



8 October 2024

Tēnā koe

Official Information Act request

Thank you for your email of 10 September 2024, requesting information relating to Wall Walks.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below. For the sake of clarity, I will respond to your request in parts.

- 1. The total number of staff sent to courses run by wall walks in each of the last three years.*
- 2. Please break down number of staff sent by year.*
- 3. Please indicate what course/workshop/training each staff member was involved in is called.*

Please find **Table 1** below:

Table 1: Number of current Ministry employees who have attended a Ministry Wall Walk workshop over the past three years, broken down by year

30 June 2021 - 30 June 2022	30 June 2022 - 30 June 2023	30 June 2023 - 30 June 2024	Total
170	447	1,148	1,765

A list of workshops is provided below in **Table 2**, in response to question 5.

- 4. The total amount spent on sending staff to Wall Walks courses over the last three years.*

The Ministry has spent \$11,239 on delivery costs for Wall Walks courses the past three years.

- 5. Please break the total amount spent on sending staff to Wall Walks courses down by year.*

Generally, Ministry staff do not incur attendance or travel costs to a Ministry Wall Walk workshop. These workshops are delivered locally by in-house trained internal staff. Usually, Ministry training rooms are used to deliver this

programme, and there are some catering costs determined locally (usually for larger groups).

There has occasionally been a need to fly Ministry facilitators to some regions due to insufficient trained facilitators in the region.

Please find a breakdown of costs in **Table 2** below:

Table 2: Name of expenses and costs for Ministry Wall Walks broken down by workshop

Expense	Cost
Christchurch workshop – 30th August 2022	
Air Travel for two Facilitators	\$1,100
Accommodation for two Facilitators	\$440
Catering	\$420
Wellington workshop – 18th November 2022	
Travel for Facilitator from Palmerston North	\$200
Accommodation for Facilitator	\$220
Catering	\$400
Wellington workshop - 3rd April 2023	
Travel for Facilitator from Whanganui	\$200
Accommodation for Facilitator	\$220
Catering	\$400
Wellington workshop - 11th May 2023	
Travel for Facilitator from Whanganui	\$200
Accommodation for Facilitator	\$220
Catering	\$400
Central Region - 9th May 2023	
Travel for Facilitator from Napier	\$250
Accommodation for Facilitator	\$220
Christchurch - 12th May 2023	
Air Travel for Facilitator	\$628

Accommodation for Facilitator	\$166
Venue Hire (half day)	\$250
Catering	\$484
Christchurch - 17th October 2023	
Air Travel for Facilitator	\$628
Accommodation for Facilitator	\$166
Venue Hire (half day)	\$250
Equipment Hire (data projector and screen)	\$20
Catering	\$484
Southern workshop - 2nd March 2023	
Air Travel for Facilitator	\$544
Marae costs	\$1,450
Christchurch - 2nd July 2024	
Air Travel for Facilitator	\$628
Accommodation for Facilitator	\$166
Catering	\$484

Note: some of these costs have been averaged due to the number of events and separate (local) cost centres being used. Providing an itemised account for each Wall Walk session would require significant effort. The costs noted below are a realistic view of the amount spent on MSD Wall Walk programmes.

6. *The value of any other funding provided to wall walks, broken down by date, funding purpose, office location and amount.*

Catering

Catering for National Office Wall Walk workshops (including Wellington regional) uses an internal venue, with a volume of up to 80 staff. These costs average out at \$420 per workshop across the following dates:

- 15 August 2021
- 28 September 2021
- 18 November 2021
- 15 August 2022
- 28 September 2022
- 18 November 2022
- 3 April 2023

- 11 May 2023
- 11 August 2023

The total catering spend is \$3,780.

Training for trainers

A hui at Orongomai marae was hosted by the Ministry on 14 and 15 December 2023, for all public sector Facilitators of the Wall Walk. Eighteen Ministry Facilitators and fourteen Facilitators from outside the Ministry attended. Participants from outside the Ministry contributed \$420 each to attend and were responsible for their own travel.

