

8 January 2025

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Requesters name redacted for proactive release

OIA 29771

Tēnā koe Requesters name
redacted for

Thank you for your email of 23 October 2024 in which you request the following under the Official Information Act 1982 (OIA):

"I am writing to request information under the Official Information Act 1982 regarding the expenditure and outcomes related to Māori and Pacific cultural competency learning and developing across government departments and agencies, specifically:

1. *Expenditure on Māori and Pacific Cultural Competency Learning and Development*
 - a. *The total amount of money spent on Māori and Pacific cultural competency training and development by Ministry of Foreign Affairs and Trade over the past 5 to 10 years.*
 - b. *I would appreciate a breakdown of the costs where possible, including but not limited to programme costs, contracting of trainers or external facilitators, internal resource allocations, online workshops, digital apps, and administrative expenses related to these learning and development programmes.*
2. *Outcomes and KPIs*

Details of how each department or agency has evaluated the effectiveness of these training programmes, specifically:

 - a. *The Key Performance Indicators (KPIs) or metrics used to measure the outcomes of these training initiatives.*
 - b. *Any cost-benefit analysis conducted to assess the value of these expenditures and whether they met the intended objectives.*
 - c. *Documentation on any positive impacts, improvements, or challenges identified as a result of these training programmes.*
3. *Assessment of Effectiveness*

Any reports, summaries, or evaluations—whether qualitative or quantitative—that determine whether these cultural competency training programmes achieved the intended outcomes or objectives, including:

 - a. *Any evidence of enhanced staff cultural competency or improved outcomes in service delivery as a result of these initiatives.*
 - b. *Internal or external audits, reviews, or assessments that have examined the cost-effectiveness of the programmes.*

4. *Policy and Programme Adjustment Information*
Information on any adjustments or changes to these training programmes over time, based on observed or measured outcomes.

We request this information as part of a research project focused on assessing the effectiveness of cultural competency training within government departments. As newly appointed All-of-Government Providers of Cultural Competency Services, we aim to understand the scope and outcomes of past initiatives within your organisation. This information will help us tailor our services to build upon existing efforts, ensuring that future programmes are both impactful and aligned with your department's specific needs."

On 5 November 2024, you agreed to refine the scope of your request to be for:

"I am writing to request information under the Official Information Act 1982 regarding the expenditure and outcomes related to Māori and Pacific cultural competency learning and developing across government departments and agencies, specifically:

1. *Expenditure on Māori and Pacific Cultural Competency Learning and Development*
 - a. *The total amount of money spent on Māori and Pacific cultural competency training and development by Ministry of Foreign Affairs and Trade Between 1 January 2022 and 30 October 2024.*
 - b. *I would appreciate a breakdown of the costs where possible, including but not limited to programme costs, contracting of trainers or external facilitators, internal resource allocations, online workshops, digital apps, and administrative expenses related to these learning and development programmes.*
2. *Outcomes and KPIs*
Details of how each department or agency has evaluated the effectiveness of these training programmes, specifically:
 - a. *The Key Performance Indicators (KPIs) or metrics used to measure the outcomes of these training initiatives.*
 - b. *Any cost-benefit analysis conducted to assess the value of these expenditures and whether they met the intended objectives.*
 - c. *Documentation on any positive impacts, improvements, or challenges identified as a result of these training programmes.*
3. *Assessment of Effectiveness*
Any reports, summaries, or evaluations—whether qualitative or quantitative—that determine whether these cultural competency training programmes achieved the intended outcomes or objectives, including:
 - a. *Any evidence of enhanced staff cultural competency or improved outcomes in service delivery as a result of these initiatives.*
 - b. *Internal or external audits, reviews, or assessments that have examined the cost-effectiveness of the programmes.*
4. *Policy and Programme Adjustment Information*
 - a. *Information on any adjustments or changes to these training programmes over time, based on observed or measured outcomes."*

On 3 December 2024, the timeframes for responding to your request were extended by an additional 20 working days because responding to your request necessitated the review of a large quantity of information (section 15A(1)(a) of the OIA refers).

In August 2021, a report into Mātauranga Māori was completed which assessed whether the Ministry of Foreign Affairs and Trade (the Ministry) had the right structures and systems in place to deliver our strategic and operational objectives for Māori policy, and whether our Mātauranga Māori capability is in line with the expectations of Ministers, requirements of the Public Services Act, and the expectations of our Senior Leadership Team and staff. This report can be found on the Ministry's website here:

<https://www.mfat.govt.nz/en/about-us/who-we-work-with/engagement-with-maori?m=405682#search:bWF0YXVvYW5nYQ==>

Part of the work resulting from report's recommendations includes the Mātauranga Māori Capability Framework, released internally in October 2024, and the He Aka Reo Māori Language Strategy, released internally in September 2024 – both of which sit alongside the Ministry's Capability Framework.

