

Māori Support

Support for Māori trainees completing HWNZ funded training courses - Service Specification

1.0 Purpose

- 1.1 The purpose of Māori Support funding is to enhance the likelihood of Māori health staff successfully completing Health Workforce New Zealand (HWNZ) funded training programmes.
- 1.2 Māori whānau who are users of health services benefit from Māori health staff who complete their programme of study, by having access to a workforce that safely meets their cultural needs. The funding provides access to mentoring, cultural supervision, and cultural development activities that enhance the personal, cultural, and professional self.
- 1.3 Māori Support funding incorporates three key elements of wraparound support:
 - Mentoring (tuakana – teina)
 - Cultural supervision (whakahaere tikanga)
 - Cultural development activities (activities that build or strengthen whanaungatanga).

2.0 Background

- 2.1 In 2014, the overall attrition rate for Māori part time students completing a qualification Level 3 or above on the New Zealand Qualifications Framework was 27 percent¹. The Ministry of Health's (the Ministry's) aim for Māori Support funding is to increase the likelihood of those recipients completing their HWNZ funded programme of study.
- 2.2 There are several programmes that the Ministry funds which achieve good pass rates for Māori students, such as the Otago Project and Te Rau Puawai. These programmes provide wraparound support for students; in particular, cultural support.
- 2.3 *New Zealand Health Strategy:*

Enabling Māori to contribute to decision-making on health and disability services, and participate in the delivery of those services are pathways to the health system becoming more responsive to people - an action under the People-Powered strategic theme of the New Zealand Health Strategy.
- 2.4 *He Korowai Oranga:*

The Māori Health Strategy sets the strategic direction for Māori Health in the health and disability sector. One specific objective is to increase the number, and improve the skills, of the Māori health and disability workforce at all levels.
- 2.5 *Raranga Tupuake:*

The Māori Health Workforce Development Plan 2006 is a strategic framework that guides the development of the Māori health and disability workforce over the next 10 to 15 years. Two goals identified in the plan are to:

 - expand the skill base of the Māori health and disability workforce
 - enable equitable access for Māori to training opportunities.

¹ Attrition and Retention Rates ARN.1 - https://www.educationcounts.govt.nz/statistics/tertiary-education/retention_and_achievement

3.0 Criteria

- 3.1. Māori Support funding applies to actual and reasonable costs associated with mentoring, cultural supervision and cultural development activities.
- 3.2. Eligible trainees must have whakapapa and cultural links to whānau, hapu and iwi.
- 3.3. Support funding is up to a maximum of \$1,200 (excluding GST) per trainee, but may be less depending on factors such as: number of applications received; available budget; and/or type/level of support provided. Of this, a maximum of \$200 (excluding GST) may be spent on resources for cultural development in conjunction with cultural mentoring/supervision only. Funding is applied on a pro-rata basis for part-time study.
- 3.4. The Provider (contract holder) must negotiate and agree a Support Plan with the Mentor, Cultural Supervisor and Māori trainee. The Support Plan must include mentoring and cultural supervision, desired outcomes, and may include cultural development activities. The Support Plan should detail the expected costs of each component.
- 3.5. The Provider must appoint an appropriately qualified and experienced person who facilitates learning, supervises, and monitors the trainee's progress so that the trainee achieves their outcomes at the end of the programme. Mentors motivate and encourage trainees to continue their education. Mentoring may take place on a one to one basis or as part of a group of trainees undertaking the same course of study.
- 3.6. The Provider must appoint an appropriately qualified and experienced person who facilitates a process that explores and reconciles clinical and cultural issues with trainees, and provides appropriate management strategies, skills and confidence for trainees to retain their cultural identity and integrity as Māori. Cultural supervision may take place on a one to one basis or as part of a group. Both supervisor and mentor may support the further development of te reo and tikanga Māori.
- 3.7. Mentor and cultural supervisor may be the same person as long as all components of 3.5 and 3.6 are covered.
- 3.8. The following activities are excluded from funding as part of Māori Support:
 - academic, clinical, cultural supervision, or mentoring, already provided as part of the trainee's employment
 - mentoring, cultural supervision and cultural development funded through other sources such as scholarships
 - travel, accommodation and meals
 - conferences.
- 3.9. Funding is limited. Should eligible applications exceed available monies, the Ministry assessment panel (the Panel) may approve less funding than the amount requested, based on information provided in the application template. Please note that mentoring sessions and cultural supervision will be prioritised over cultural development activities.