Please find a breakdown of these costs in **Table 3** below:

Table 3: Name of expenses and costs for 14-15 December Hui

Expense	Cost
Marae, catering, mattress & linen charges for 32 participants	\$5,214
Three Facilitators (two external) costs for two days	\$6,200
Travel cost for 15 Ministry staff	\$6,000
External reimbursement offset	- \$5,460
Total	\$11,954

- 7. Please provide emails, reports, messages or any other correspondence for the reasoning of staff being sent on these courses and specify whether participation in these courses was compulsory or not.*
- 8. Please provide a copy of documentation including but not limited to emails, reports, messages or any other correspondence that explains the content included in the course or description of activities undertaken through wall walks, or any associated courses/training.*
- 9. Please provide emails, reports, messages or any other correspondence for any measurable outcomes from your agency attending Wall Walk courses.*

Please find the information requested attached as **Appendix A**. Please note that some information is withheld under section 9(2)(a) of the Act to protect the privacy of individuals.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services

From: [Kimberley Da Silva](#)
To: [Natasha Gaiqui](#)
Cc: [Sarah Thorpe](#); [Annette Freese](#); [Marshar Kaye](#); [Theresa Fagaiava](#)
Subject: Wall Walk workshops - Auckland Deployment 2024
Date: Wednesday, 10 April 2024 9:00:57 am
Attachments: [image001.png](#)
[Auckland Wall Walk Workshop - Leaders V.3.docx](#)
[Manager approval process in myLearning.docx](#)
[Auckland self-registration participant V.3_email.docx](#)

Mōrena koutou,

I've attached documentation for both leaders and participants + how-to guides to be distributed to leaders as the first step in communicating the self-registration process being implemented in Auckland for The Wall Walk workshop. This information has been updated in accordance with the suggestions made at our last meeting. Please delete previous information Natasha and use these.

As this is a new approach to deploying training (and may rattle some) – can I ask you to check the information and feed back to me any comments or thoughts you have. Happy to adjust accordingly. **Could you review this today, so we can start distributing tomorrow?**

Our approach is to send the leader information + participant information to all leaders in Auckland and ask them to discuss/share with their team = **Natasha – can your team do this?**

Additionally, Business Partners will ensure that the workshop/information is shared at leadership meetings in the next few weeks.

Thanks for all your help and wisdom in getting to this up and running.

Ngā mihi nui

Kimberley da Silva (MEd)

Instructional Designer Strategist | Learning and Capability Development
Ministry of Social Development
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Phone: s9(2)(a)





The Wall Walk workshop is coming back to Auckland!

In association with HR Business Partners, Regional Business Support, Organisational Development & Learning we are excited to re-start the Wall Walk workshop in Auckland again.

This workshop is a face-to-face workshop providing all staff with an opportunity to build knowledge of the history of Māori and the Crown in Aotearoa New Zealand. It is an immersive experience raising collective awareness of key events in the history of New Zealand's bicultural relations.

A small but pivotal role in the workshop is undertaken by participants prior to attending. A small piece of our history is researched and shared in groups at the workshop.

The Walk moves through time, inviting new, deeper consideration about particular events, and their impact for Māori and for Aotearoa New Zealand. Through knowledge gained or refreshed, the walk invites us – both during and after – to think about the impact of history on today's social outcomes, and to think more about our role and effectiveness as public servants today, tomorrow, and ahead.

Previous participants have said:

I learnt more in 4 hours than all of my schooling put together about Māori. And I am not Māori by the way.

Excellent! Awesome. We need more workshops like this, and we will still be scratching the surface – but it's a start – a great start!

This workshop is one of the most important courses I've been to in the 14 years I have worked at MSD.

Dates

All workshops start at 10.00am – 3.00pm.

