

RFP proactive release - accompanying FAQs

How will the future of Whānau Ora be different than it is currently?

Whānau Ora is a strong example of whānau-centred, locally led, government enabled service delivery.

Whānau Ora empowers whānau to make decisions about their future and determine what they need to achieve better outcomes in areas such as health, education, housing, employment, and income. This is not changing.

Te Puni Kōkiri identified five important ways to strengthen Whānau Ora for the future, which are:

- Increasing the reach of Whānau Ora, to engage with more of the whānau most in need, in the parts of Aotearoa with the highest levels of deprivation.
- Strengthening the evidence that Whānau Ora is delivering positive outcomes for whānau by collecting data in a structured, consistent way.
- Greater representation from local communities in investment decisions that Commissioning Agencies make.
- Developing the Navigator workforce to ensure that the front-line workforce is better supported to help whānau achieve meaningful and enduring change.
- Increased capacity for identifying whānau in high-risk situations, and ability to support whānau through these times.

These informed the criteria that was used in the procurement process to choose new Commissioning Agencies, which is currently ongoing.

As well as these changes to strengthen Whānau Ora, an additional Commissioning Agency region has been established to enhance local connections between Commissioning Agencies and the communities they serve.

What is the objective of Te Puni Kōkiri in making these changes?

Te Puni Kōkiri's primary objective remains that Whānau Ora is able to empower whānau to achieve their aspirations and improve their outcomes.

The ways that Te Puni Kōkiri identified to strengthen Whānau Ora will mean this goal will be achieved even more effectively in the future, with better outcomes for the whānau who live in the parts of Aotearoa with the highest levels of deprivation.

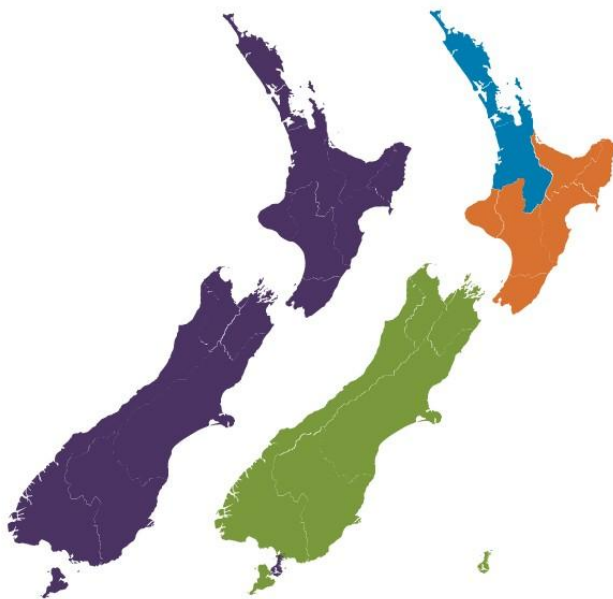
As well as this, the changes will support the use of Whānau Ora as an example of how other public services can be delivered to achieve the best outcomes for all New Zealanders.

What are the regions for Commissioning Agencies from 1 July?

There will be four regions for Commissioning Agencies from 1 July 2025.

These are:

- **Region 1:** Northland, Auckland and Waikato
- **Region 2:** Bay of Plenty, Gisborne, Hawke’s Bay, Taranaki, Manawatū-Whanganui and Wellington
- **Region 3:** Te Waipounamu | South Island
- **Region 4:** A national service focussed on delivery methodologies that can deliver for Pacific peoples across Aotearoa New Zealand



Region 1	Total Population	Funding allocation
Total population	2,349,250 47% of NZ	43.0%
- Of which dep 8-10	809,250 34% of region	
Region 2	Total Population	Funding allocation
Total population	1,458,750 29% of NZ	24.9%
- Of which dep 8-10	468,950 32% of region	
Region 3	Total Population	Funding allocation
Total population	1,185,300 24% of region	13.8%
- Of which dep 8-10	260,200 21.9% of region	
Region 4	Total Population	Funding allocation
Total population	4,993,300	18.3%
- Of which Pacifica dep 8-10	281,550 (5.6% of population)	

What is the role of Te Puni Kōkiri, Commissioning Agencies, and Service Providers in Whānau Ora?

Whānau Ora is delivered through a devolved commissioning framework. This means that government does not specify what funding, programmes or initiatives whānau have access to.

Te Puni Kōkiri administers Whānau Ora commissioning funding on behalf of government. As part of this role, we engage Commissioning Agencies to deliver Whānau Ora in their respective regions.

Commissioning Agencies contract Service Providers to work with whānau in their region to help them access services and achieve better outcomes.

Commissioning Agencies determine which Service Providers they contract to meet the needs and achieve positive outcomes for whānau in their region.

How was the procurement process conducted?

After more than a decade of the contracts being in place it was timely to return to the market to best fulfil Te Puni Kōkiri's stewardship responsibilities for public funding and contracts and ensure that the money invested in Whānau Ora is targeted to make the biggest difference.

AuditNZ independently verified that the procurement process was transparent and robust and met the required rules and practices for government.

What happens to existing whānau who are actively engaged with existing Whānau Ora providers?

We are working with the incoming Commissioning Agencies to ensure that Whānau Ora services continue to be available for those whānau currently engaged with them.

Will this result in significant job losses for current Whānau Ora service providers?

Under the devolved commissioning model that is central to Whānau Ora, it is up to the Commissioning Agencies to determine which Service Providers they engage to deliver the desired outcomes in their region.

As part of our work with the outgoing and incoming Commissioning Agencies, Te Puni Kōkiri will assist with sharing information about Provider networks where it is appropriate to do so.

Sharing this information will support incoming Commissioning Agencies with their service provision planning during transition period.

Has the funding for Regions 3 and 4 been reduced?

The amount of funding for each region has been redistributed to align with where the communities with the highest deprivation levels are. The region with the most communities with high deprivation levels is Region 1, which has received the highest funding allocation.

The overall funding for Whānau Ora has not been reduced.

What does the new focus on data collection mean for Whānau Ora?

Te Puni Kōkiri identified data collection as a way in which Whānau Ora could be strengthened for the future.

Whānau Ora is designed to have positive impacts for whānau over many years, not just in the short term. This data collection will allow us to see the results of Whānau Ora, and mean that we can continue to improve, benefitting all the whānau we work with.

This data collection is also crucial for the use of Whānau Ora as a model to deliver other public services to achieve the best outcomes for all New Zealanders.

Should I be concerned about my privacy?

We're confident from the evidence that was provided by the preferred respondents that they have the capability to safeguard whānau data. Te Puni Kōkiri will be supporting Commissioning Agencies to do this and can audit their systems periodically as well to make sure their privacy settings are strong.

All data is anonymised by Stats NZ prior to being analysed in the IDI to protect the privacy of whānau. Te Puni Kōkiri will not receive any data that could be used to identify any individual or a whānau.

Stats NZ also overlay the Ngā Tikanga Paihere framework developed by a member of Te Mana Raraunga, the Māori Data Sovereignty network, to ensure analyses are conducted in a culturally appropriate way.

What are the next steps?

Te Puni Kōkiri is currently in contract negotiations with the preferred respondents to the procurement process. Once the contracts are signed, we will formally announce who the new Commissioning Agencies are, and provide further information about the transition process.