4.0 Application Process

- 4.1 HWNZ will notify Providers of the opportunity for HWNZ trainees to apply for Māori Support by 1 March each training year.
- 4.2 The Provider should inform trainees, of the opportunity to apply for Māori Support funding, and work with interested trainees who meet the eligibility criteria to negotiate an individual Support Plan (see clause 9.0).
- 4.3 Once the Support Plan has been agreed by all parties, the attached application template (Māori Support Template) should be completed and submitted to HWNZ by the application closing date.
- 4.4 A Ministry assessment panel (the Panel) will assess all applications for Māori Support within two weeks of the application closing date.
- 4.5 As part of the assessment of applications, the Ministry may request copies of trainee Support Plans in some instances.
- 4.6 The Ministry will notify Providers of the outcome of each application. Successful trainees will be funded via a variation to the relevant Provider contract.

5.0 Expected Outcomes

5.1 *Trainee Outcomes:*

- Completion of the qualification(s)
- Acquisition of skills and knowledge, including confident health service delivery, to improve their understanding and application of culturally appropriate care in the provision of care to Māori consumers of health and disability services and their whānau.

5.2 *Client/Service Outcomes:*

Recipients of Māori Support will be able to:

- contribute to improved client and/or service outcomes by providing culturally competent care to Māori consumers of health and disability services, and in whānau support
- increase capacity and capability to meet the health and disability needs of their Māori service consumers and their whānau, through an increase in skill levels of the workforce at the local DHB level.

5.3 *National Health Outcomes for Māori:*

- Increased capacity in the Māori health and disability workforce at the local/regional DHB level will facilitate improvements in Māori health outcomes nationally.

6.0 Trainee Eligibility

6.1 *Māori Support funding is open to any person who:*

- has whakapapa and cultural links to whānau, hapu and iwi
- is an eligible trainee enrolled in a HWNZ funded training programme whose name appears in the HWNZ Report One Database.

6.2 *Trainees are NOT eligible for funding if:*

- they receive scholarships or other funding from the Ministry that covers any of the same components of this specification.

6.3 Funds are only accessible once the application process has been completed and accepted by HWNZ.

7.0 Funding Components

Funding must be spent on the following components:

7.1 *Mentoring:*

An appropriately qualified and experienced person must be appointed who facilitates learning, supervises and assesses trainees continually so that the trainee achieves their outcomes at the end of the programme. Mentors motivate and encourage trainees to continue their education. Mentoring may take place on a one to one basis or as part of a group, dependent upon the trainee's needs.

7.2 *Cultural Supervision:*

An agreed supervision relationship by Māori for Māori with the purpose of enabling the trainee to achieve safe and accountable professional practice, cultural development and self-care.

An appropriately qualified and experienced person must be appointed who facilitates a process that explores and reconciles clinical and cultural issues with trainees. The supervisor will provide appropriate management strategies, skills and confidence for trainees to build and maintain their cultural identity and integrity as Māori.

Culturally effective supervision should provide a mix of education, support and protection and support of Māori workers with a focus on the cultural protection and safety of staff and their clients.

Cultural supervision can be utilised either locally or regionally, individually or as part of a group.

Funding may also be spent on:

7.3 *Cultural Development Activities:*

In conjunction with mentoring and cultural supervision, cultural development may be part of the Support Plan and includes:

- Using cultural resources such as recognised texts and online tools
- Cultural activities such as Kuia/Kaumātua guidance, Te Reo Māori/tikanga Māori, and peer support
- Networking hui or workshops with other trainees receiving Māori Support to connect, share and support each other (taituarā/whakawhanaunga).

7.4 *Payment for Māori Support:*

Māori Support funding is up to a maximum of \$1,200 per trainee, and how this will be spent should be detailed in the Support Plan. Funding is applied on a pro-rata basis for part-time study.