- 7th May – New Lynn Community Link (Kauri Room)
- 24th July – New Lynn Community Link (Kauri Room)
- 12th September – Onehunga Training room.

Auckland deployment - 2024

If you are a leader and haven't had an opportunity to attend The Wall Walk workshop, we encourage you to register yourself into a workshop.

Leaders are pivotal in leading the way for staff, and it is for this reason that we encourage leaders to attend a workshop first. This sets the scene for leaders to explore their own views towards Aotearoa's history, build their cultural awareness and understanding and make links to MSD's strategic vision and values to support staff to understand how this knowledge applies to their role.



Te Pae Tata's key shifts are:

1. Key shift 1: Mana Manaaki: A positive experience every time -We will earn the respect and trust of Māori
2. Key shift 2: Kotahitanga: Partnering for greater impact -We will form genuine partnerships with Māori
3. Key shift 3: Kia Takatū Tātou: Supporting long term social and economic development - We will support Māori aspirations

The Wall Walk workshop is positioned to be learning for all MSD staff that deepens knowledge of Aotearoa's history, for both Māori and non-Māori. Agreement of our past sets the scene to discuss our shared future; a place where all parties are included and can work together to determine a more inclusive future. To learn more about the Wall Walk go to [Home - The Wall Walk®](#)

To see MSD's organisational view of the deployment of The Wall Walk across our regions view the Te Ao Māori Dashboard [Te Ao Māori Development Dashboard - Te Pātaka - MSD Confluence \(ssi.govt.nz\)](#)

How to Register

Registrations for each workshop will be managed by a 'first in - first served' basis. All staff can self-register for their preferred workshop in myLearning.

N.B. Please note:

All self-registrations require approval by a line manager to be fully registered. We recommend that you discuss your interest with your line manager before registering.

Manager Approval is actioned via myLearning. Managers can use the 'approve/not approved' function in myLearning to regulate how many staff in the team attend at any given time.

For further information – please contact:



The Wall Walk Workshop – Participant information



Hoki whakamuri, kia anga whakamua – Look to the past to help forge the future.

The Wall Walk is coming to Auckland! This workshop is being delivered across each region in MSD and we are pleased to announce that we're coming back to Auckland.

Here's what previous participants have said about the workshop:

I learnt more in 4 hours than all of my schooling put together about Māori. And I am not Māori by the way.

Excellent! Awesome. We need more workshops like this, and we will still be scratching the surface – but it's a start – a great start!

This workshop is one of the most important courses I've been to in the 14 years I have worked at MSD.

There are three workshops in 2024:

1. 7th May 24 (New Lynn Community Link)
2. 24 July 24 (New Lynn Community Link)
3. 12th Sept 24 (Onehunga Training Room)

All workshops commence at 10.00am – 3.00pm.

What is the Wall Walk workshop?

The Wall Walk workshop is a face-to-face interactive workshop that fosters stronger relationships with Māori by understanding the past to build an inclusive future for all New Zealanders.

This workshop is designed to raise collective awareness of key events in the history of New Zealand's bicultural relations. We recommend **all staff** attend this workshop to understand our true history and identify how they can apply this knowledge to our work in MSD.

Each participant is required to do a small piece of research prior to attending the workshop and will be allocated into groups to share at the workshop.

We will be having a morning tea/lunch during the workshop and invite participants to bring a plate to share on the day. For more details on The Wall Walk workshop visit: <https://www.thewallwalk.co.nz/>

