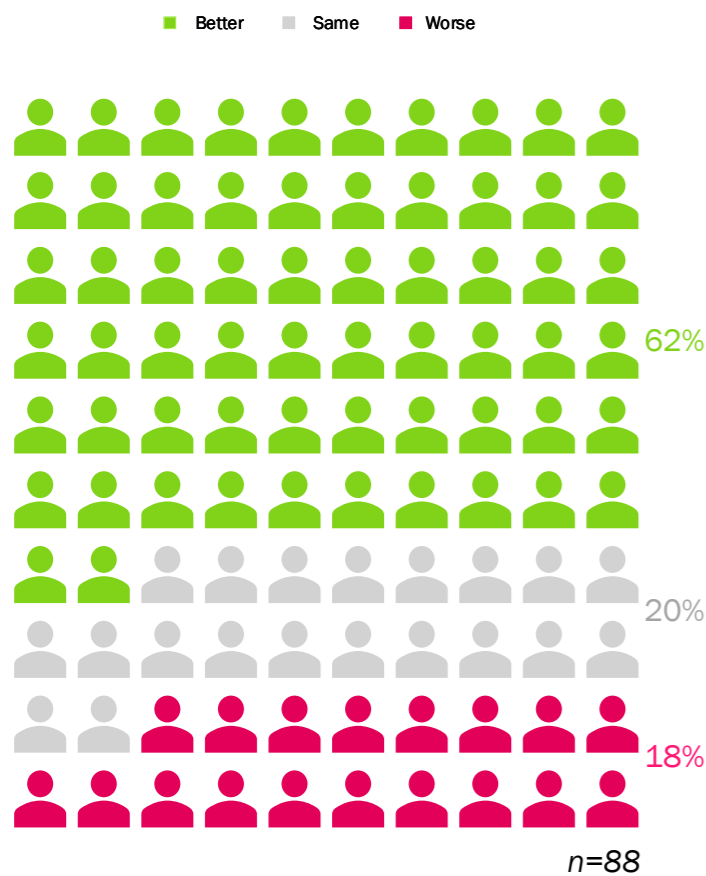


Whānau Resilience Procurement Process: October 2019 Survey Results

Providers were asked for their views on the Whānau Resilience procurement process. 88 responses were received, with participants spending around 10 minutes completing the questions. Below is a high level summary of the themes from the survey.

Providers' experience of this procurement process, compared with other procurement processes



62% of providers felt that this experience was **significantly better** or better than previous procurement experiences

The best part of the process

- Services will be regionally designed
- New procurement approach
- The openness and transparency of the process
- Clear and informative communications
- Networking with other providers
- Opportunity to meet with the panel

"Regardless of the outcome to this procurement, the awareness of what is already happening across our region was stimulating and certainly it will be a quick win for collaboration and inter-agency referrals moving forward."

"Felt more personable, not some anonymous panel deciding the outcome from afar. Regional approach with many opportunities for whanaungatanga, reflection and clarification."

"I felt and experienced the principles of Whanaungatanga, Manaakitanga, Kotahitanga and Rangitiratanga were acknowledged and upheld in a way that we felt the mana of the whole process and the practice of pono, tika and Arohā."

"Thank you for trialling a new approach to co-design. It is reassuring that MSD is stepping into innovation so that we can strive to improve how we meet the needs of those we serve."

What made this experience significantly better than previous procurement experiences?

- Whakawhanaungatanga
- Innovation and collaboration
- More insight than a written application
- Opportunity to share services with other organisations

The worst part of the process

- Presenting in front of the "competition"
- The length of the end to end process
- The lead in time to the presentations was too short
- The time spent waiting in the afternoon
- Resource and time intensive
- It's still a competitive process

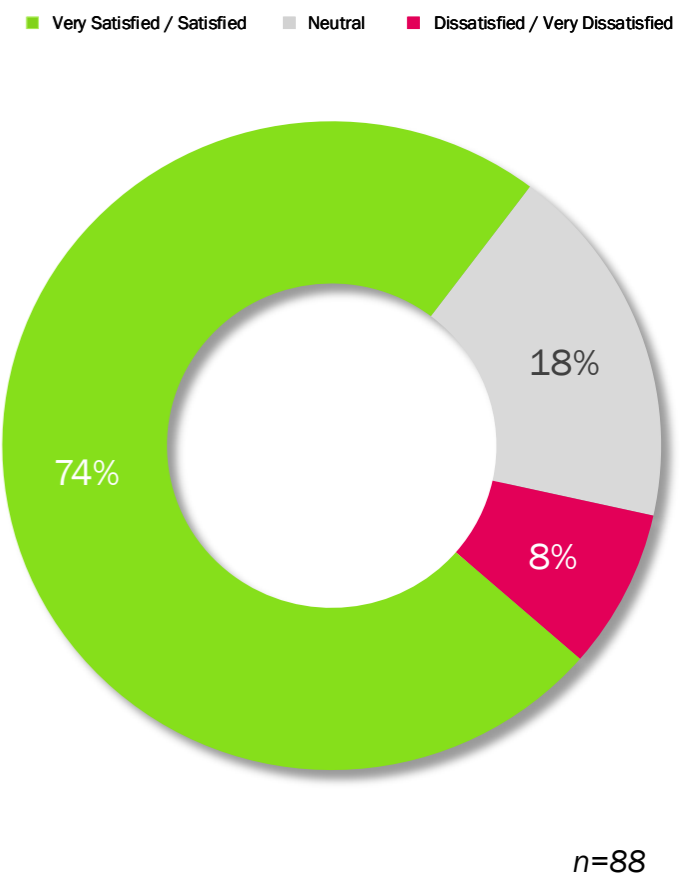
"Thank you for the opportunity to participate in the Whānau Resilience Procurement Process. The intent and thinking behind Whānau Resilience is truly excellent and we are hoping to see a real difference in our community."

