

Title	Participate in the development of public sector service delivery strategies to meet the needs of Māori		
Level	5	Credits	8

Purpose	<p>This unit standard is intended for people who are employed in the public sector.</p> <p>People awarded credit for this unit standard are able to:</p> <ul style="list-style-type: none"> – participate in the identification of public sector service delivery needs of Māori; – participate in the development of public sector service delivery strategy options to meet the needs of Māori.
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Classification	Public Sector Services > Public Sector Māori
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Available grade	Achieved
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Guidance Information

- 1 Recommended unit standard for entry:
Unit 14950, *Describe Te Tiriti o Waitangi/Treaty of Waitangi and its application in the public sector.*
- 2 Reference
A searchable list of other names that organisations are commonly known by, or have previously been known by, see the Government A-Z at <https://www.govt.nz/organisations/>.
- 3 Definitions
Māori clients refer to groups such as iwi and hapū, urban Māori authorities, pan-Māori organisations, national Māori organisations, professional and semi-professional bodies and individuals.
Needs, in the context of this unit standard, may relate to gender, culture, ethnicity, age, religion, philosophy, learning, disability, career options, language.
Organisational requirements refer to instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace.
Public sector organisations comprise the state sector organisations plus those of local government. Within the state sector lies the state services, and within this lies the core public service.
Service delivery refers to activities carried out by organisations that are oriented towards meeting customer needs and expectations. Service delivery that strives to meet the needs of Māori is based on the acknowledgement of differences between ethnic backgrounds, for example, social standing, belief structures, values base and past experiences. This acknowledgement resists any assumption that the rules

familiar to the majority will be used when people of different ethnic backgrounds interact.

Te Tiriti o Waitangi refers to the Māori language text of the Treaty.

The principles of the Treaty refer to the core concepts that underpin the Treaty. The Court of Appeal and the Waitangi Tribunal have developed a number of detailed principles, of these the principles of 'partnership', 'active protection' and 'redress' are considered dominant.

The Treaty refers to both Māori and English language texts considered as a whole.

Treaty of Waitangi refers to the English language text of the Treaty.

4 Assessment Range

Evidence should come from within the candidate's workplace. The level of participation from the candidate needs to be significant in that they are considered one of the key members of the working group. Their contribution needs to show that their knowledge, skills, and experience played a key role in discussion, information sharing, problem solving, research, analysis and decision-making within the group

5 Conducting research with Māori clients raises a number of ethical and methodological considerations which must be reviewed carefully. Any work in this area should be negotiated in detail with the programme provider, to ensure research is conducted in an effective and sensitive manner. Kaupapa Māori research methods should be considered.

6 Performance of outcomes of this unit standard will require consideration of the underlying values and responsibilities of people working in the public sector including standards of integrity and conduct and the Te Tiriti o Waitangi/Treaty of Waitangi and its principles.

Outcomes and performance criteria

Outcome 1

Participate in the identification of public sector service delivery needs of Māori.

Performance criteria

- 1.1 Identify areas for improving public sector service delivery options for Māori whilst co-operating with others, sharing relevant and useful information, and contributing to group activities.
- 1.2 Identify differing public sector service delivery needs of Māori compared to non-Māori and conduct in accordance with organisational requirements and communicated to appropriate people.

Range needs may include but are not limited to – Te Tiriti o Waitangi/Treaty of Waitangi, culturally appropriate forms of service delivery, different values, physical and environment issues, use of te reo Māori, differing lifestyles; evidence of three examples is required.

- 1.3 Consult with personnel involved and Māori clients and carry out in accordance with organisational requirements and results are communicated to the appropriate people.

Outcome 2

Participate in the development of public sector service delivery strategy options to meet the needs of Māori.

Range options may include but are not limited to – different service delivery strategy for Māori, adaptation to existing service delivery, changes to environment or situation for service delivery, the organisations which will provide the service; evidence for two options is required.

Performance criteria

- 2.1 Participate in policy, legislative and funding implications to achieve improvements for public sector service delivery to Māori that meets organisational requirements and is communicated to appropriate people.
- 2.2 Assess advantages and disadvantages of introducing changes against existing strategies, operating standards and systems.
- 2.3 Assess the implications for staff, including their professional development to enhance and communicate the results to appropriate people.
- 2.4 Participate in the selection of the preferred public sector service delivery strategy option and include rationale and impacts for changes.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	14 April 2011	31 December 2023
Rollover	2	17 August 2017	31 December 2023
Review	3	27 May 2021	N/A

Consent and Moderation Requirements (CMR) reference	0121
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact The Skills Organisation info@skills.org.nz if you wish to suggest changes to the content of this unit standard.