Manaaki Navigator/ Kaiurungi Update

March 2023

A Prototype for more effective social services
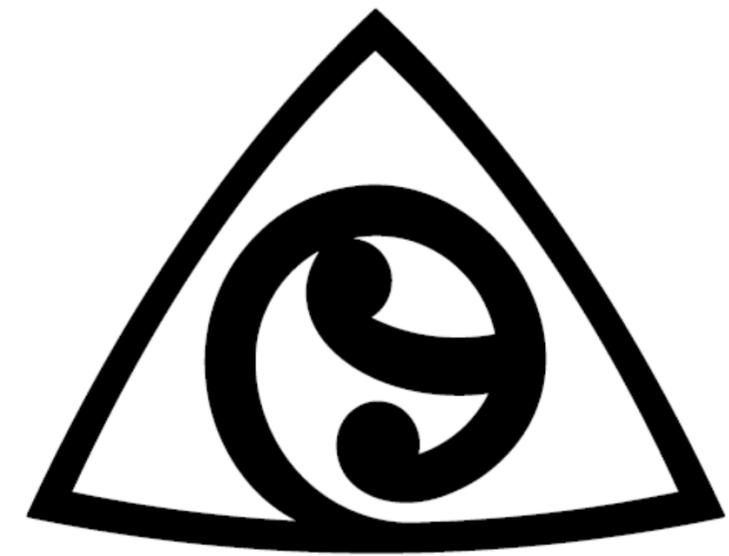
Manaaki Tairāwhiti
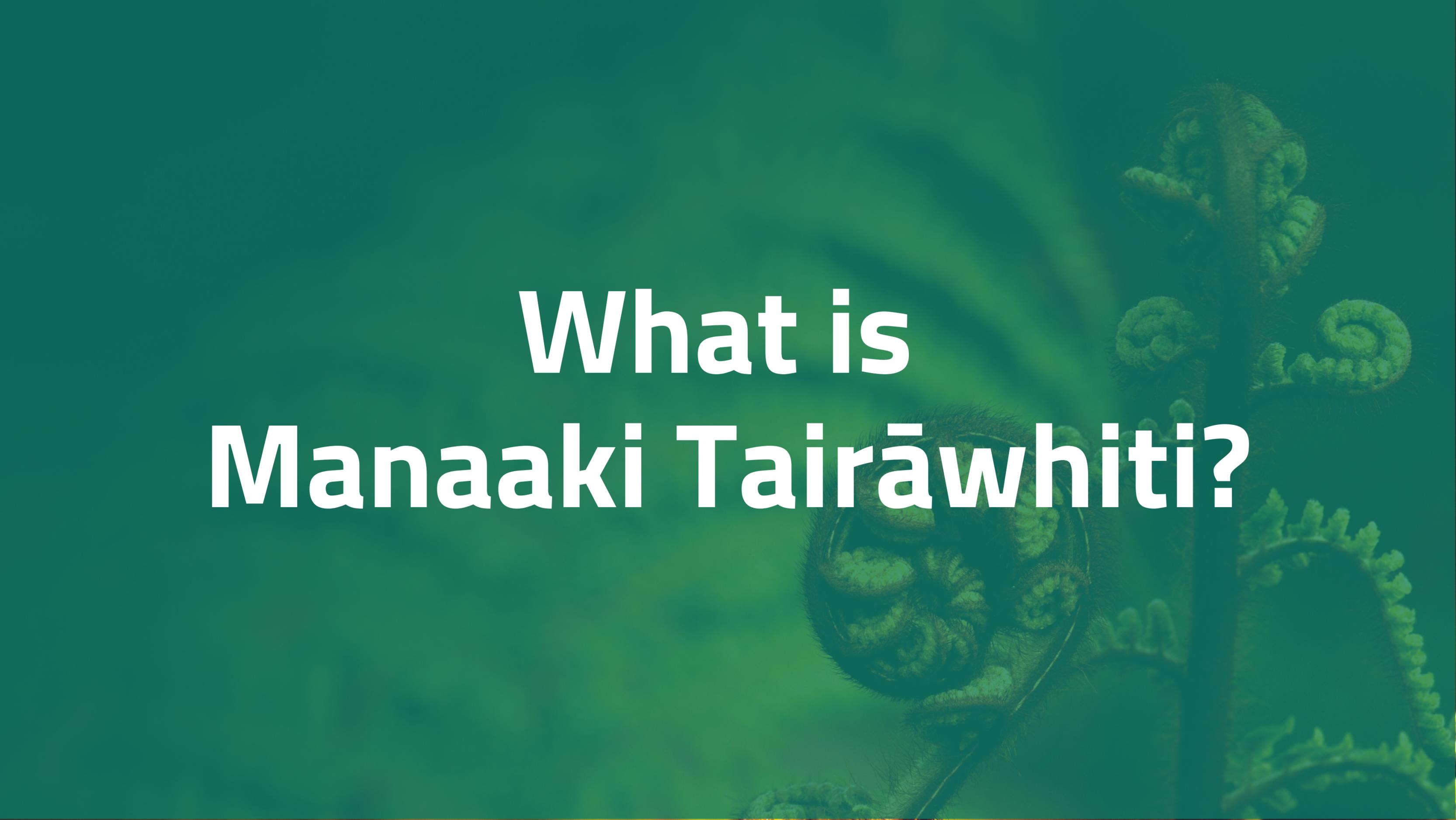
What is
Manaaki Tairāwhiti?

It is NOT

Manaaki Tairāwhiti is

NOT a provider

It is a Placed Based Initiative – created in response to the 2015 Productivity Commission report and tasked to innovate, test, learn and make recommendations to improve productivity of the social sector.

Manaaki Navigators/ Kairurungi is

NOT a social service

Even though it delivers services to whanau in partnership with providers.

It is a prototype learning system that measures effectiveness of the whole system.

Our digital platform Urungi is

NOT a case management system

It is a feedback loop that collects the social needs of whanau and the responses delivered from across the whole social service and health system in Tairāwhiti. Urungi also holds information on barriers to accessing support.

The system is only as effective as the weakest link

2015 report recommended adoption of a learning system, greater visibility of performance and more flexibility.

Privacy Commissioner – Client level data can't deter accessing support.

[Report](#)

We need a better 'line of sight' over the performance of the whole system – not just the parts we are responsible for.

We need to understand the systemic barriers better and see them from the perspective of whanau and avoid confirmation bias.

Accountability – Who is the social sector accountable to?

To whānau

For delivery of effective services. Do services get it right first time, every time? Do services work collectively as a whole ecosystem?

To communities

For transparency and stewardship of system performance.

To the wider sector

To understand any unintended consequences and down stream effects and have a relentless focus on continuous improvement.

To government and taxpayers

For transparency and financial accountability.