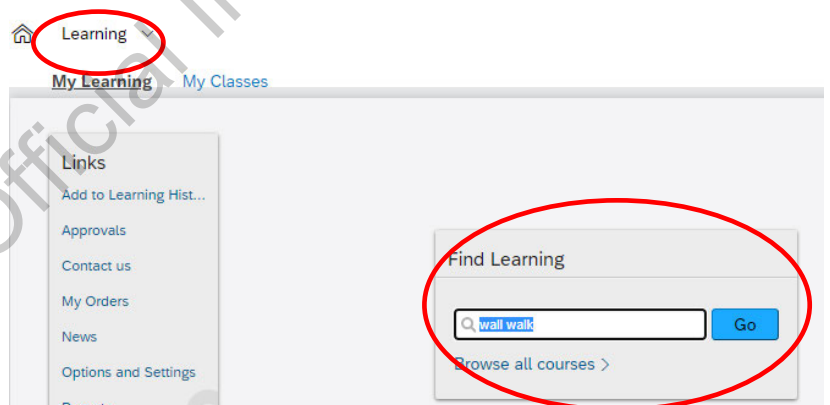
Enrolment in a workshop:

Auckland workshops are available for individuals to self-register in MyLearning. We recommend that you discuss your interest to participate in a workshop with your line manager prior to self-registering.

Your enrolment registration will be confirmed once your line manager has approved your attendance in MyLearning.

To enrol on the Wall Walk – MyLearning Quick Guide

1. Log onto the Learning Management System (LMS)
2. Go to Learning and Find Learning tab and type in Wall Walk and press search (see below)



To enrol



Click on **see classes** to view all available classes. Find the region and date of the workshop you wish to attend and register in a class.

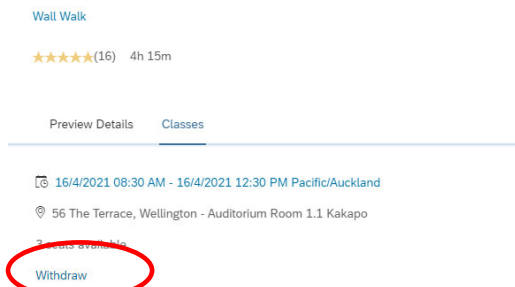
If the class is full, you will not be able to register and will need to find another workshop date.

Once you are registered you will receive an email which will put the schedule into your calendar if you click on it.



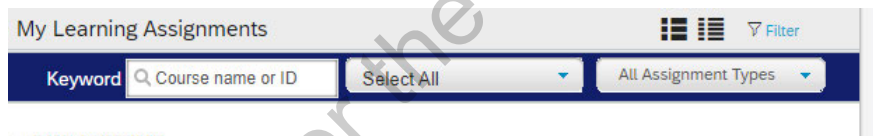
Your registration will be confirmed once your manager has agreed to your attendance by approving your training in MyLearning.

To withdraw:

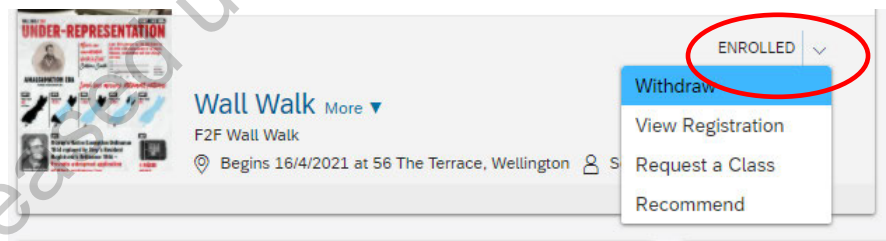


OR

Under My learning Assignments



Click on the down arrow on the right



You are no longer registered for this workshop

no-reply.MSD@mylearning.com
Jane Dimmock

If there are problems with how this message is displayed, click here to view it in a web browser.