8.0 Trainee Evaluation

- 8.1 The Provider is required to survey trainees annually using a survey agreed with the Purchasing Agency and to provide a report to the Purchasing Agency which outlines the findings of the survey.

9.0 Support Plans

- 9.1 Support Plans must be signed by the trainee, mentor, cultural supervisor and the Provider, and kept on file for audit purposes.
- 9.2 Support Plans must include the following components:

Mentoring:

- A brief description of the qualifications and experience of the mentor
- When and how often the mentorship sessions take place
- An outline of the sessions
- A breakdown of the costs associated with providing the mentoring component of the services.

Cultural Supervision:

- A brief description of the qualifications and experience of the cultural supervisor
- When and how often the cultural supervision sessions take place
- An outline of the sessions
- A breakdown of the costs associated with providing the cultural supervision component of the services.

Support Plans may also include cultural development; however this must occur in conjunction with cultural supervision and mentoring.

Cultural Development:

- A description of cultural activities
- A list of cultural resources
- A breakdown of the costs associated with providing the cultural development component of the services (Note: the maximum budget for cultural development is \$200 excluding GST).

10.0 Reporting

- 10.1 Each Provider will be responsible for ensuring that the host employer provides all the necessary information to enable the Provider to meet its reporting obligations to HWNZ.
- 10.2 Providers will report annually on the performance measures detailed in Annex A by 30 November.

Reports should be sent to hwznzreports@moh.govt.nz.

Annex A – Performance Measures

Service: Māori Support

Clients: Māori Trainees enrolled in HWNZ Training Programmes

| Performance Measures | | | |
|---|---------------------------------------|---|-------------|
| How many? (Quantity of effort = #) | How well? (Quality of effort = %) | Is anyone better off? (Quantity & quality of effect = # / %) | SABC S/O |
| # of trainees offered Māori support | % trainees who received Māori support | #/% of trainees receiving Māori support who passed the course/s they were enrolled in | SK (O) |
| # of trainees receiving one on one mentoring sessions | | #/% of trainees receiving one on one mentoring sessions who passed the course/s they were enrolled in | SK (O) |
| # trainees receiving one on one cultural supervision | | #/% of trainees receiving one on one cultural supervision who passed the course/s they were enrolled in | SK (O) |
| | | #/% of trainees who reported improved confidence in themselves and their work as a result of qualification or course completion | CC (S) |

* Performance Measures: Each outcome in the last column “Is anyone better off?” is linked to one or more of the following categories of better-off-ness: **SK** = Skills / Knowledge, **AO** = Attitude / Opinion, **BC** = Behavioural Change, **CC** = Circumstance Change. Each measure is either **S** = Subjective, or **O** = Objective.

Narrative report:

What’s the story behind the data?

Describe the key factors impacting on the performance measures for this period.

Issues?

Are there any emerging issues or trends you wish to bring to the Ministry’s attention?

Māori Support Template

Name of Provider: ANONDHB

Contract Number: 123456

| Trainee Name | Whakapapa | FTE | HWNZ Funded Programme | Mentor | | Cultural Supervisor | Cultural Development Activities (if applicable) | Total \$ Requested |
|--------------------------|--------------------|------------|---------------------------------|--------------------------------------|---------------------------|---------------------|---|--------------------|
| | | | | Mentor Name & Organisation | # & cost per session | | | |
| <i>e.g. Hone Bloggs</i> | <i>Ngāti Toa</i> | <i>1.0</i> | <i>Hauora Māori Certificate</i> | <i>Hone ANONDHB</i> | <i>1 to 1 5/\$60</i> | <i>Rita Ora</i> | <ul style="list-style-type: none"> <i>Regional Hui for HWNZ trainees</i> <i>Te Reo classes</i> <i>Peer support</i> | <i>\$1,200.00</i> |
| <i>e.g. Moana Bloggs</i> | <i>Ngāti Porou</i> | <i>.80</i> | <i>Public Health Medicine</i> | <i>Marg Stewart Mentor Group</i> | <i>Group 5/\$20pp</i> | <i>Marg Stewart</i> | <ul style="list-style-type: none"> <i>Regional Hui for HWNZ trainees</i> <i>Te Reo classes</i> <i>Peer support</i> | <i>\$900.00</i> |
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