Manaaki Tairāwhiti is a group of local iwi and cross-sector leaders collaborating to see positive change in the way social initiatives interact in delivering what is needed most for all whānau to flourish.
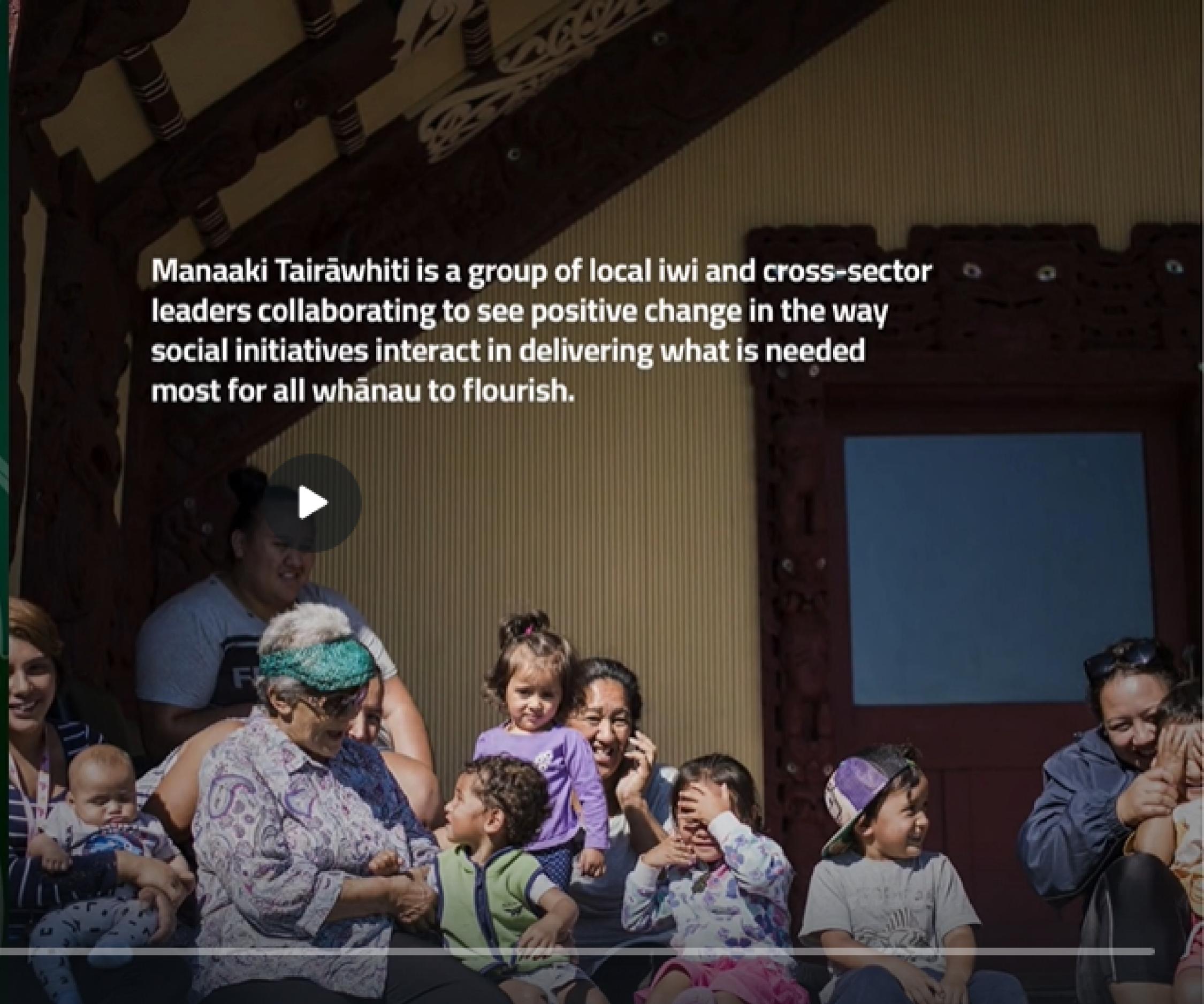
Manaaki Tairāwhiti

Urungi Demonstration

Analysing the Urungi data

What can it tell us?

Overview

From 31st January 2019 to 28th February 2023:

- 4,945 narratives were captured from 1,080 whānau.
- 4,963 needs were identified.

Urungi Needs Recorded (4963/100%)
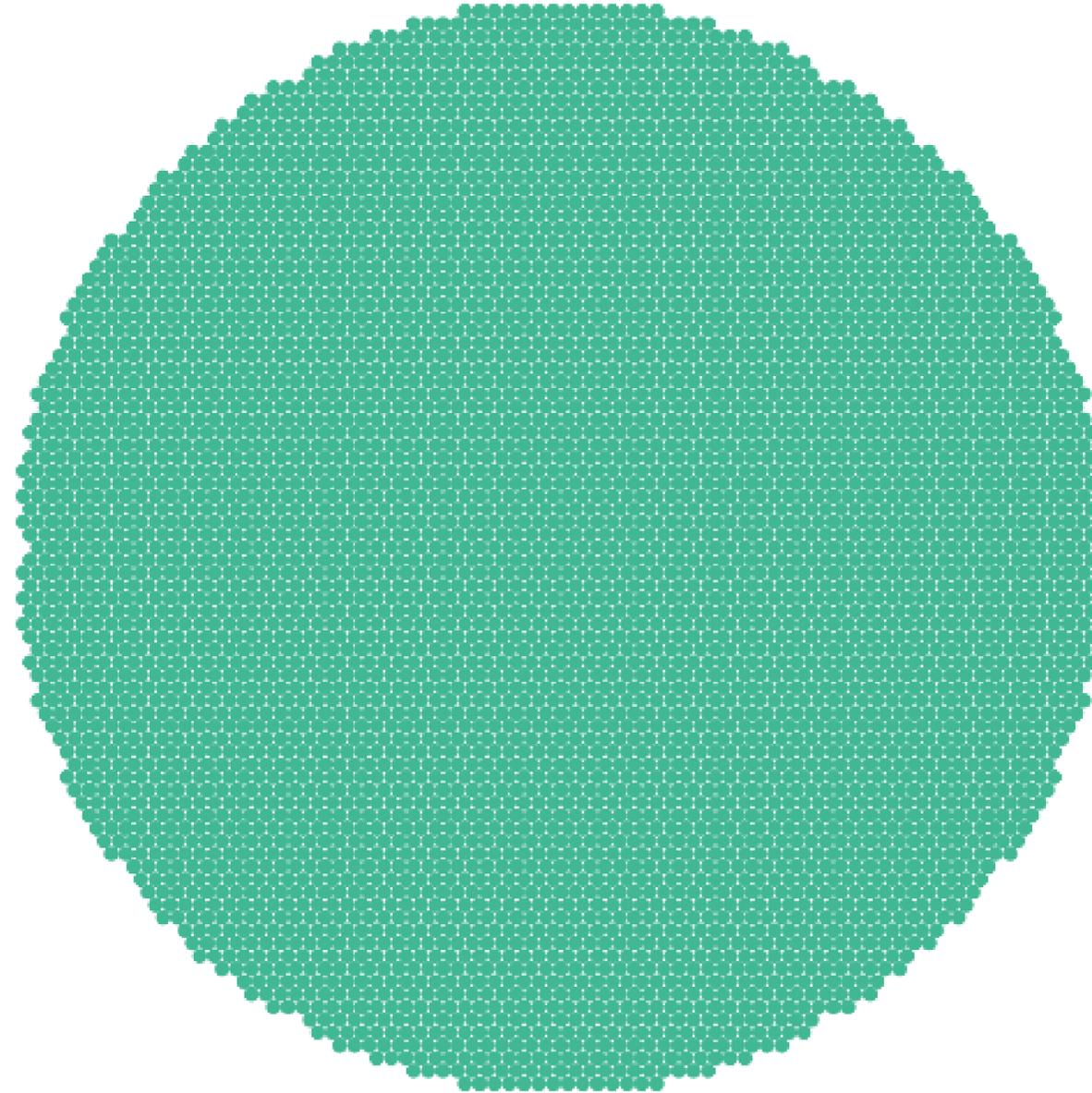
Overview

73.4% identified as Whānau Need
12% identified as Agency Demand
7.9% identified as Whānau Concern
6.7% identified as Agency Concern

Whānau Need (3620/73.4%)
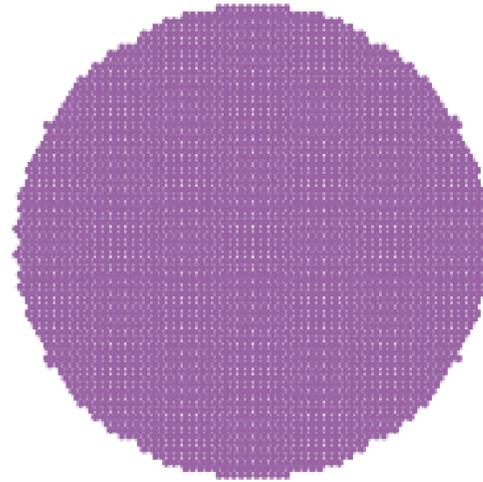
Agency Demand (590/12%)
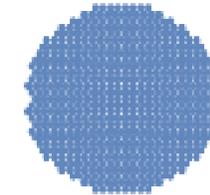
**Whānau Concern (392/7.9%)**
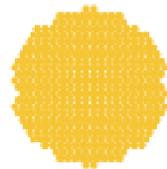
Agency Concern (332/6.7%)
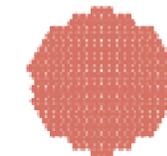
Overview
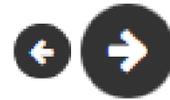
System Name