sched1.jpg
614 bytes

Action Items



This confirms you are no longer registered for the following workshop

** This is an automated email notification. Please do not reply to this email. **

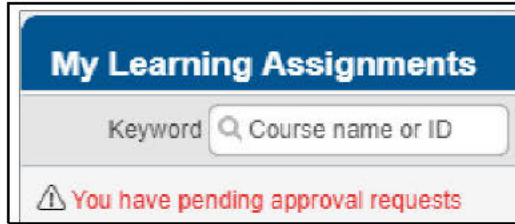
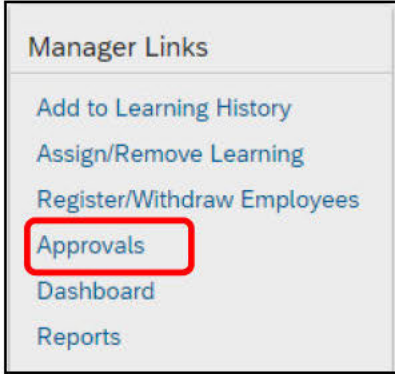
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Processing pending approval requests

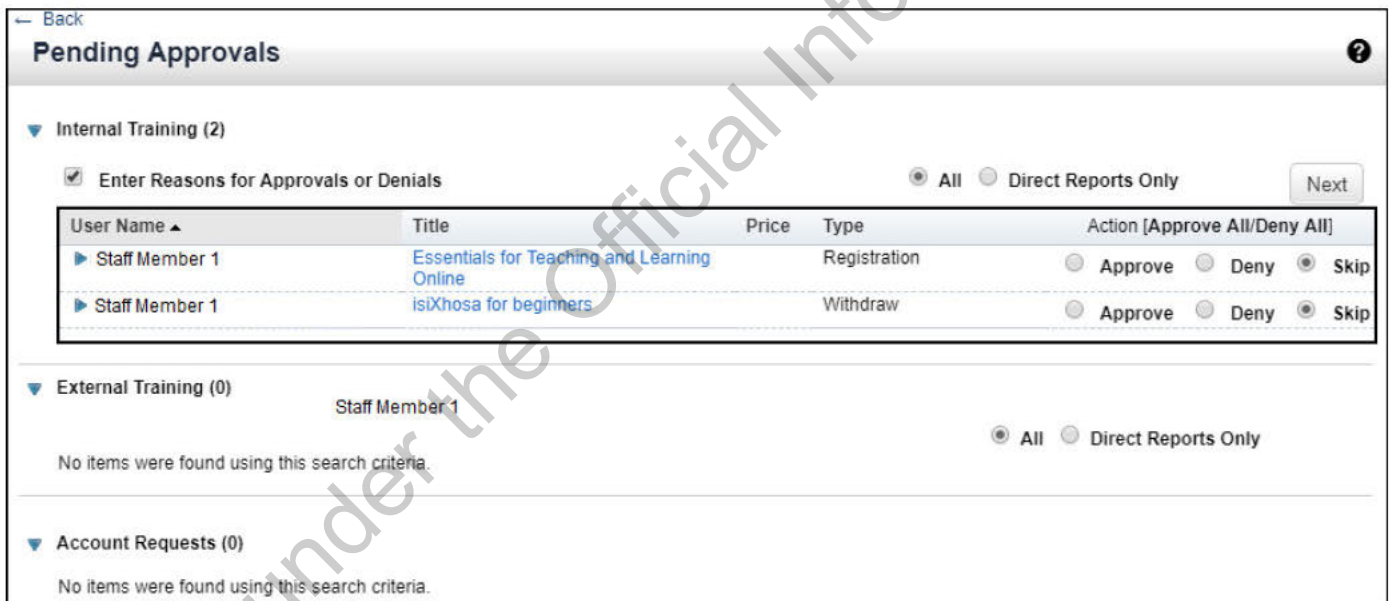
Procedure

1. In the *Manager Links* tile, click *Approvals*.

Note: You can also access your pending approval requests via the *My Learning Assignments* tile on the *My Learning* page.



2. The *Pending Approvals* page appears, showing any approval requests for course registrations and withdrawals.



- Select the *Approve*, *Deny* or *Skip* radio button for each approval request. **Note:** If you choose *Skip*, the approval request will remain in a pending state.

- Click .

