

6 September 2023

T Smith

By email: fyi-request-23306-2a99aa48@requests.fyi.org.nz
Ref: H2023028091

Tēnā koe T Smith

Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act) to Manatū Hauora (Ministry of Health) on 29 June 2023 for information regarding the funding for Ngā Hau e Whā and also the Health Quality and Safety Commission (HQSC) Code of expectations for health entities' engagement with consumer and whānau engagement (the Code). Please find a response to each part of your request below.

Request 1

- a) The total amount of funding allocated for Ngā Hau e Whā.*
- d) Any changes or amendments made to the funding allocation since its initial establishment.*
- f) Any other relevant information related to the funding allocation for Ngā Hau e Whā.*

We have interpreted your request as relating to the total amount of funding allocated towards services delivered by Ngā Hau e Whā over the most recent 5 financial years (2018/19–2021/22).

The table below outlines this information. Please note that:

- Ngā Hau e Whā – the National Forum of Consumers with Lived Experiences consists of regional representatives of people who have lived experience of psychosocial disability. As Ngā Hau e Whā is not a legal entity, the funding was contracted through a third party as agreed by Ngā Hau e Whā and the Ministry of Health.
- We understand Te Kupenga Net Trust declined to extend the contact they held on behalf of Ngā Hau e Whā beyond 30 June 2022. A potential new contract holder was identified, but this arrangement did not progress.
- As such, there was no contractual relationship between the Ministry of Health and a representative of Ngā Hau e Whā in the 2022/23 financial year. We understand that Te Whatu Ora – Health New Zealand and Te Aka Whai Ora – Māori Health Authority (which are responsible for mental health and addiction funding and commissioning following the health system reforms on 1 July 2022) also did not have a contractual relationship with a representative of Ngā Hau e Whā in the 2022/23 financial year.

Funding Period	Contract Holder	Amount
1 July 2018 to 30 June 2019	Mental Health Advocacy and Peer Support (MHAPS)	\$48,000
1 July 2019 to 30 June 2020	Te Kupenga Net Trust	\$60,000
1 July 2020 to 31 December 2020	Te Kupenga Net Trust	\$30,000
1 January to 30 June 2021	Te Kupenga Net Trust	\$30,000
1 October 2021 to 30 June 2022	Te Kupenga Net Trust	\$60,000

b) A breakdown of how the allocated funding has been utilized or distributed.

The funding provided was to enable Ngā Hau e Whā to provide sector intelligence including quarterly meetings with lived experience communities on:

- People and whānau needs
- Workforce and lived experience service needs
- Service quality and safety
- System, service and community improvement.

For example, Ngā Hau e Whā would work collaboratively with other networks and lived experience organisations to facilitate, collect and provide information to inform the Ministry of Health's work and/or consultation on its work, such as the repeal and replacement of the Mental Health (Compulsory Assessment and Treatment) Act 1992, review of the Substance Addiction (Compulsory Assessment and Treatment) Act 2017, development of the Strategy to Prevent and Minimise Gambling Harm, and the development of the Oranga Hinengaro System and Service Framework.

c) Any reports, evaluations, or assessments conducted to measure the impact and outcomes of the allocated funding.

Manatū Hauora did not conduct any formal reports, assessment or evaluations of the contracts for services provided by Ngā Hau e Whā. Ministry of Health officials did meet regularly with Ngā Hau e Whā to receive feedback in relation to work completed under the contract

You may however be interested in the summary document the Ministry of Health received from Mental Health Advocacy and Peer Support (MHAPS) in 2018 on work undertaken by Ngā Hau e Whā. A copy of this document is available here:

www.health.govt.nz/system/files/documents/information-release/h202000787_response.pdf

e) Any plans or initiatives that have been developed or undertaken to ensure the sustainable impact of Ngā Hau e Whā beyond the allocated funding period

On its website, Ngā Hau e Whā notes its primary purpose is to bring together lived experience representatives from regional consumer networks and/or groups in order to strengthen the voice of people with lived experience and enhance lived experience leadership and participation locally, regionally and nationally.

The strategic direction set by Manatū Hauora aligns with this objective. Both [Kia Manawanui Aotearoa](#): Long-term pathway to mental wellbeing (the whole-of-government strategy for mental wellbeing) and the [Oranga Hinengaro System and Service Framework](#) (which identifies the core components of a contemporary mental health and addiction system) call for strong lived experience leadership.