Other Government

Oranga Tamariki

Non Government Organisations

Ministry of Social Development

Ministry of Justice

Ministry of Housing and Urban Development

Ministry of Health

Ministry of Education

Gisborne District Council

Other

Agency Concern
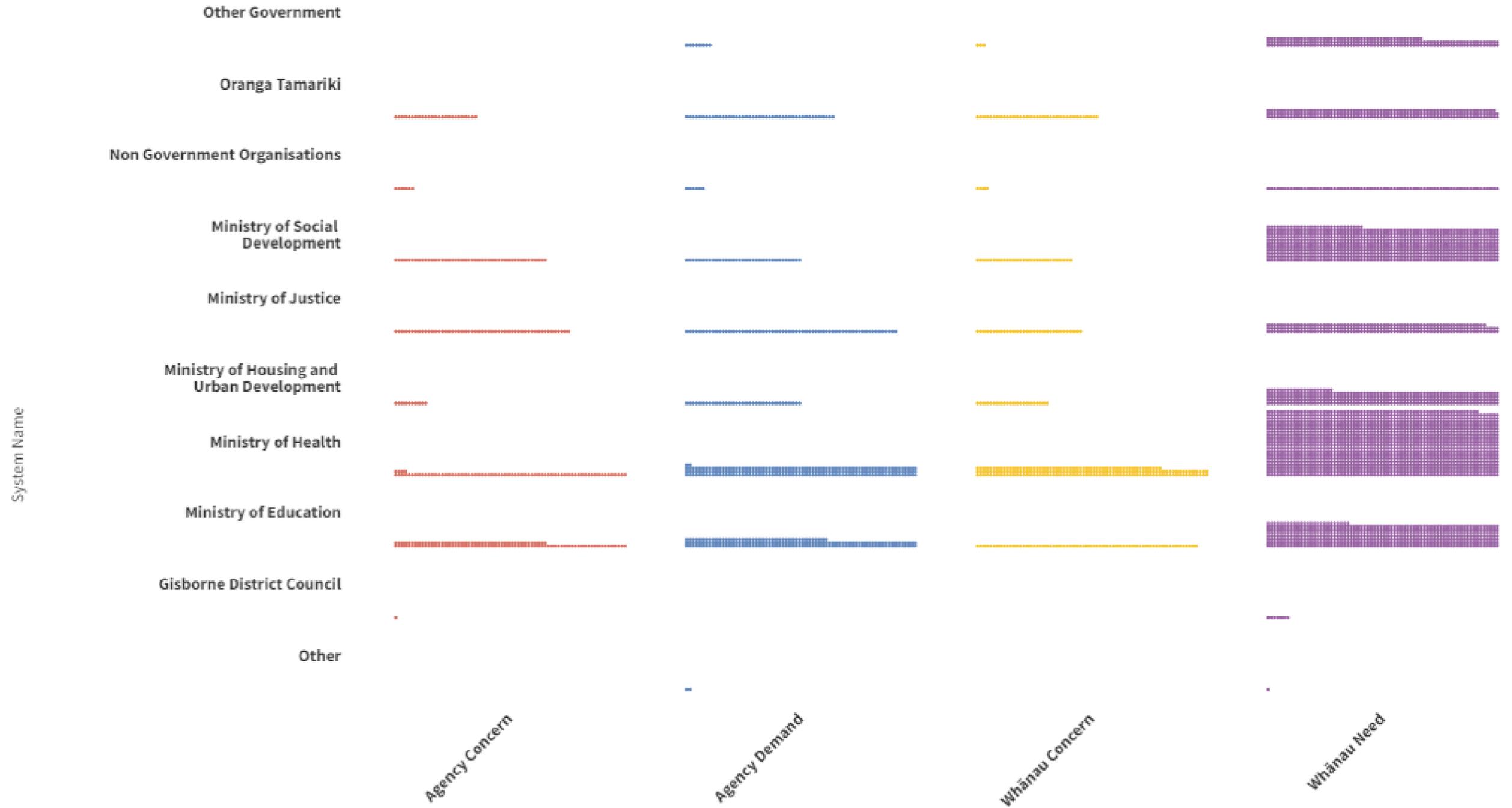
Agency Demand

Whānau Concern

Whānau Need

Demand Type
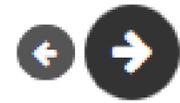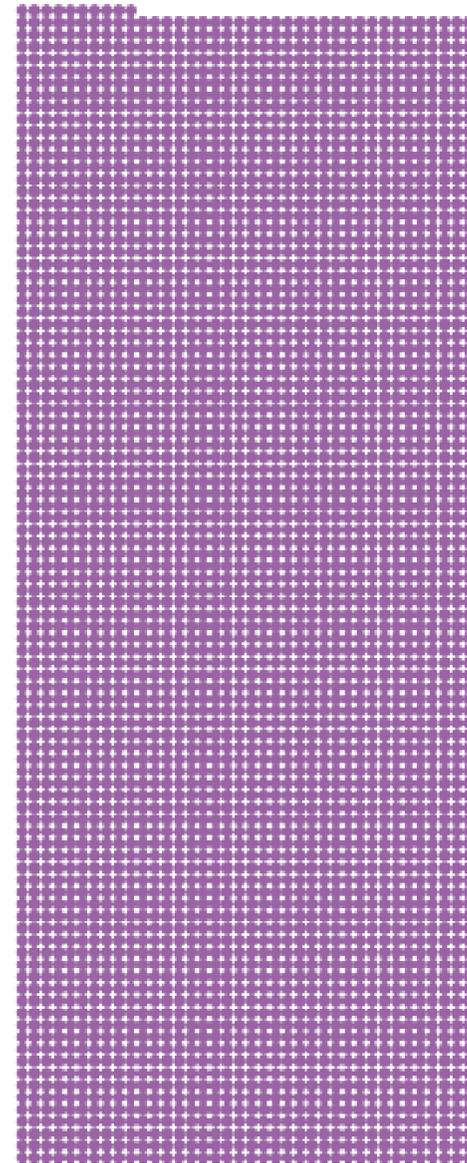
Overview
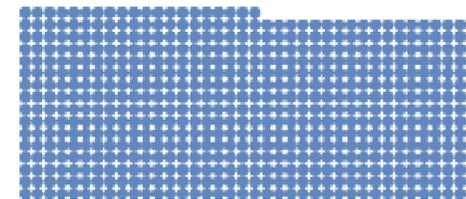
Whānau Need

