


OC241246

21 November 2024



Tēnā koe 

I refer to your email/letter dated 23 October 2024, requesting the following under the Official Information Act 1982 (the Act):

“Dear Official Information Requests Officer,

I am writing to request information under the Official Information Act 1982 regarding the expenditure and outcomes related to Māori and Pacific cultural competency learning and developing across government departments and agencies, specifically:

1. Expenditure on Māori and Pacific Cultural Competency Learning and Development

*The total amount of money spent on Māori and Pacific cultural competency training and development by **Ministry of Transport** over the past 5 to 10 years. I would appreciate a breakdown of the costs where possible, including but not limited to programme costs, contracting of trainers or external facilitators, internal resource allocations, online workshops, digital apps, and administrative expenses related to these learning and development programmes.*

2. Outcomes and KPIs

Details of how each department or agency has evaluated the effectiveness of these training programmes, specifically:

- *The Key Performance Indicators (KPIs) or metrics used to measure the outcomes of these training initiatives.*
- *Any cost-benefit analysis conducted to assess the value of these expenditures and whether they met the intended objectives.*
- *Documentation on any positive impacts, improvements, or challenges identified as a result of these training programmes.*

3. Assessment of Effectiveness

Any reports, summaries, or evaluations—whether qualitative or quantitative—that determine whether these cultural competency training programmes achieved the intended outcomes or objectives, including:

- *Any evidence of enhanced staff cultural competency or improved outcomes in service delivery as a result of these initiatives.*
- *Internal or external audits, reviews, or assessments that have examined the cost-effectiveness of the programmes.*

4. **Policy and Programme Adjustment Information**

Information on any adjustments or changes to these training programmes over time, based on observed or measured outcomes.

We request this information as part of a research project focused on assessing the effectiveness of cultural competency training within government departments. As newly appointed All-of-Government Providers of Cultural Competency Services, we aim to understand the scope and outcomes of past initiatives within your organisation. This information will help us tailor our services to build upon existing efforts, ensuring that future programmes are both impactful and aligned with your department's specific needs.

Please provide the information electronically to my email address listed above. If any part of this request is likely to require substantial collation or research, please inform me as soon as possible so we can refine the scope if necessary.

Thank you for your assistance in processing this request.

Ngā mihi,



“Tēnā koe,

Thank you for acknowledging my Official Information Act request. I appreciate the Ministry of Transport's commitment to responding within the statutory timeframe.

To help facilitate the process, please consider the following clarifications:

1. **Expenditure on Māori and Pacific Cultural Competency Learning and Development:**
 - If a detailed breakdown of the last 5 to 10 years is challenging, please prioritise data for the past 5 years (2019-2024).
 - If cost breakdowns for individual components like programme costs and administrative expenses are not readily available, a total expenditure figure with general categories would be acceptable.
2. **Outcomes and KPIs:**
 - If full KPIs or detailed cost-benefit analyses are not easily retrievable, high-level summaries or examples of metrics used to evaluate the programmes would suffice.
 - Any existing overview documents or general comments on programme impact are welcomed.
3. **Assessment of Effectiveness:**
 - If comprehensive reports or evaluations are difficult to provide, summaries or highlights of any significant findings related to the effectiveness of these training programmes would be valuable.
 - Please include any documented evidence of positive impacts or noted challenges, even if in general form.
4. **Policy and Programme Adjustments:**
 - Summarised details or examples of any major adjustments made to these programmes based on outcomes over the past 5 years would be beneficial.

Thank you for considering these clarifications, which I hope make my request more manageable. I look forward to your response and appreciate the Ministry's transparency and thoroughness in this matter.



Please find the answers to your request “regarding the expenditure and outcomes related to Māori and Pacific cultural competency learning” below:

1. Expenditure on Māori and Pacific Cultural Competency Learning and Development

Year:	Category	Cost:	Total Expenditure:
2014/15	N/A	\$0.00	\$0.00
2015/16	Conference	\$978.00	\$978
2016/17	N/A	\$0.00	\$0.00
2017/18	Course Facility Hire	\$8,000 \$808	\$8,808
2018/19	Course Course Course Course Course	\$8,000 \$800 \$10,000 \$4,000 \$1,099	\$13,899
2019/20	Course Course	\$4,000 \$4,000	\$8,000
2020/21	Course Committee Budget Course Course Course Course Course	\$77.39 \$190 \$5,250 \$4,000 \$4,000 \$4,000 \$4,000	\$21,517.39
2021/22	Resources Course Course Course Course Course Course Course	\$76.12 \$795 \$795 \$795 \$475 \$475 \$475 \$475	\$4361.12
2022/23	Course Course Course Course Course Course	\$5,000 \$5,000 \$6,000 \$6,000 \$6,000 \$10,000	\$38,000
2023/24	Course Course Course	\$6,000 \$6,000 \$1,800	\$13,800

2. Outcomes and KPIs

- The Ministry does not track KPI's or metrics to establish training outcomes, the Ministry measures this through feedback surveys, employee engagement and attendance.
- No cost-benefit analysis has been completed to assess the value of these expenditures and whether they met the intended objectives.

- There is no documentation on any positive impacts, improvement, or challenges identified as a result of these training programmes.

3. Assessment of Effectiveness

- Through survey responses the Māori and Pasifika course trended with positive feedback resulting with “Strongly Agree” dominated feedback. The feedback answers scoped from “Neutral” as the lowest, to “Strongly Agree” being the highest. With this result the Ministry has continued to provide these learnings as it benefits its employees.
- No Internal or external audits, reviews, or assessments have examined the cost-effectiveness of the programmes were conducted.

4. Policy and Programme Adjustments

There have been no adjustments or changes to these programmes over time.

You have the right to seek an investigation and review of this response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman’s website www.ombudsman.parliament.nz

The Ministry publishes our Official Information Act responses, and the information contained in our reply to you may be published on the Ministry website. Before publishing we will remove any personal or identifiable information.

Nāku noa, nā



Suzanne Williams
Human Resources Manager