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Processing pending approval requests (continued)

- The *Pending Approvals* page reappears, displaying one or more of your selected approval requests. Depending on the number of requests and the selections you made, you may have a page per request or find requests grouped together. Text on the page will indicate whether you are approving or denying a request.

Single approval example

The screenshot shows the 'Pending Approvals' interface. At the top, it says 'Approve or Deny → Approval Reasons' and 'Enter a reason for approving your employee's training request below.' There are 'Previous' and 'Next' buttons. Below this is a table with two columns: 'User Name and Schedule' and 'Approval Reason (optional)'. The first row contains 'Staff Member 1' and 'isiXhosa for beginners'.

User Name and Schedule	Approval Reason (optional)
Staff Member 1 isiXhosa for beginners	

Single denial example

The screenshot shows the 'Pending Approvals' interface. At the top, it says 'Approve or Deny → Denial Reasons' and 'Enter a reason for denying your employee's training request below.' There are 'Previous' and 'Next' buttons. Below this is a table with two columns: 'User Name and Schedule' and 'Denial Reason (optional)'. The first row contains 'Staff Member 1' and 'Essentials for Teaching and Learning Online'.

User Name and Schedule	Denial Reason (optional)
Staff Member 1 Essentials for Teaching and Learning Online	


Multiple approval example

The screenshot shows the 'Pending Approvals' interface. At the top, it says 'Approve or Deny → Approval Reasons' and 'Enter a reason for approving your employee's training request below.' There are 'Previous' and 'Next' buttons. Below this is a table with two columns: 'User Name and Schedule' and 'Approval Reason (optional)'. The first row contains 'Staff Member 1' and 'Essentials for Teaching and Learning Online'. The second row contains 'Staff Member 1' and 'isiXhosa for beginners'.

User Name and Schedule	Approval Reason (optional)
Staff Member 1 Essentials for Teaching and Learning Online	
Staff Member 1 isiXhosa for beginners	

- If appropriate, enter an approval or denial reason in the space(s) provided.

- Click .

Note: If you are processing more than one request, clicking  may display the next request. Continue entering approval or denial reasons as required.

Processing pending approval requests (continued)

- The *Pending Approvals* page reappears, listing the requests being approved and/or denied.

Pending Approvals			
Approve or Deny → Approval Reasons → Denial Reasons → Confirm			
			<input type="button" value="Previous"/> <input type="button" value="Confirm"/>
Approve			
User Name	Title	Price	Cancellation Policy
Staff Member 1	isiXhosa for beginners		
Deny			
User Name	Title	Price	Cancellation Policy
Staff Member 1	Essentials for Teaching and Learning Online		

- Click .

- The *Pending Approvals* page reappears, indicating that the pending approval requests were successfully processed.

- Click to return to the *My Team* page.

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Wall Walk Workshop

Purpose of the Wall Walk Workshop

The Wall Walk is a great opportunity to build knowledge of the history of Māori and the Crown in Aotearoa New Zealand. It is an immersive experience raising collective awareness of key events in the history of New Zealand's bicultural relations. All staff are encouraged to participate in the workshop as part of their induction to the Ministry of Social Development.

The walk moves through time, inviting new, deeper consideration about particular events, and their impact for Māori and for Aotearoa New Zealand. Through knowledge gained or refreshed, the walk invites us – both during and after – to think about the impact of history on today's social outcomes, and to think more about our role and effectiveness as public servants today, tomorrow, and ahead.

The walk is engaging and informative, conducted within a collaborative and supportive environment led by great facilitators.

[Home - The Wall Walk®](#)

Learning Objectives

- Raise awareness of NZ's unique history of Māori-Crown relations through a Māori lens (the story least told)
- Overcome fear of the unknown
- Mobilise learners to view their world through a Māori lens and act to improve Māori outcomes
- Win hearts and minds to provoke action
- Help Māori understand their anger to foster resolution
- Restore pride in Māori identity so people 'use who they are, not lose who they are' in the workplace.