The Mātauranga Māori Capability Framework is a tool developed to support staff in uplifting their capability in Mātauranga Māori by specifying six core competency areas and four capability levels. The framework provides more robust guidelines on Mātauranga Māori and how to build knowledge and skills in the areas identified as crucial to the work we do within the Ministry as well as more broadly across the public sector.

The He Aka Reo Māori Language Strategy is an important document that captures the Ministry's aspiration as an organisation. It is a tool to positively promote the learning and use of te reo Māori in ways that bring our people together. It acknowledges the importance of partnerships and our obligation as a public sector agency to contribute to the Crown's Maihi Karauna strategy and contributes to the overall revitalisation of Māori language in New Zealand.

Response to request

In relation to part one of your request, the Ministry does not have a cost code specifically associated with cultural competency training costs, and some decisions on providing training are made at a divisional level and therefore not recorded centrally. Ordinarily this part of your request would be refused under section 18(f) of the OIA, as it would require substantial collation and research in order to provide all Ministry costs on externally provided Māori and Pacific cultural competency training.

However, in the spirit of the OIA, this response instead provides costs associated with the following externally provided training:

- The Wall Walk, provided by The Wall Walk;
- Māori Crown Relations, provided by Wellington Uni Professional;
- Te Reo Māori Classes, provided by Wellington Uni Professional;
- Introduction to Pacific Cultural Awareness, facilitated by Wellington Uni Professional in conjunction with the Ministry.

In response to part 1.a. of your request, please refer to the following table which provides a breakdown of total spent by calendar year, correct as at 11 November 2024:

Date	Total spent on Māori and Pacific cultural competency training (NZ\$)
1 January – 31 December 2022	\$72,398.25

Date	Total spent on Māori and Pacific cultural competency training (NZ\$)
1 January – 31 December 2023	\$145,758.75
1 January– 30 October 2024	\$154,372.75

In response to part 1.b. of your request, a breakdown of your request is withheld under the following sections of the OIA:

- 9(2)(b)(ii): to avoid prejudice to the commercial position of another party;
- 9(2)(ba)(i): to protect the supply of confidential information by a third party;
- 9(2)(i): to enable a Minister, public service agency or organisation to carry out, without prejudice or disadvantage, commercial activities; and

In relation to parts 2, 3 and 4 of your request for reviews and assessments conducted by the Ministry on the following training during the requested period is refused under section 18(e) of the OIA, as the information does not exist:

- The Wall Walk;
- Māori Crown Relations; and
- Te reo Māori Classes.

No reviews or assessments on the effectiveness of the above training were conducted in anticipation of the development and release of the Mātauranga Māori Capability Framework and He Aka Reo Māori Language Strategy, which will support the Ministry in future to develop measures to align to the goals in Whāinga Amorangi and the Ministry's Strategic Framework.

You may wish to refer to the Ministry's Annual Review 2022-23 pages 81-82 and 103-104, which sets out an indicator for uplifting staff capabilities in Mātauranga Māori, and detail on Ministry staff attendance at training: <https://www.mfat.govt.nz/en/about-us/mfat-annual-reports>

In relation to part 2.a of your request for information relating to the Introduction to Pacific Cultural Awareness training, the following is the list of outcomes set by the Ministry:

- An appreciative and brief history of Aotearoa's relationship with the Pacific;
- Cultural Knowledge and tools to work effectively in the Pacific; and
- Engagement tools, tips, do's and don'ts of relationship building in Oceania.

In relation to parts 2.b, 2.c, and part 3 of your request for information relating to the Introduction to Pacific Cultural Awareness, this is refused under section 9(2)(g)(i) of the OIA, to protect the free and frank expression of opinions by departments.

The Introduction to Pacific Cultural Awareness was developed by the Ministry with support from Victoria University of Wellington in 2023 to provide training to Ministry staff on Pacific cultural awareness. The training was delivered over four programmes in 2024. A review of the effectiveness of these sessions has not yet been finalised, as this training has been put on hold due to funding reprioritisation.

The Ministry will continue to conduct other internal Pacific cultural awareness courses at a more advanced level until the future of the Introduction to Pacific Cultural Awareness has been decided.

Where the information has been withheld under section 9 of the OIA, no public interest in releasing the information has been identified that would override the reasons for withholding it.

Please note that it is our policy to proactively release our responses to official information requests where possible. Therefore, our response to your request (with your personal information removed) may be published on the Ministry website: www.mfat.govt.nz/en/about-us/contact-us/official-information-act-responses/

If you have any questions about this decision, you can contact us by email at: DM-ESD@mfat.govt.nz. You have the right to seek an investigation and review by the Ombudsman of this decision by contacting www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

Owen Thornber
for Secretary of Foreign Affairs and Trade