"Thank you for being innovative and inclusive in the procurement process, it is important to hear the voice of those who provide and not just receive written submissions, as often the voice of the provider is lost in words and check boxes. Thank you very much."

What made this experience not as good as previous procurement experiences?

- The expense and time to prepare
- Sitting through other providers' presentations
- Other providers not presenting about the case study
- Travel time and costs weren't taken into consideration

Providers' level of satisfaction with the people selected for the national and regional panels



74% of providers were **very satisfied** or satisfied with the panel members selected for the national and regional panels

Suggestions to further improve this process

Develop an approach that isn't competitive

"Improve the competitive model and allow for other distribution models that reflect specialized services in areas of Family Violence."

"We, as a ropu could whitiwhiti korero between each other. Decide ourselves who is better to whakamana the whānau needs. Competing for funding can be disempowering and also you have the IWI who are positioned to win in most cases."

"Complete a consultation with Māori who may be able to develop another way of resource allocation."

"More FTEs allocated . . . FTEs are not sufficient to cover the whole [area] and to ensure optimal representation from the various roopu . . . who (in our opinion) all have so much to offer to the co-design and delivery of the Whānau Resilience services."

"A process that funds FTE is still competitive. I would suggest a formula that looks at population funding in context of need/resources Perhaps a consideration for another Kaupapa."

Less resource and time intensive

"Respect providers time. The procurement process you set up was very time intensive - it may have been necessary but some acknowledgement from MSD would have been appreciated that to make a good submission needed significant investment above business as usual from time and resource/money poor organisations."

Providers present to the panel only

"Presenting without other organisation who are going for the same taake."

More cultural support

"There needs to be more preparation of the cultural facilitation on the day. This should be discussed before the day starts or a few days in advance. There should be liaison between the MSD cultural facilitator and those assembled."

"The invitation said Pōwhiri and Whakawhanaungatanga . . . more appropriately this would [have been] a mihi whakatau."

Transparency around conflicts of interest

"A voting panel member knew some of the agencies well and was whānau to some of the presenters - that the conflict of interest was declared but not addressed."

Panel location

"MSD come out to providers to hear them present."

"Panels are held in the rohe for which the contract is for."

More inclusive case studies

"Ensure that case studies include ALL people who are affected by family violence."

Keep evolving the procurement approach

"Run a closed procurement process for providers identified as already delivering quality services."

"While we appreciate the thinking and good faith that supports this process a more targeted approach to identify organisations that are making a difference and delivering quality services to whānau needs to be supported, rather than a scatter gun approach (open to all)."

"More negotiation with providers who are already delivering quality services and outcomes, rather than opening the process to everyone. The current model is more dependent on who can write the best application and make a 20 min presentation rather than those who are delivering quality outcomes that empower whānau to be resilient and more self reliant."

"In my dream state it would be MSD meeting with integrated and like minded local providers and saying there are \$\$ and we (MSD) want you (local group) to determine how, where etc that \$\$ is spent with what outcomes."

"Community organizations present to the panel and each other, then the panel go away, allowing the community to work through a process and self identify the best collaborative partners - with the idea that this is presented back to the panel as the way forward - this would require organizations to be realistic about what they offer and who is best to take on the roles - and would ideally save any fallout, where people think they should have got the funding - as it is now, it is still a competitive process."

Evaluation panel members and support team

"Panel needs to reflect level of decision-making given importance of position."

"Ensure that the right people are making the decisions on the approvals panel. They should have extensive knowledge and experience of/within the sector."

"Choose neutral panel members - that don't have conflict of interests."

"There should be stronger MSD panel management and chairing of the day. It was not clear who was the leader on the day."

"Ensure the team are experts in procurement and acknowledge Kaupapa Maori approaches and have a process which asks the right. Please ensure Panel members know about Systems Approaches and thinking."

Length of presentation

"Ensure that appropriate time is given for all organisations to speak."

"There should be stronger time management. This can be done tactfully [for] example - short introductions name, where you come from, role/ service, what you bring to the table and hope from today (expectation setting)."

"I would extend the time frame slightly. I think atleast one group got to do a mihi/ intro before their time actually started."

Other things providers said

"One thing that surprised me most was the manaaki by competing providers. Although we were trying to compete the sense of appreciation for one another's work was spoken of and given praise. This has increased hope in our agencies desire to collaborate with existing providers."

"I appreciated the transparency of the process presenting in front of other applicants it keeps the process honest. I also enjoyed seeing what other organisations were doing."

"Thanks for the opportunity to feedback - great to be able to participate in a different process for procurement. I felt very confident and comfortable throughout the presentation process. Based on this experience I would apply for procurement again."

"Good to see this being addressed and research taken on board. A really good procurement process, which I would like to see continued."

"I believe the panel responded well to the environment and we were certainly made to feel comfortable despite our nervousness and stumbles in the presentation. The panel also made each roopu feel valued this was particularly positive. They made us feel special."