Wall Walk Workshop

The Wall walk workshop is a four- hour face to face workshop delivered to groups of twenty-five (minimum). A minimum is required to ensure that there are enough people to research and present the ten topics allocated to the participants as pre-work. The maximum number of participants is dependent on the venue. The Wall Walk as a workshop can and is delivered to groups of sixty to ninety people.



Deployment – MSD

The preferred deployment approach of the Wall Walk is to deliver to leaders first. This sets the scene for leaders to explore their own views towards Aotearoa's history to build their cultural awareness and understanding.

Leaders are a pivotal part of helping staff connect to MSD's strategic direction (Te Pae Tata). Undertaking The Wall Walk workshop enables leaders to make the connection between our history and how we achieve a more inclusive future to deliver on the three key shifts:

1. Key shift 1: Mana Manaaki: A positive experience every time -We will earn the respect and trust of Māori
2. Key shift 2: Kotahitanga: Partnering for greater impact -We will form genuine partnerships with Māori
3. Key shift 3: Kia Takatū Tātou: Supporting long term social and economic development - We will support Māori aspirations

The Wall Walk workshop is positioned to be an entry level learning that deepens knowledge of Aotearoa's history, for both Māori and non-Māori. Agreement of our past sets the scene to discuss our shared future; a place where all parties are included and can work together to determine a more inclusive future.

Key Information

Date	
Facilitator	
Support Facilitator	
Venue	
Duration	
Catering	

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Q: What tangible difference has the Wall Walk workshop had for you?

- My awareness of historical events, the discovery of issues that affected my family and how they might have impacted and generally also disappointment that I was not aware of any of the events.
- The children part really stuck with me, and how they were treated.
- Given a greater insight into our history and some of scrupulous behaviours of individuals we have historically held in high regard. It was also good to look over the good things and movements that have been made and continue to make a difference.
- The awareness has given me more opportunities to have discussions on the topic and raise awareness in others about NZ's bicultural relations.
- I have more empathy and understanding for Māori over land disputes etc; when I put myself in their shoes, I know I'd be aggrieved if my land was taken and a whole new culture imposed on me by strangers to my land.
- Understanding of how our people are where they are now. This has built more empathy and understanding in my approach to helping whanau - less judgement and biased opinions.
- Understanding behaviour and the importance of knowing the client's background.
- It gave me a better understanding of the past pain Māori are still trying to cope with within their families and the impact land confiscation had and is still having. I also saw where my pioneer family fit within this history which was sobering. The presentations all came from the heart, and some were very emotional. I think doing it as an office really helped bring staff together in understanding and enhanced the way staff think about Māori issues within the work we do.
- It has helped me understand how a lot of the Māori people have ended up heavy burdened, with a loss of their identity, in our prison systems and on our benefit systems, and with addiction issues. I know the Wall Walk was based on historical events, but these have been passed through from generation to generation. What was passed through wasn't just negatively through the Māori people, the European people that benefitted financially and with land and status, this was passed through their generations too. Masses of Māori people were forced to live in a European society that was a simulation of European rule and ways but was not the Māori way, so they struggled terribly and were set up to fail basically. I had always thought, history was a long time ago so why does this impact the Māori still today. The Wall Walk answered this question for me. The Wall Walk helped me understand better.
- It's encouraged me to study at TWA in Te Reo Māori (to understand the culture a bit more), I have completed Level 1 & 2 in 2022 & will enrol in 2024 for Level 3 & 4