While the Ministry of Health no longer has a direct contractual relationship with Ngā Hau e Whā, the Ministry of Health engages with lived experience communities through a range of avenues,

including through the Lived Experience Knowledge Network in which Ngā Hau e Whā participates. The documents noted above also set clear expectations for the new health entities responsible for publicly funded mental health and addiction service design, commissioning, and delivery about the importance of lived experience engagement and intelligence.

Request 2

1. Steps or Actions taken by the Ministry to ensure compliance with the HQSC Code of Expectations for Engaging with Consumers

The Code was developed by the HQSC under section 59 of the Pae Ora (Healthy Futures) Act (the Pae Ora Act). Under section 60 of the Pae Ora Act, health entities (defined in the Pae Ora Act as Te Whatu Ora – Health New Zealand, the Māori Health Authority – Te Aka Whai Ora, Pharmac, the New Zealand Blood Service, and HQSC) must act in accordance with the Code and report annually on how they have given effect to the Code.

Manatū Hauora is not a health entity under the Pae Ora Act. Our role is to monitor the performance of any health entity or the health sector in general, which includes monitoring of the Code, and to ensure health entities' reporting obligations have been met.

Health entities have been reminded of their obligation through the Minister of Health's Letter of Expectations, and Manatū Hauora has written to them regarding their reporting obligations. We expect that each health entity will include progress in implementing the Code in the organisation's Annual Report.

2. Any training or educational programs provided to Ministry staff to enhance their understanding and application of the HQSC Code

The HQSC has provided training information for health entities through its implementation guide which is available at: www.hqsc.govt.nz/consumer-hub/engaging-consumers-and-whanau/implementing-the-code/.

As noted above, Manatū Hauora is not a health entity under the Pae Ora Act. Its responsibility is to monitor the performance of the health entities. As such, Manatū Hauora has not specifically provided staff with training or educational programs to enhance staff understanding and application of the Code.

3. Examples of specific initiatives, projects, or activities implemented by the Ministry to actively engage with consumers and gather their feedback.

As noted above, Manatū Hauora is not a health entity under the Pae Ora Act. Its responsibility is to monitor the performance of the health entities. As such, there are no specific initiatives, projects or activities that have been implemented by Manatū Hauora in relation to the Code.

4. Any reports, assessments, or evaluations conducted to evaluate the Ministry's performance in meeting the expectations outlined in the HQSC Code

Manatū Hauora has asked health entities to outline their progress to date in this area via their 2022/23 Annual Reports. For 2023/24 health entities have been asked to report 6 monthly using the consumer and whānau engagement Quality and Safety Marker (QSM) self-reporting tool and that a high-level summary is included every year as part of their annual report. The QSM is accessible via the HQSC website at: www.hqsc.govt.nz/.

5. Any strategies or plans for further improvement or enhancement of consumer engagement within the Ministry.

The Pae Ora Act specifies a number of key health documents to be determined by the Minister including: Government Policy Statement (GPS), New Zealand Health Strategy, Hauora Māori Strategy, Pacific Health Strategy, Health of Disability People Strategy, Women's Health Strategy, and Rural Health Strategy. The interim GPS for 2022–2024 is available here: www.health.govt.nz/publication/interim-government-policy-statement-health-2022-2024, and the Pae Ora strategies are available here: www.health.govt.nz/new-zealand-health-system/pae-ora-healthy-futures-all-new-zealanders.

These direction-setting documents reinforce the importance of consumer and whānau voice and will assist with the improvement or enhancement of consumer engagement within the health sector. Te Whatu Ora has also produced an interim New Zealand Health Plan – Te Tae Tata, which notes the importance of valuing the voices of consumers and whānau. This document is available here: www.tewhatauora.govt.nz/whats-happening/what-to-expect/nz-health-plan/.

6. Any other relevant information regarding the Ministry's implementation of the HQSC Code of Expectations for Engaging with Consumers

As noted above, Manatū Hauora is not a health entity under the Pae Ora Act. As such, it does not implement the Code; however, as demonstrated by the direction-setting documents above, Manatū Hauora does value consumer and whānau voice and engages with consumer networks to inform its broader work.

Further information on the Code can be found here: www.hqsc.govt.nz/consumer-hub/engaging-consumers-and-whanau/code-of-expectations-for-health-entities-engagement-with-consumers-and-whanau/.

I trust this information fulfils your request. If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact the OIA Services Team on: oiagr@health.govt.nz.

Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Manatū Hauora website at: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests.

Nāku noa, nā



Robyn Shearer
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Te Pou Mahi Pūnaha | System Performance and Monitoring