

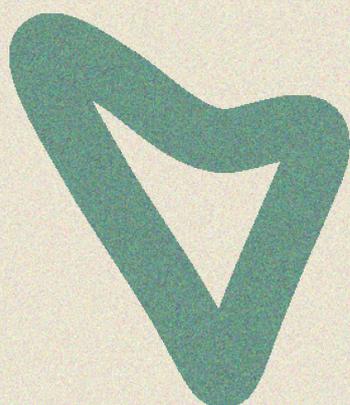
Te Manawa Key Findings





This is a summary report of the learnings and findings of the Manawa project. Social Wellbeing Agency commissioned Allen + Clarke to produce this report on their behalf.

Context



Background

In late 2019 the Social Wellbeing Agency, Te Hau Āwhiowhio o Ōtāngarei Trust (Ōtāngarei) and Te Tihi o Ruahine Whānau Ora Alliance (Te Tihi) were involved in the [GovTech Accelerator](#) programme under the project name Manawa. The goal was to investigate whether a technology-based tool could provide whānau with a quick and simple way to provide feedback to providers about their wellbeing.

The Accelerator environment facilitated a collaborative and iterative approach between the Agency and the NGOs to come up with paper prototype of a digital solution using:

- a Wellbeing and Service Interaction Survey
- a data tree for a service dashboard of insights.

After successfully securing additional funding from the Department of Internal Affairs Innovation Fund to do further testing then production and piloting, Te Tihi indicated they wanted to lead the remainder of the project. Shortly after this, COVID-19 hit New Zealand shores resulting in delays in the project. Later, agreement was made for the Social Wellbeing Agency to further develop a set of whānau wellbeing measures for use by service providers and government, but in the end, this did not fully progress due to the impact of COVID-19 on resourcing and subsequent work programmes.

Manawa Whakapapa

- August
November
2019
- GovTech Manawa team generated [a pitch](#) and paper-based minimal viable product: an innovative app that derived wellbeing measures from [Te Whare Tapa Whā](#), alongside a service satisfaction question (net promoter score). This was designed to feed into a service provider dashboard that integrated data alongside their CRM. These measures would help inform contracted outcomes. It also had the potential to provide 'live' anonymised information, summarising whānau wellbeing outcomes, to contract holders and relevant agencies.
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- November
2019
- Secured funding for future phases of the Manawa project through Department of Internal Affairs Innovation Fund.
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- September
2020
- Delays due to COVID-19, stakeholders and relationships, and availability of partners responsible for delivery activities, forced an agreement between partners to focus on developing a set of whānau wellbeing measures for use by service providers and government.
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- Early 2021
- The Social Wellbeing Agency contracted Allen and Clarke to lead designing a short, natural language survey to assess whānau wellbeing. The starting point was based on the learnings from The Accelerator and mapped existing wellbeing survey questions to Te Whare Tapu Whā.
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- September
2021
- Four Te Tihi whānau were involved in an exploratory study about whānau wellbeing measures. Allen and Clarke worked alongside Te Tihi sharing skills and experience to design the testing process, establish trust with whānau through whānaungatanga and manaakitanga and reflect whānau voices in the wellbeing measures.
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- 30
November
2021
- The Social Wellbeing Agency decided not to continue with the Manawa project due to shifting agency priorities and the broader impacts of COVID-19 at the time.

What we found

Although more whānau are needed to ensure we have heard all the differing ways in which people think of whānau and wellbeing, the four whānau involved in the study provided some important insights.

Definition of whānau

Participants' definitions of 'whānau' depended on the question - ranging from only those within the household, to extended family, or close friends and peer networks.

Given the context of this project wherein participants were clients of Māori health providers, safety was a key consideration when thinking about who whānau were, with some considering friends to be safer than family, while others reported that only certain family members were considered safe. For example, one person we spoke to said they had no immediate whānau in the city they lived in, therefore whānau to them were those friends they'd made within that city.

Trust is a better measure of an organisation's ability to serve whānau versus the transactional business language of customer satisfaction

- Trust means that whānau are engaging positively with their providers. Whānau felt trust in a provider was 'when they had their back'.
- Trust means whānau can make their voice heard and honestly fill in or answer surveys with no fear of repercussions to their entitlements or needs.