Agency Demand

Whānau Concern

Agency Concern

Overview

Barriers Identified ■ Barrier(s) Identified ■ No Barriers Identified

Whānau Need
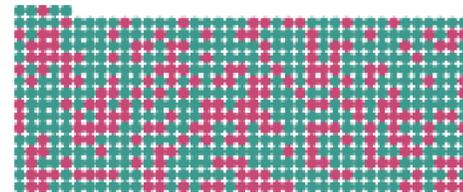
Agency Demand

Whānau Concern

Agency Concern

Overview

No Barriers Identified (2762/55.7%)
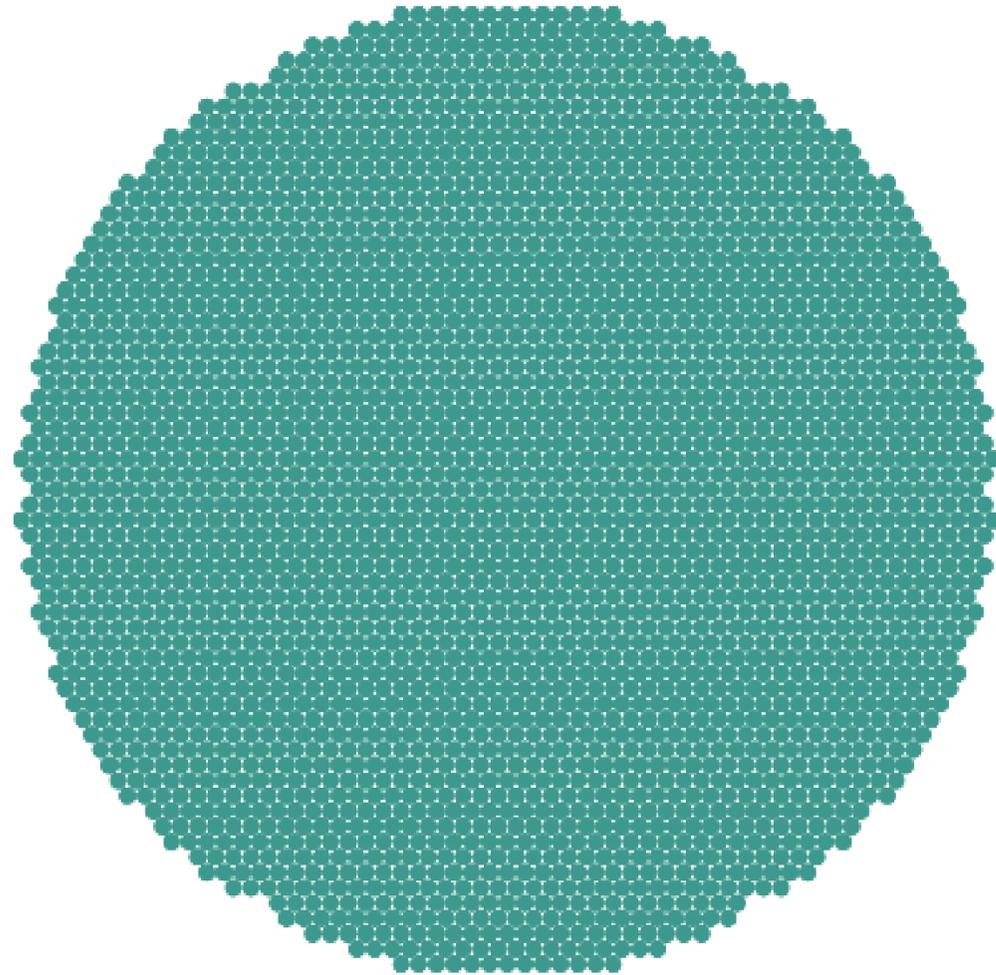
Barrier(s) Identified (2201/44.3%)
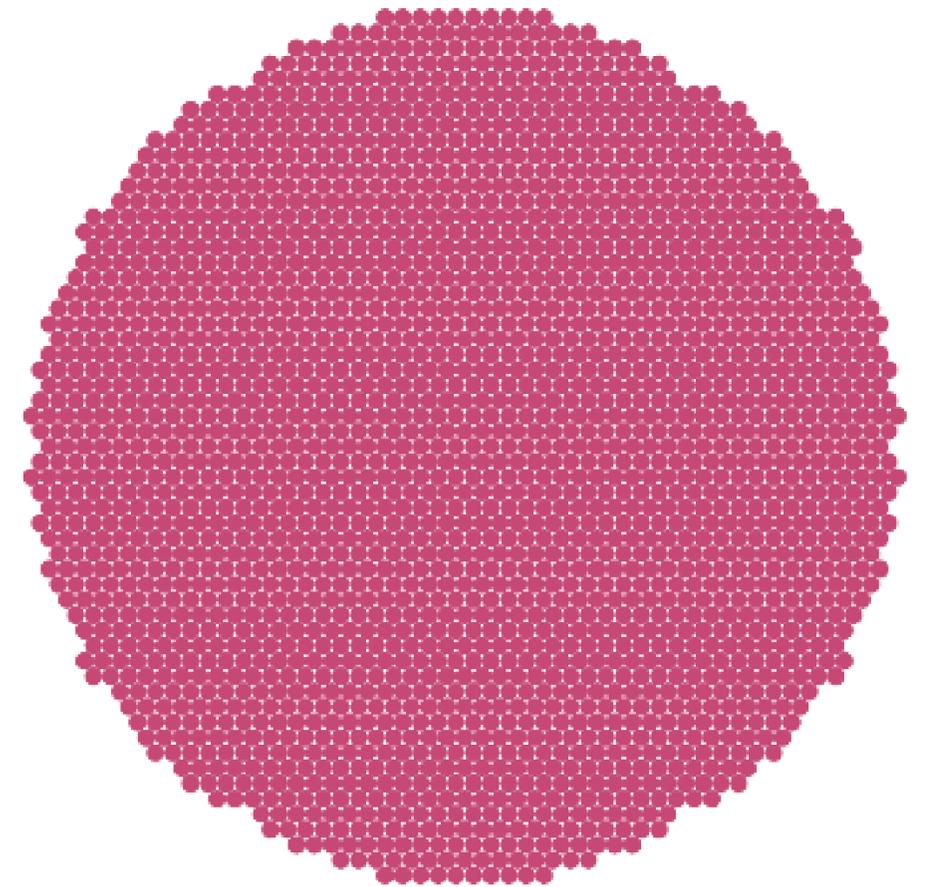
What Next?

- How could MSD embed more flexibility and better measures into current system?

- Grafting new thinking into existing NGO contracts:

Tairawhiti 'Way of Working'
Giving providers greater flexibility in their responses to whānau.

Urungi Measures
Data we can analyse to produce compelling evidence and the case for change for barriers across the system.

Scaling

We recommend that you scale new thinking NOT the Manaaki Tairāwhiti prototype.

The change needs to happen in business as usual in the existing contracts between government and NGO/Iwi providers.
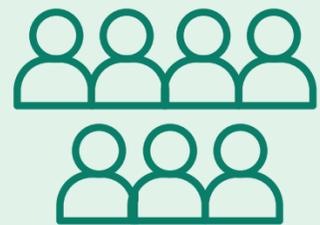
We have tested a Manaaki Tairāwhiti service level agreement with seven NGO and Iwi providers.

We have learned some of the challenges for providers – we can share them with you.
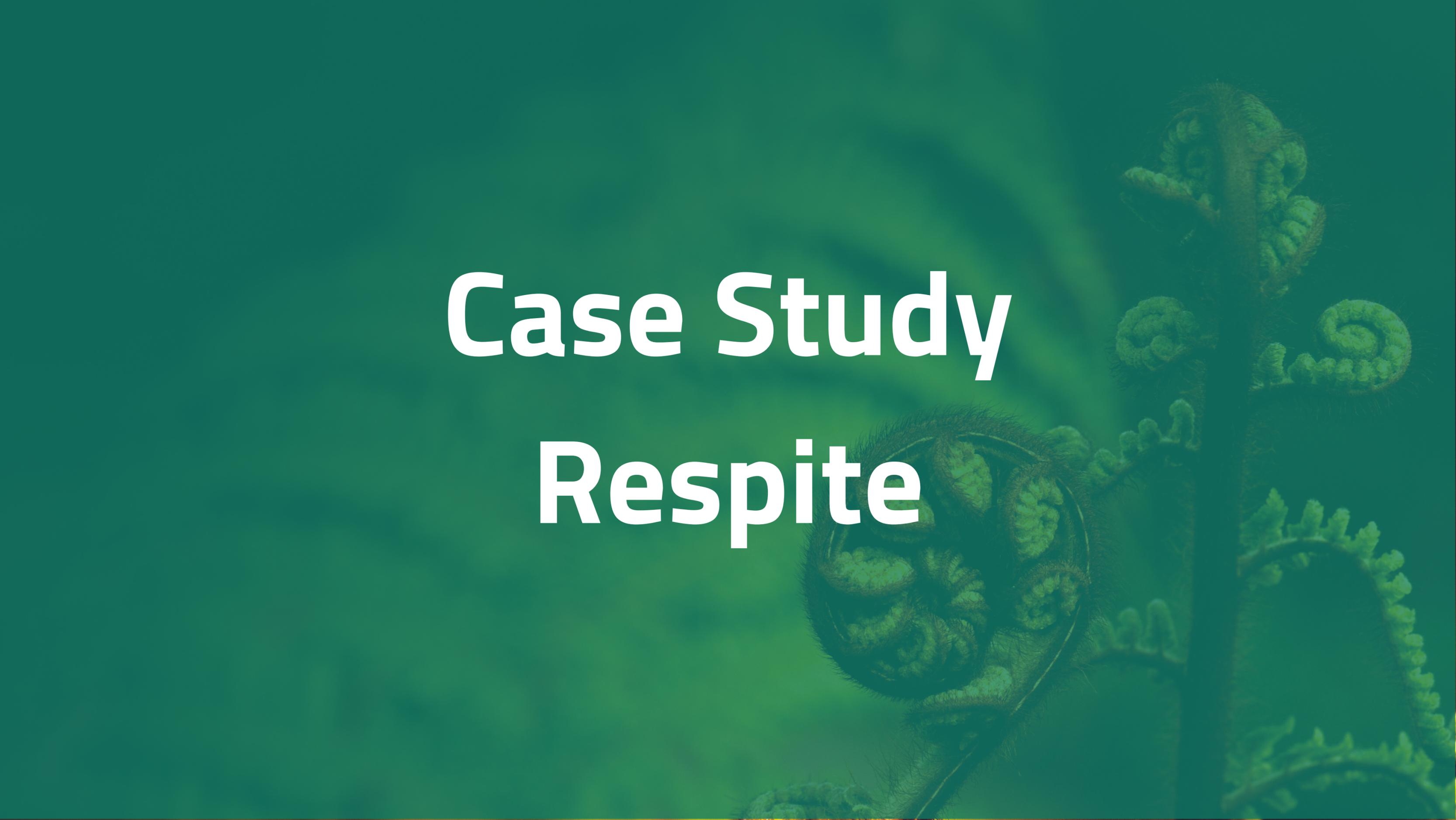
Case Study

