



Health and Disability Commissioner
Te Toihau Hauora, Hauātaunga

20 December 2024

James Anderson

By email: fyi-request-29339-ace9e327@requests.fyi.org.nz

Tēnā koe Mr Anderson

Re: Information request
Our ref: E24HDC01556

Thank you for your email of 26 November 2024 requesting:

- “1) How many FTE are included as part of the HDC Cultural Team?
- 2) What the salary bands and qualifications are for each member of the Cultural Team?
- 3) What are the Cultural Team's individual and collective key performance indicators and performance measures - and whether these have been achieved in the last three financial years?
- 4) Data as to what the Cultural Team's contribution to the resolution of complaints has been since their inception and whether the evidence supports that their involvement has positively or negatively impacted the speed and efficiency of complaints resolution.
- 5) Please provide evidence to show the average time complaints referred to the Cultural Team take to resolve compared to complaints of a similar level of complexity and seriousness.
- 6) Please provide evidence of how many complaints the Cultural Team have worked on which have involved Maori people compared to the number of complaints they have worked on involving other ethnic minority groups
- 7) Please provide evidence of the total travel and accommodation expenditures of the Cultural Team since their formation and the justification and business purpose of their travel - including evidence of the intended and actual outcomes of each external engagement.

8) Please provide evidence of a cost benefit analysis of the Cultural Team and how their costs are justified by their output and contribution

9) Please provide a copy of the written process for complaints management/resolution that is followed by the Cultural Team and what statutory delegated powers each member of the team is employing as part of their complaints management work

10) Please provide details of whether HDC/the Cultural Team has paid parties to a complaint to engage in complaint related hui - for the avoidance of doubt - payment does not relate solely to exchange of money but includes, but is not limited to the provision of food or petrol costs."

We have considered your request under the Official Information Act 1982.

Please find the information requested below and attached.

Question 1

We have interpreted your request as relating to members of HDC's Māori Directorate team.

FTE Māori Directorate by year

| | |
|-----------------|---|
| May 2022 | 1.5 FTE (1 FTE Director Māori, 0.5 FTE administrative support) |
| 2023 | 3.5 FTE (1 FTE Director Māori, 0.5 FTE administrative support, 2 FTE Senior Advisor Māori) |
| 2024 | 3 FTE (1 FTE Director Māori, 2FTE Senior Advisor Māori) |

Question 2

Salary bands for Māori Directorate as at 20 December 2024

| Job title | Band | 80% | 120% |
|--|------|---------|---------|
| Director Māori | 19 | 134,640 | 201,960 |
| Senior Advisor Māori/ Pacific (Aged Care) | 16 | 80,930 | 121,396 |
| Executive Assistant (this role is currently vacant) | 15 | 69,125 | 103,687 |

Qualifications

The qualifications and skills required for the roles are contained in the job descriptions **attached**.

Question 3

Details of the roles and responsibilities required of members of HDC's Māori Directorate team (considered to be their KPIs) are contained in the job descriptions, **attached**. HDC's performance measures are set out in HDC's Statement of Performance Expectations and our Annual Report. This includes our key performance measures in relation to Māori communities which the Māori Directorate contribute to. However, it is important to note that all staff at HDC contribute to the collective performance of HDC, and no measure is the responsibility of one team alone.

For our collective performance measures see the Statement of Expectations: <https://www.hdc.org.nz/about-us/corporate-publications/statement-of-performance-expectations/>. Information about the performance/outcomes of HDC can also be found in HDC's annual reports.

Question 4

HDC does not specifically track all activity undertaken by the Māori Directorate. Collating this information would require HDC to go individually through each complaint received by HDC to ascertain whether the Māori Directorate provided support during the complaints process. Accordingly, we refuse this aspect of your request under section 18(f) of the Official Information Act. We do not consider that extending the time limit under Section 15A or fixing a charge will enable this aspect of your request to be granted.

Further information about the role of the Māori Directorate team in the resolution of complaints can be found in HDC's annual reports, including information about how hui-ā-whānau contributes to people's experience of the complaints process.

Question 5

HDC does not specifically track all activity undertaken by the Māori Directorate. Collating this information would require HDC to go individually through each complaint received by HDC to ascertain whether the Māori Directorate provided support during the complaints process. Accordingly, we refuse this aspect of your request under section 18(f) of the Official Information Act. We do not consider that extending the time limit under Section 15A or fixing a charge will enable this aspect of your request to be granted.

Question 6

HDC does not specifically track all activity undertaken by the Māori Directorate. Collating this information would require HDC to go individually through each

complaint received by HDC to ascertain whether the Māori Directorate provided support during the complaints process, and the ethnicity of participants in that process. Accordingly, we refuse this aspect of your request under section 18(f) of the Official Information Act. We do not consider that extending the time limit under Section 15A or fixing a charge will enable this aspect of your request to be granted.