Recommended starting point for further testing of whānau wellbeing measures

What We Found

Measure	Source	Questions
Health	Short Form Health Survey (SF12)	In general, would you say your health is...
Subjective Wellbeing	World Health Organisation WHO-5 Wellbeing Index	I have felt: cheerful & in good spirits/ calm & relaxed/ active & vigorous; I woke up feeling fresh and rested; My daily life is filled with things that interest me
Material Wellbeing	Ministry of Social Development's Economic Living Standards Indicator	How well does your household income meet your everyday needs?
Housing	Te Hoe Nuku Roa & MSD	How many times have you changed address in the past 3 years?
Support	Ministry of Health	Ease of finding support in times of need; Felt lonely in last four weeks
Whānau type	Te Kupenga (Stats NZ)	Who do you think of as close whānau? You can select as many as you need.
Whānau Health	New: Adapted from SF12 question	In general, would you say the health of your whānau is...
Whānau safety & connection	New: Adapted from Te Hiringa Hauora Mental Health Monitor	On a scale where 0 is 'Very easy' and 10 is 'Very hard', How easy is it to talk to your whānau about your feelings?
Whānau Wellbeing	New: Whānau created*	On a scale where 0 is 'extremely bad' and 10 is 'extremely well' How do you think your whānau are doing?
Whānau Material Wellbeing	New: Adapted from Economic Living Standards Indicator	Generally, does your whānau have enough to meet their everyday needs?
Service rating	New: Whānau created*	Did the organisation provide the services needed? Do you trust the organisation (Have they got your back)?

*The new whānau wellbeing questions were adapted from existing individual centred scales, co-designed and tested with whānau.

Recommendations for future work on whānau wellbeing measures

- Further testing and development of the whānau wellbeing questions with diverse whānau is required. This would involve repeating the methodology with new whānau and whānau ora service providers, looking always for diversity.
- Keep the whakapapa of the work close at all times. For example, future iterations of question development need to know how different phrasing & response options were already received by whānau.
- With larger numbers of whānau involved in the measure development, the relationship between individual and whānau wellbeing assessments can be examined, particularly where they are very different. This may also allow for a more accurate whānau wellbeing assessment to be made as there is some control of the wellbeing of the individual assessing their whānau.
- Where related individuals have measures collected, individual assessments of wellbeing can be compared to other whānau member assessments of whānau wellbeing, and the validity of individual assessments compared to aggregated measures.

Lessons learned

The importance of trust and embedding tikanga Māori in the design process

Make trust front and centre

- Trust is about respect. Trust between government and NGOs is critical. Power imbalances break down trust and put projects at risk of failing due to NGOs not feeling valued or empowered.
- Trust needs to remain the focus across all aspects of the survey development and implementation. Trust means willing to work in new ways and putting whānau at the centre.

Whānaungatanga is a means of establishing trust

- Rapport was built with whānau prior to commencing hui through whānaungatanga (taking the time to get to know each other - having a chat and a cup of tea). Doing this alongside the provider, at a time and place that worked for whānau, started the relationship off in a positive and safe way. This gave whānau the security to be more open with their responses.

Manaakitanga - trust in an organisation was a key element of whānau willingness to participate

- The Māori concept of manaakitanga has multiple elements (trust, support) and when actioned incorporates whānaungatanga (the building and maintenance of relationships). For this project, Te Tihi orchestrated the recruitment of whānau to be interviewed based on their existing connection to each whānau. This exercise of whānaungatanga and manaakitanga enabled this research to provide unique insights into whānau ideas of what wellbeing looks like for them.
- Trust earned by a service provider, through helping and supporting whānau, is invaluable. Because of good relationships with the provider, whānau felt comfortable extending their trust in the provider to other trusted groups (eg researchers). This provided access to whānau voices in a more direct and caring way than regimented research processes. Te Tihi worked with whānau to find those who were able and willing to participate, they guided and hosted whānau and researchers, and were part of the development team. Without their expertise and established relationships, the engagement would not have been successful.

The importance of trust and embedding tikanga Māori in the design process

- In providing an opportunity for whānau to feedback on what wellbeing looks like relative to standardised Western survey questions, we found that whānau Māori were able to readily restructure the survey questions in a way that reflected their experiences and understanding.
- Whānau were enthusiastic and honest about previous experiences with other service providers and the issues that Western surveys present. This included dated language and misperception of questions and their meanings. If this process was not done, this could have serious consequences when information is shared across agencies, as what is really happening with whānau is not authentically represented.

Want more info?

Contact the Social Wellbeing Agency (info@swa.govt.nz) if you want more information about the Manawa project or access to the Allen and Clarke report on designing a whānau wellbeing survey.



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