Respite

# Respite Data Deep Dive
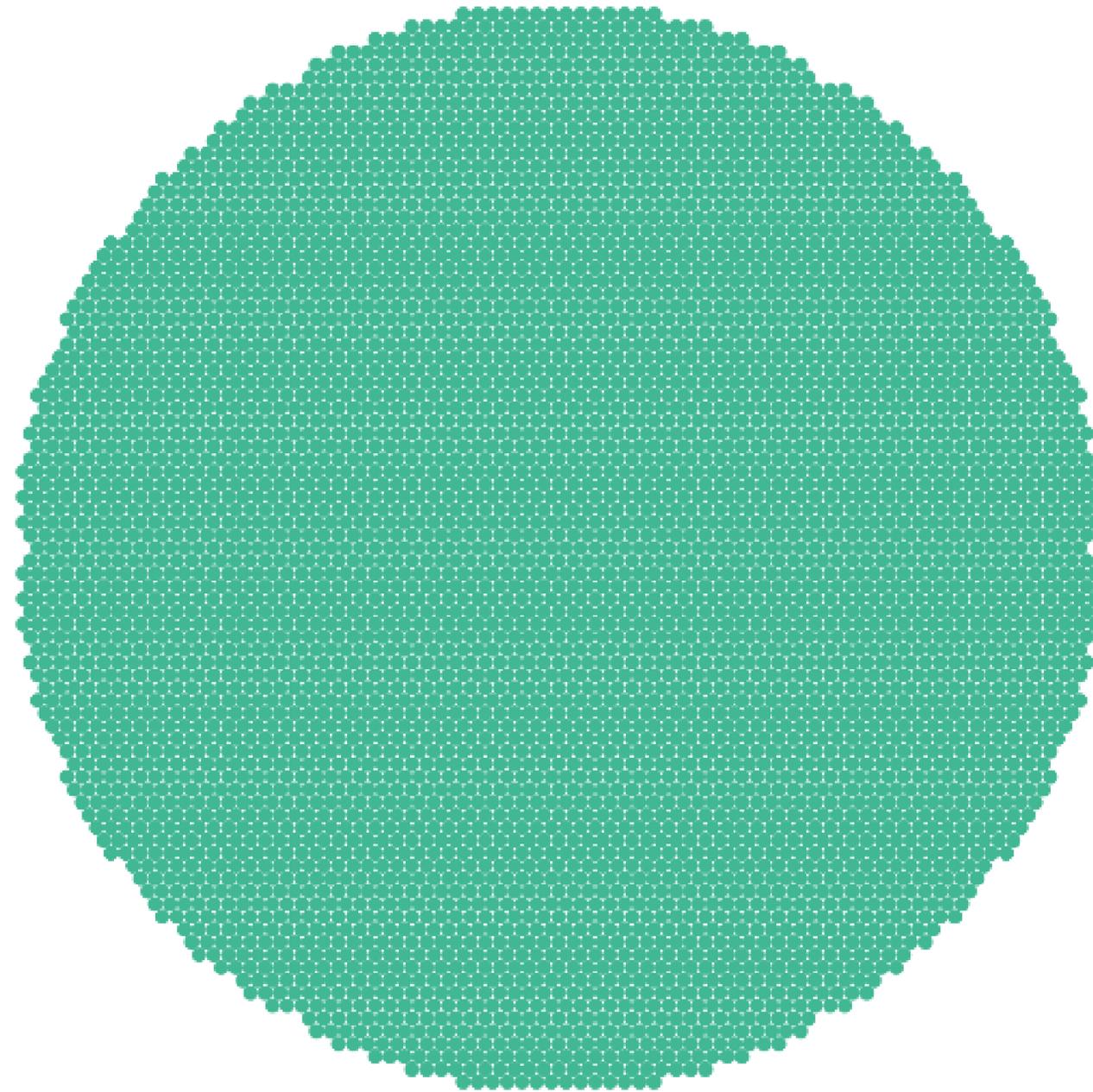
Urungi Needs Recorded (4963/100%)

Respite Data Deep Dive
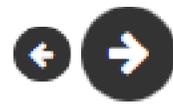
311 needs were recorded with themes related to Respite and Care related needs.

2 of 8

Area of Interest   Other   Respite Care Needs

Urungi Needs Recorded (4963/100%)
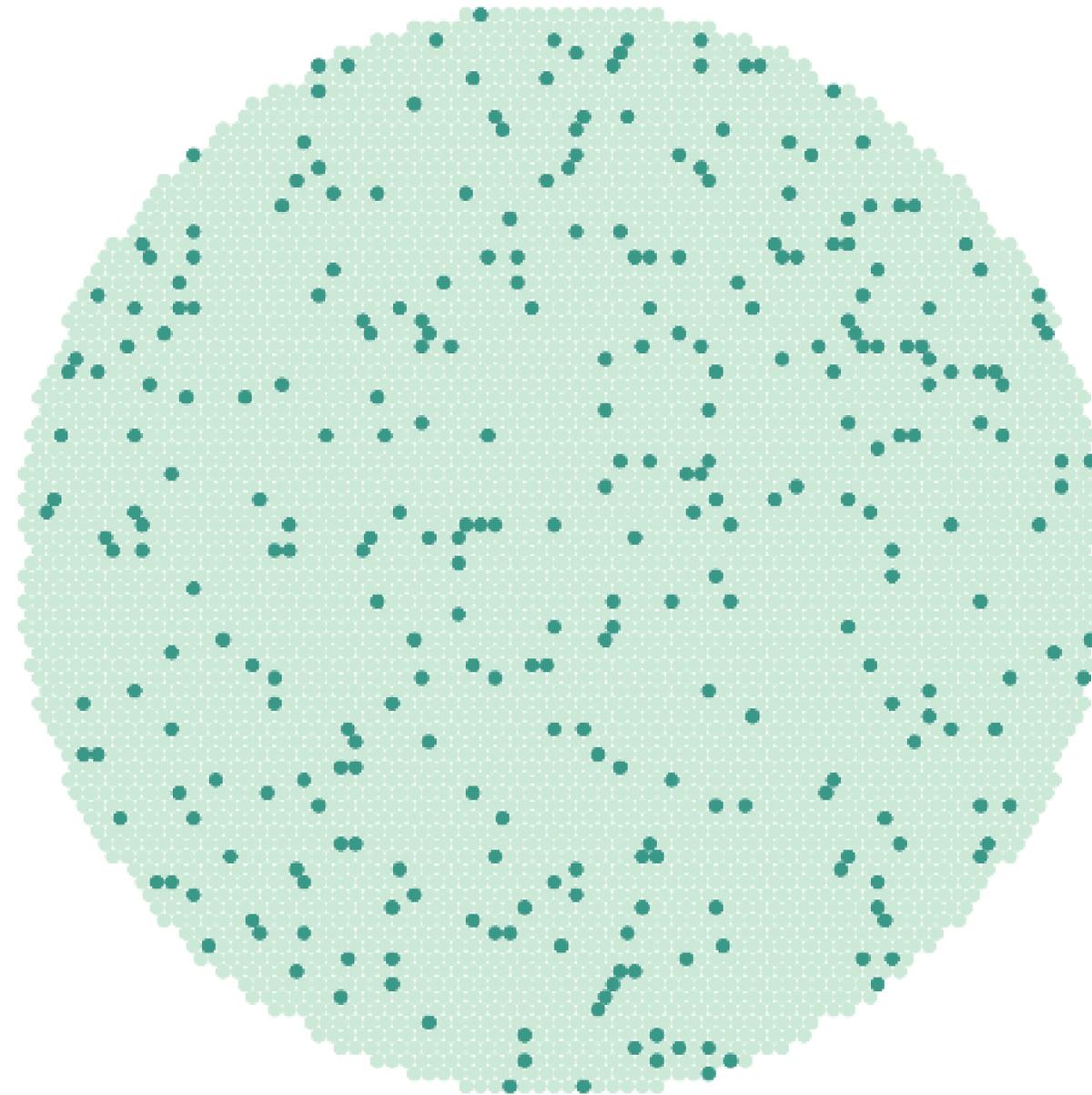
These needs equated to 6.3% of the total needs captured in Urungi.