- Judge less, advocate for and promote this programme, my participation in and advocacy for this programme.
- My general awareness and understanding of NZ history from a Māori perspective has greatly increased to the extent that I'm thinking about equity opportunities and risks for Māori in all my work now.
- I already had an understanding due to previous study of my own at university, but it gave me more examples and history I had not come across. I am embracing more change and encouraging my staff to do the same. The strategic values and action plans are at the forefront of my work.
- My approach to supporting Māori initiatives is strengthened, I am looking at better ways to provide services to Māori who do not wish to engage through the Marae services we have in place. I am more interested in programs run by Māori for Māori, to link them to our services. I am keen to start a Māori focussed team on site.
- I thought I was always open minded and considerate of the impacts of colonisation. But the Wall Walk gave me a deeper understanding and has grown my empathy (and again I consider myself empathetic) even further. I am more deliberate of incorporating Te Reo in my emails, conversations and when dealing with Māori. I'm also an advocate for progressing anything to do with Te Ao Māori for my staff. For example, I had two staff successful with Te Reo Level 1 applications meaning they both left work early on Thursday arvo to attend lessons. That's a big hit on our team resources for the year however having done the wall work I consider the investment more important than the operational impacts as a practical way of advancing, in some small way, what's been lost for Māori.
- Changed my way of thinking in relation to people applying for the pension and residency.
- Wall Walk was awesome. Covered a bit, eye opener of things that I wasn't even aware of. What's good that it covered NZ History from beginning, middle and to current. Loved it!!

Q: What could we do to make this a more profound experience for all?

- One thing that I would suggest is to make it longer and have more group discussion over a two-day time frame.
- I did the Wall Walk with [s9(2)(a)]. It was so well presented I would not change her presentation. I do believe getting the staff attending the workshops to research the different events and share this in their words helped with the journey and was a perfect way to share the history, alongside the facilitator (in this case being [s9(2)(a)]) but have seen this done again with my staff and Centre and same results there! I would like to see MSD make the Wall Walk part of induction for ALL new staff - having over 50% of our clients being Māori, it makes sense to do this.
- Positive examples of how this knowledge can be used in day-to-day mahi.

- Maybe some video footage of old recordings on TV for each topic. I really enjoyed each group presenting a topic its a great way to learn about history especially when preparing your presentations. My topic was on Parihaka i moved to Taranaki 10 years ago and work in the ministry i did not know the history of this area until i did Wall walk and its important to know the local history.
- Access to all Wall Walk reading and resources before the course.
- More around the pursuit of overstayers and a representative of pacific nations to present this portion of the wall walk.
- This should be an ongoing training piece that is updated and regularly communicated to ensure that we continually link back to our purpose and values, especially with the work that we do. It should be a consistent ongoing conversation and discussion point and should be a primary point in all our work moving forward.
- Debrief session at the end before sending people home - a little bit more time to deliver topic maybe 8-10minutes.
- I thought it was pretty solid. I loved being given a task to study beforehand, presenting and strengthening my knowledge. I just really wish we could get it down to our frontline staff where I am confident it will make an even bigger tangible difference.
- Perhaps a follow-up document with a summary of all the topics covered in the Wall Walk.
- Nothing - it was perfect!
- That staff (MSD) are encouraged to deliver their findings in a more exciting way. We had groups do a play, another mime, a competition and a couple of really boring ones where all they did was read out info - those ones forgotten very quickly but I remember the info delivered in the first 3!
- Not sure, maybe something around recent settlements, both successful and not successful and what else is the country doing to improve things for Māori.
- More time dedicated to de brief after the presentation itself (maybe make it a full day?)- and a follow up session at a future date to extend the conversation.
- Nothing more to be included however I would like to see that as an organisation our policies reflect the harm that has been done.
- Follow up sessions because when you leave, and you are filled with a lot of emotion and maybe wanting to learn more there is nothing. Also, time afterwards to talk together as our session there were a lot of emotional staff who needed to talk further.
- More time to reflect at the end - make a day of it! It felt like there was something missing at the end. There should be ongoing workshops too

rather than a one-off workshop. At the end, you feel like learning more and something more is missing.

- Positive stories around how improvements and opportunities available now.
- WALL WALK FOR EVERYONE :) some need it a few times over lol.

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