Kōkiri existing internal planning will quickly move to joint (Commissioning Agency and Te Puni Kōkiri) region-level planning.
9. Te Puni Kōkiri has strong existing Whānau Ora sectoral knowledge and deep knowledge of regional challenges and internally can reasonably assess where bespoke supports may be required e.g. frontline provider capacity in Wairoa, accessibility to face to face services in isolated areas of Te Tai Tokerau, supporting a commissioning agency based in Porirua to broaden its service reach through establishing known connections in the communities of northern Hawke's Bay. The four planned transition phases are outlined in the transition plan at **Appendix 2**.
10. Te Puni Kōkiri will provide you with bespoke regional transition plans following completion of the activities outlined in phase 1 and phase 2 of the transition plan in Appendix 2.

9(2)(g)(i)

11. Te Puni Kōkiri has experience of leading the establishment of Whānau Ora commissioning and transition of Whānau Ora commissioning agencies to deliver additional contracts including in crises (e.g. Vaccine Accelerations and Extreme Weather events) and on new pilot initiatives in a cross-agency environment. Te Puni Kōkiri leadership in commissioning and regional insight provides a strong foundation from which to lead on wrapping support around new commissioning agencies, managing risk and delivery and ensuring service continuity.

9(2)(g)(i)

9(2)(h)

### Next Steps

15. Once we receive your further direction, we can proceed accordingly. If Te Puni Kōkiri is to proceed with approving RFP selections decisions and commencing services on 1 July 2025, we would still need your confirmation that we could proceed to do so by 5:00 pm on 6 March 2025.

### Attachments

9(2)(g)(i), 9(2)(f)(iv)



Dave Samuels

Te Tumu Whakarae mō Te Puni Kōkiri | Secretary for Māori Development

**NOTED**

Hon Tama Potaka  
Te Minita mō Whānau Ora

Date:

# 9(2)(g)(i)

Proactively released

9(2)(g)(i), 9(2)(f)(iv)

Proactively released