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Respite Data Deep Dive

Other (4652/93.7%)

Respite Care Needs (311/6.3%)
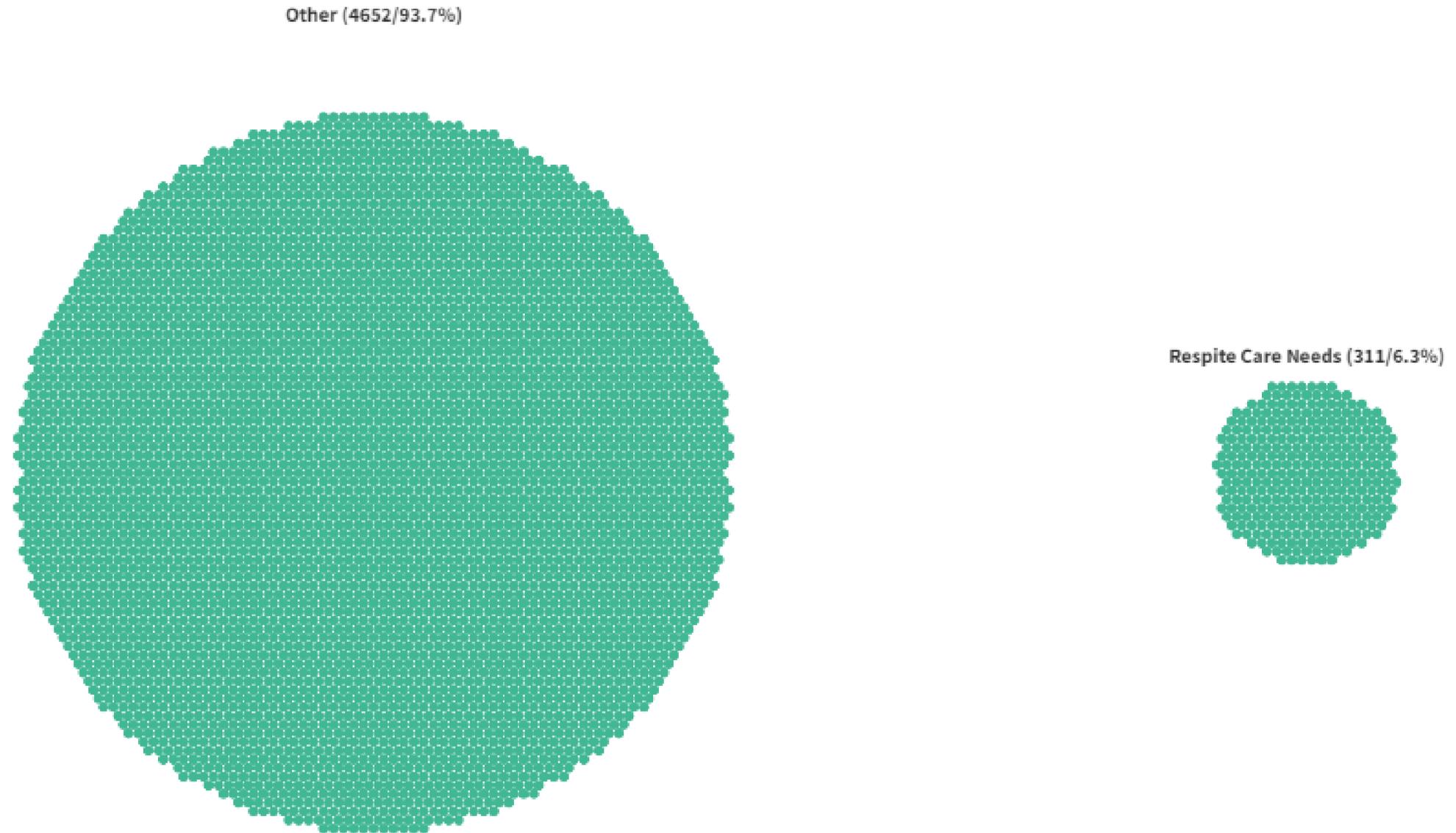
Respite Data Deep Dive

System barriers were identified for 230 respite care needs - 74%

- This is a lot higher than the overall barrier rate of 44%

Barrier(s) Identified (230/74%)
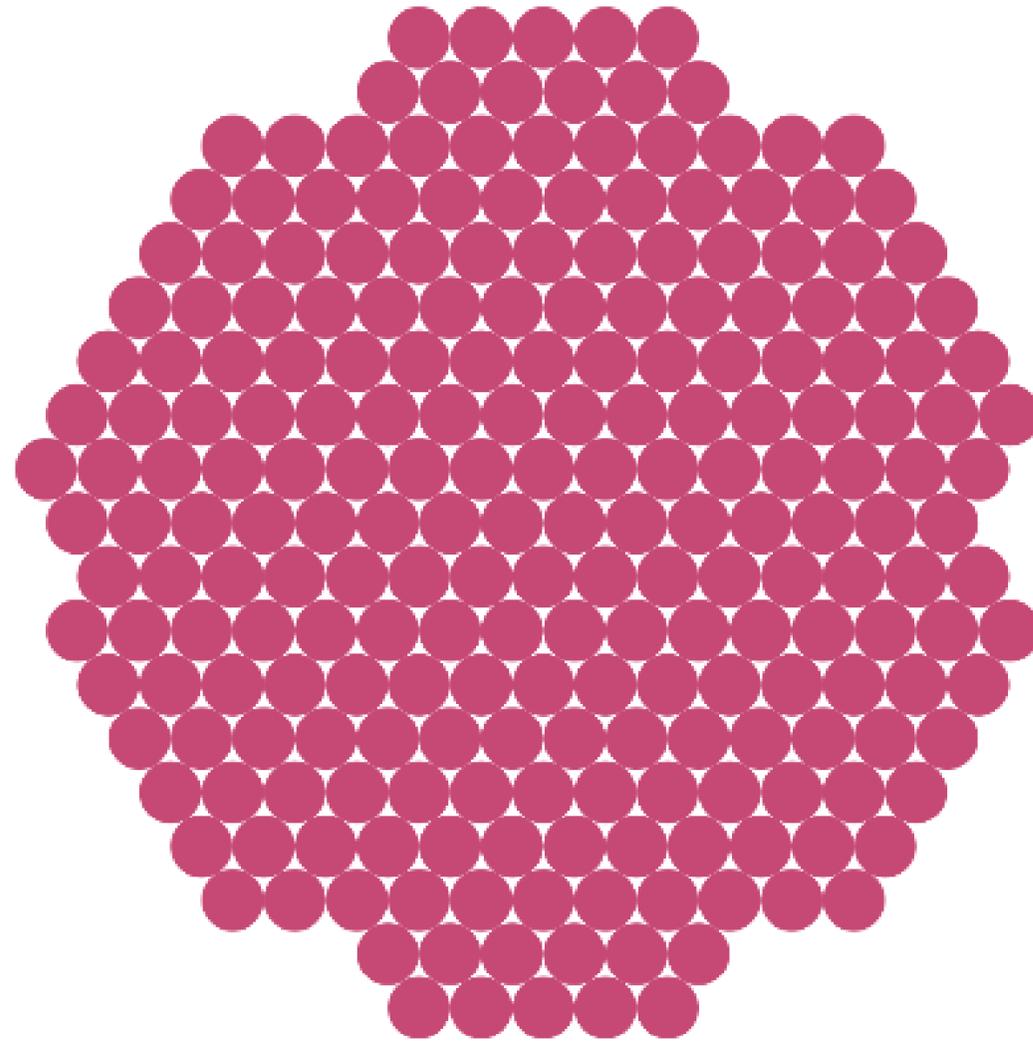
**No Barriers Identified (81/26%)**
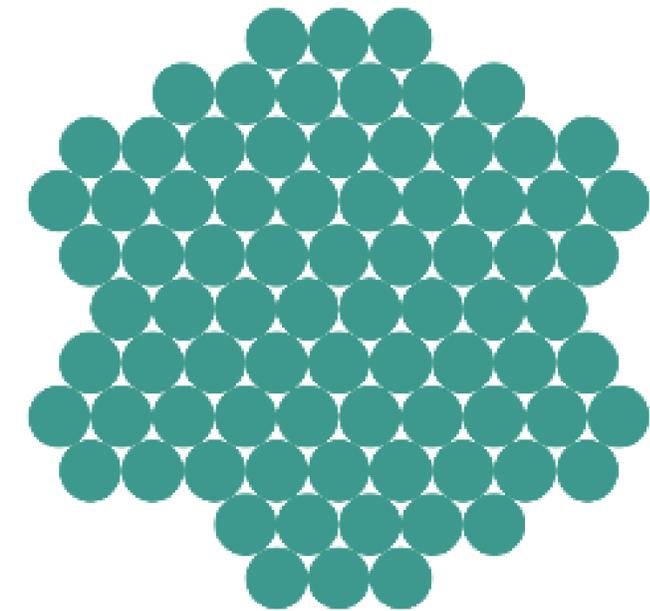
Respite Data Deep Dive