Question 7

Total Travel and Accommodation costs of members of the Māori Directorate Team by year

| Fiscal Year | Travel and Accommodation (\$) |
|-------------------------------------|--------------------------------------|
| 2021/22 | 881 |
| 2022/23 | 21,392 |
| 2023/24 | 23,709 |
| 2024/25 (1 July to 31 October 2024) | 1,918 |
| Total | 47,900 |

As noted in our answers to previous questions, the Māori Directorate is an integral part of HDC's team and works alongside other teams to support HDC's purpose and performance. When HDC staff undertake travel they do so in accordance with HDC's travel policy. As is the case with all staff at HDC, there is an expectation that when travelling, staff members will use the time effectively and efficiently to attend multiple meetings or engagements. All travel undertaken is to support the purpose and functions of HDC.

Examples of purposes of travel include providing support to the consultation of HDC's Act & Code Review (which is a legislative requirement for HDC), supporting the Aged Care Commissioner at her engagements (a requirement of the Aged Care Commissioner's role), hui ā-whānau to support complaints resolution, and providing training for HDC staff.

Collating information about every engagement would require HDC to go individually through each team member's trips over a period of over three years, all meetings, and engagements and other work undertaken to ascertain which were external engagements, and all associated information (as noted above each trip is often used to support multiple engagements). Accordingly, we refuse this aspect of your request under section 18(f) of the Official Information Act. We do not consider that extending the time limit under Section 15A or fixing a charge will enable this aspect of your request to be granted.

Question 8

We refuse this aspect of your request pursuant to section 18(e) of the Official Information Act as the document alleged to contain the information requested does

not exist. However, you might like to review our Annual Report and the Statement of Performance Expectations which are also referenced in the answers above.

- https://www.hdc.org.nz/media/snsao2k2/hdc_annualreport_20241125_v18_web.pdf
- <https://www.hdc.org.nz/media/t0sjtfif/statement-of-performance-expectations-2024-25-update.pdf>

Question 9

We do not hold a document for a cultural process. However below is a description of our tikanga led process within HDC complaints resolution:

- Following the triage of a complaint by a statutory decision-maker, the Māori Directorate may be contacted for input.
- Cultural needs and values are considered and complaint resolution pathways discussed within Māori Directorate team (e.g., mātauranga Māori steer and/or proceed with hui ā-whānau, or team involvement not needed).
- If a hui ā-whānau process is initiated, the complainant is invited to meet in person or via Teams to discuss their complaint. This hui provides the opportunity for whānau (i.e., the complainant and/or the consumer and who they determine their whānau support to be) to be heard and acknowledged, and determine what resolution looks like for them.
- Hui ā-whānau date, time and venue (i.e, online or in-person) is scheduled to the availability of the whānau. Availability includes and is not limited to afterhours e.g., 5pm on weekdays and any reasonable time in the weekend.
- Whānau voice and experience is recorded in support of their tino rangatiratanga being acknowledged within HDC processes such as s14, Provisional Opinion (PO), Final Opinion (FO) or any other process required.
- Hohou te rongo process led by tikanga Māori is initiated. Whānau aspirations for resolution is facilitated between the whānau and the provider by the Māori Directorate to ensure the space for all is safe ā-wairua, ā-tinana, ā-hinengaro and ā-whānau.
- Whānau resolution achieved.
- Recommendations made (if any)
- File closed by HDC's Complaints Assessment Team.

In addition, there may be other aspects of the complaint that need to be addressed by the HDC complaints assessment process (for example, resolution being achieved through hui-ā-whānau would not preclude any serious systemic issues identified from being investigated by HDC).

Members of the Māori Directorate team are not decision-makers on complaints, and do not hold any statutory delegations.

Relevant information is included in the following documents:

- *2022 Annual Report* - <https://www.hdc.org.nz/media/gu5l4iid/hdc-annual-report-2022.pdf>
- *2023 Annual Report* - <https://www.hdc.org.nz/media/wzpdch0g/hdc-annual-report-2023.pdf>
- *2023/24 Statement of Performance Expectations* - <https://www.hdc.org.nz/media/kmgnvawu/statement-of-performance-expectations-2023-2024.pdf>
- *Case study* - <https://www.hdc.org.nz/decisions/case-studies-nga-matai-take/culturally-appropriate-care-making-recommendations-and-tailoring-our-approach-to-meet-the-needs-of-whanau/>
- *Media release* - <https://www.hdc.org.nz/media/si1goudc/20hdc00719media-release.pdf>

Question 10

No parties have been paid to engage in complaint-related hui by the Māori Directorate.

You may seek a review of this decision from the Office of the Ombudsman.

Nāku iti noa, nā

Dr Craig Goodwillie
OIA Team Leader

Enc PD- Kaitohu Māori-Director Māori
Senior-advisor-Māori-Pasifika-aged-care-position-description