A majority of these needs (86.5%) were found to fall within the Ministry of Health system, with some falling under Oranga Tamariki, MSD and other government agencies.
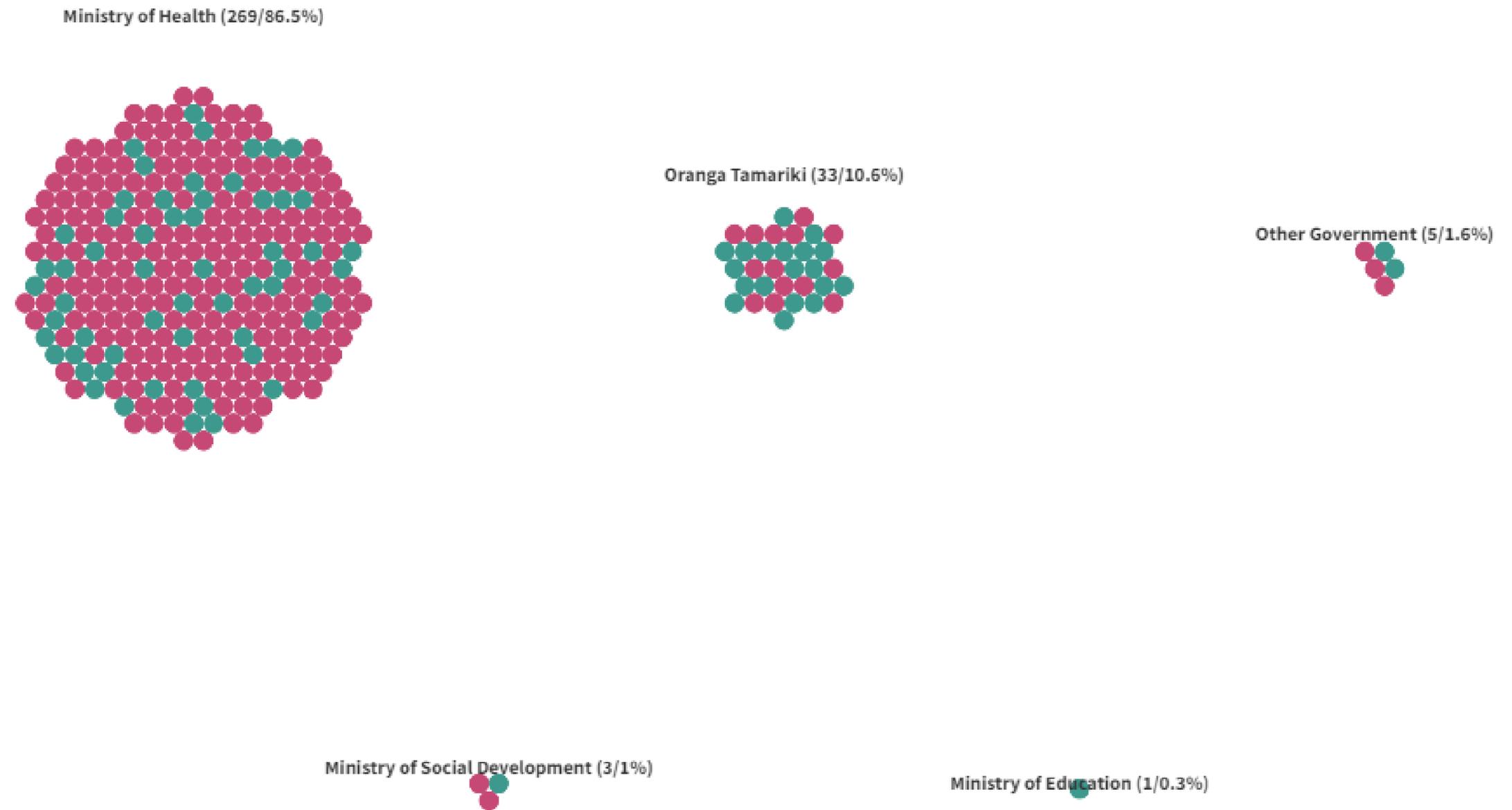
Ministry of Health (269/86.5%)

Oranga Tamariki (33/10.6%)

Other Government (5/1.6%)

Ministry of Social Development (3/1%)

Ministry of Education (1/0.3%)

System

Barriers Identified ● Barrier(s) Identified ● No Barriers Identified

Respite Data Deep Dive

Breaking down the needs into themes, it was discovered that many of the needs fall under Carer Support needs, Respite Care and Adult Care, with slightly fewer falling under Care for Children, Personal Care and Residential Care.
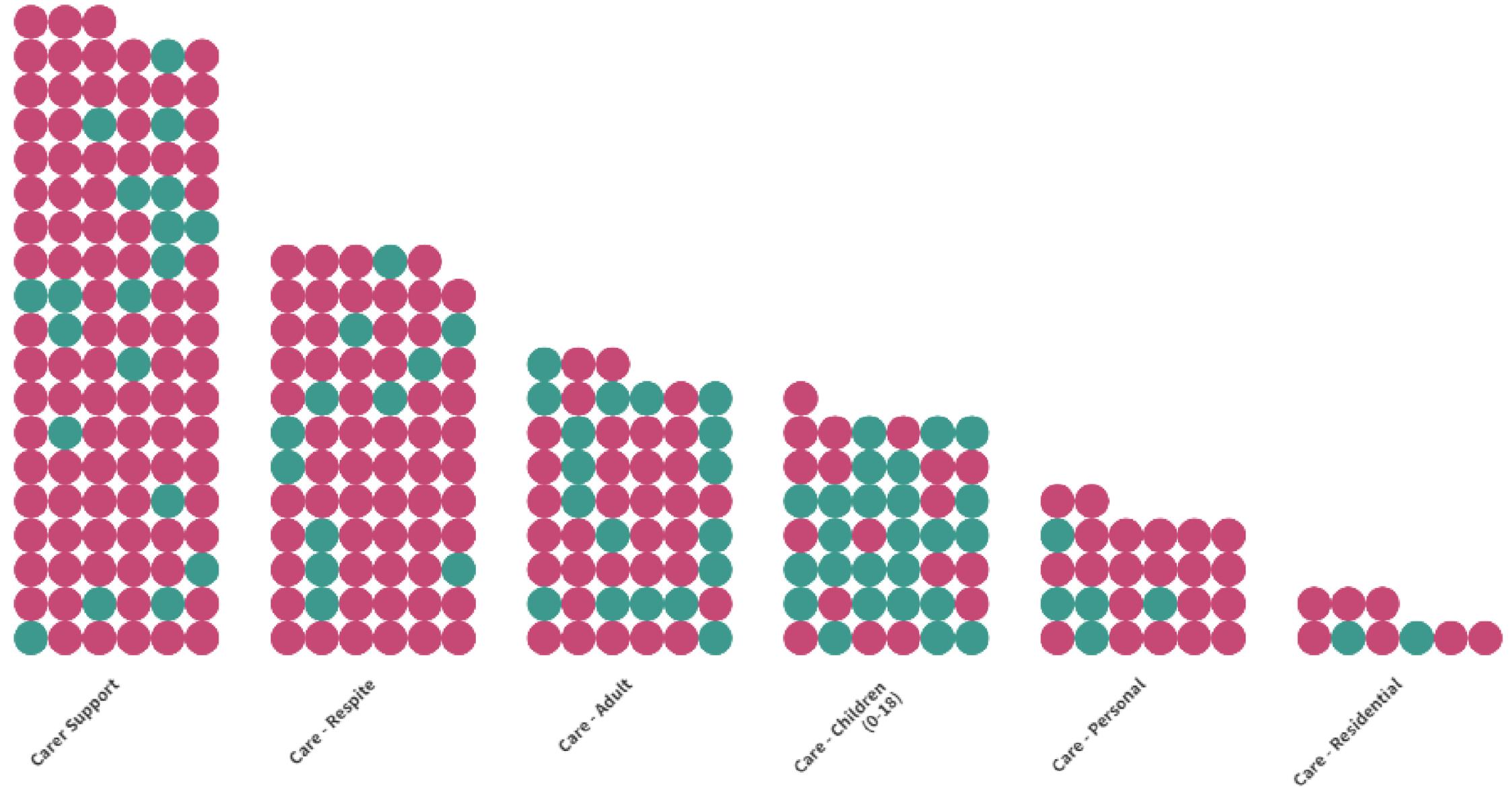
Need Theme

Barriers Identified ● Barrier(s) Identified ● No Barriers Identified

Respite Data Deep Dive

Analysis of the needs sub-themes show that whanau often asked for:

- Assistance with an application
- Information / Advice
- Confirm details
- Coordinated Plan
- Support

Need Sub Theme
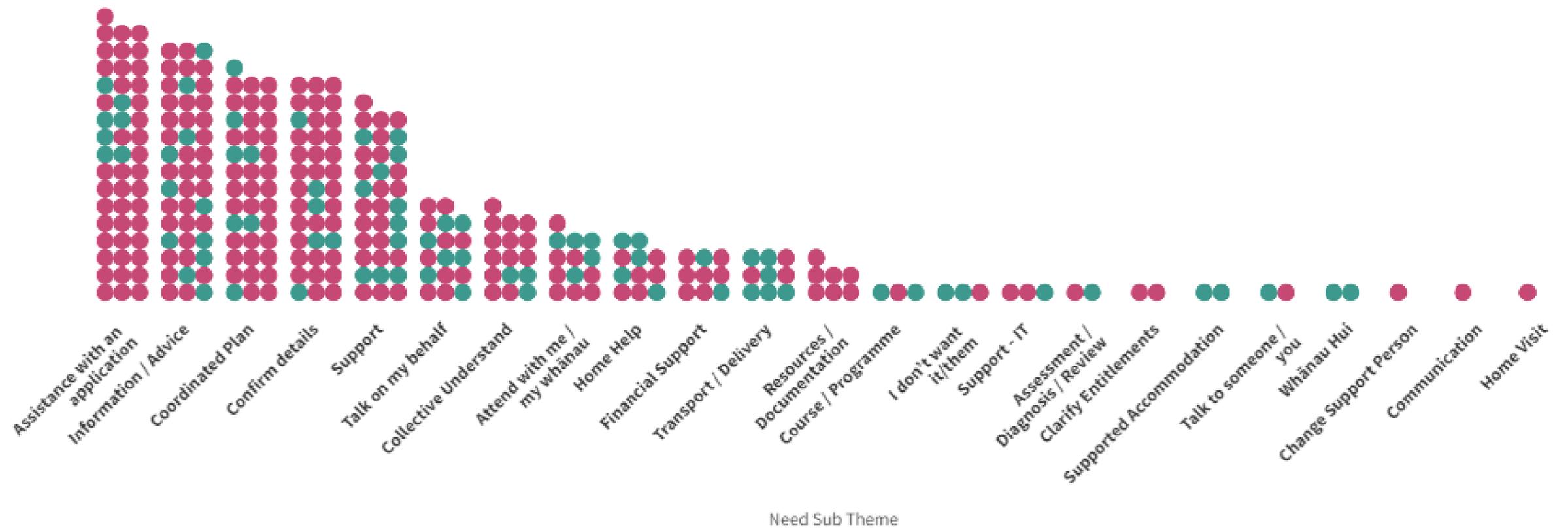
Barriers Identified ● Barrier(s) Identified ● No Barriers Identified

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With a large number of needs and identified barriers falling within the Disability subsystem (75.9%).

Respite Data Deep Dive

Sub System

Barriers Identified ● Barrier(s) Identified ● No Barriers Identified
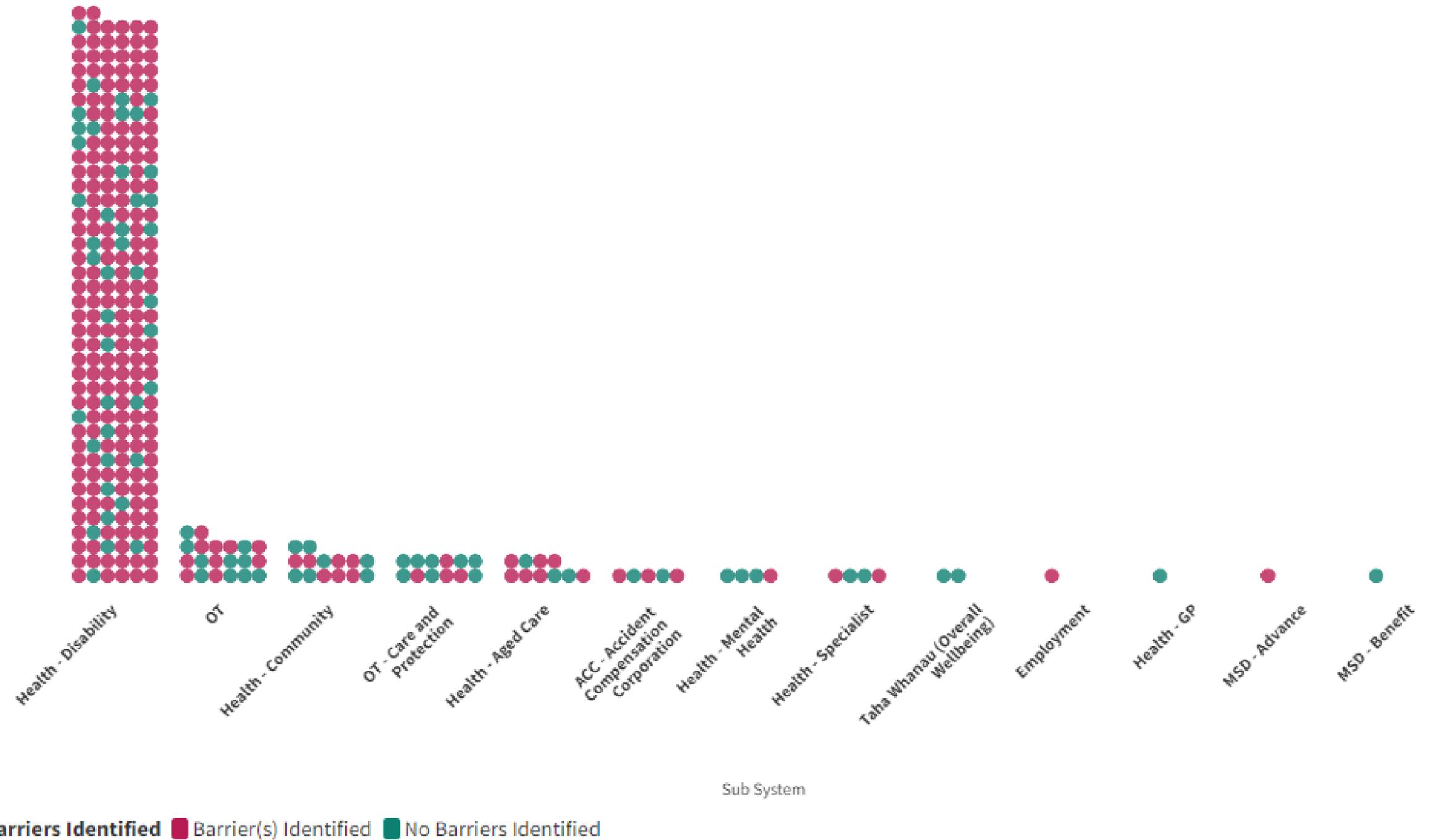
Respite Data Deep Dive

Barrier themes:

- Accessibility Process (38%)
- Communication Process (26%)
- Availability (18%)
- Criteria, Policy & Legislation (10%

Accessibility Process (128/38.1%)
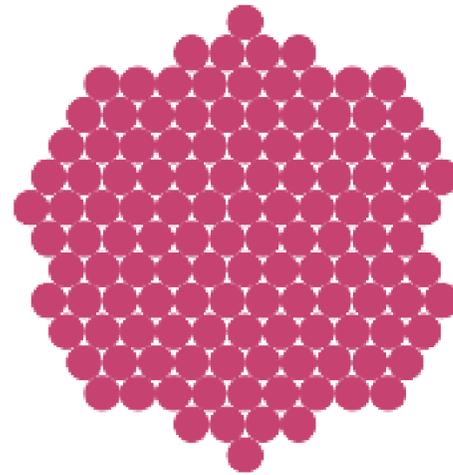
Communication Process (87/25.9%)
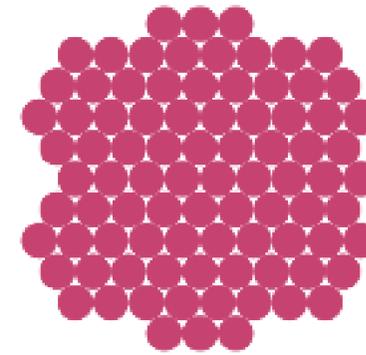
Availability (59/17.6%)
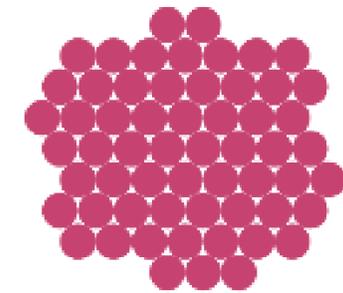
Criteria, Policy & Legislation (35/10.4%)
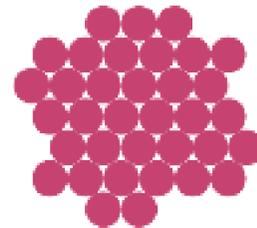
Delivery Mode (23/6.8%)
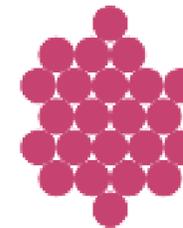
Professional / Agency Relationship (4/1.2%)

Barrier Theme

Identified Area for Further Analysis:

Respite Care & Carer Support

Disability sector

- Accessibility Process
- Communication Process
- Availability

Manaaki Tairāwhiti

This is proof of concept that using whānau centred measures gives greater clarity about what's working well and what's not across the whole system.

This information helps to reduce blind spots, identify areas of risk, and highlight opportunities for impactful improvement.

The outcome is more whānau get the support they need.
More whānau are flourishing.