

Health and Disability Sector NGO-Ministry of Health Forum

Annual Report from the NGO Working Group

1 July, 2006 to 30 June, 2007

1. Introduction

The Health and Disability Sector NGO-Ministry of Health (MoH) Forum process, aimed at promoting the relationship between the MoH and NGOs, has now been operating since March 2002. The Working Group, which has responsibility for the “executive” function, was first elected in September of that year.

1.1 Membership

Membership of the Working Group at the end of the year is shown below:

Member	Organisation	Sector Represented
Carole Ingley- Maraku	Te Upoko o Nga Oranga o te Rae	Maori Health
Joanne Hayes	Taumata Hauora Trust	Maori Health
Trudy Ake	Tuwharetoa Trust	Maori Health
Chris Inglis	Royal Foundation for the Blind	Disability
Jacki Richardson	Spectrum Care Trust	Disability
Karen Covell	Progress to Health	Mental Health
Kath Fox	Richmond Fellowship Inc.	Mental Health
Jackie Edmond	Family Planning Association	Personal Health
Barb Long	Royal New Zealand Plunket Society	Personal Health
Jo Fitzpatrick(WG Chair)	Women's Health Action	Public Health
Kawshi De Silva	Problem Gambling Foundation	Public Health
Tiva Toeono	Pasifika Integrated Health Care	Pacific Health
Keni Latu	Pacific Health Service (Porirua)	Pacific Health
Muno Richards	Secretariat	
Kylie Mckee	Ministry of Health	NGO Desk
Rose Wall	Ministry of Health	NGO Desk

The Working Group held seven meetings during the year. A two day Strategic Planning Meeting in January was used to establish , clarify and define process and terms of reference of the NGO Working Group and develop an updated strategic plan for newly elected members. During the year the Working group convened two national Forums, one in October 2006 and one in May 2007.

2. Summary of Activities

2.1 Introduction

Activities for the 2006-2007 year are reported in the context of the updated Strategic Plan, which was developed by the Working group early in this term of appointment and presented to the May Forum

2.2 Mission (what are we here to do)

To contribute towards developing a strong, respectful, proactive relationship between Health and Disability NGOs and the MoH

2.3 Vision (our desired future)

Health and Disability NGOs will actively participate in the policy development and planning of health and disability services in NZ

Note: The NGO Working Group will work primarily at a national level with a focus on policy development.

2.4 Strategic Goals

1. NGO Sector Visibility – Promote the strengths (uniqueness) of the NGO sector and the role of the NGO WG
2. NGO Sector Involvement – Ensure NGOs are included as active partners in policy and service development
3. NGO Sector Sustainability – Ensure the NGO sector is sustainable and has the capacity to do its work, with an initial focus on contracting, auditing and workforce
4. NGO Working Group Effectiveness – Ensure the NGO WG works in an open and effective manner so that it is able to achieve its strategic goals and fulfill its contract with the MoH

2.5 Key Activities

1. Plan and deliver 2 Forums annually that focus on NGO sector visibility, involvement and sustainability

- **The tenth Forum: NGO Governance**

The tenth NGO-MoH Forum on Governance was held in Wellington on 19 October 2006. This Forum attended by NGOs and their governance teams included briefings for the NGO community from the Minister of Health and Director-General of Health. A series of high profile speakers were invited to speak on aspects of Governance. NGOs used the opportunity to raise tricky governance questions for the panel to address. A report from the Forum is available at: <http://www.moh.govt.nz/moh.nsf/indexmh/ngo-forum-19oct06>

- **The eleventh NGO Forum: Innovation and Collaboration**

The theme of this forum - Innovation and Collaboration - was selected on the basis of feedback from the sector of the growing need to identify models of excellence, innovation in collaborative partnerships in order to achieve health outcomes for all New Zealanders.

The programme included presentations to reflect collaboration and innovation from across and within the sector, question and answer sessions and workshops to give participants the opportunity to identify opportunities and barriers to innovation and collaboration.

Three workshops allowed participants to brainstorm and share their perspective on what the opportunities and barriers were to collaboration and innovation in the NGO sector (both within and between NGOs and between NGOs and funders). Feedback from these workshops, and other feedback from the NGO sector was developed into a paper: Innovation and Collaboration in the NGO sector.

Presentations from the Forum are available at:

<http://www.moh.govt.nz/moh.nsf/pagesmh/6398>

2. Build and maintain relationships with key MoH staff in order to pursue the goals of NGO sector visibility, involvement and sustainability

- **Meetings with the Stephen McKernan, Director General of Health**

Working Group representatives met with Stephen McKernan the new Director General in August 2006 to welcome him to his new role. An overall orientation to the group was given. Stephen expressed his interest in using the NGO working group as a reference point. The Working Group through the Chair contributed to the new DDG 360 stakeholder feedback about the Ministry of Health.

- **The Harder and Faster Workshop: February 2007**

This workshop was an initiative from the new Director General of Health, Stephen McKernan, to examine ways in which the Ministry could work 'harder and faster' to improve health for all New Zealanders over the next ten years.

This was a small workshop comprised principally of the Ministry's Executive Team and key sector players. Given this, the inclusion of two representatives from the NGO sector was encouraging. The workshop was preceded by an internal review of the Ministry of Health to provide a picture of the current state of the organisation and identify areas of improvement for the coming years.

The NGO community was represented by Jo Fitzpatrick and Marion Blake in their roles as Acting Chair and Immediate past Chair of the MoH NGO Working Group. Also represented were the deputy Director Generals of the Ministry of Health Directorates and DHB's.

NGO attendees raised relevant points received from the sector reinforcing:

- The need to include NGOs as part of the sector with implications for
 - Inclusion; infrastructural support and development
 - Underpinning work to establish the contribution of the sector
 - PHOs as part of a wider sector
- The need for health targets to include long term population health goals and not be entirely politically driven or focussed on tertiary service needs and demands.
- The need for an overarching vision with supporting goals and strategic integration

A full report on the workshop is available from the current NGO Working group Chair, Jo Fitzpatrick.

- **Future Directions:**

The NGO Working Group will have subsequently met with Stephen McKernan to discuss an ongoing workplan based on opportunities for engagement with the newly restructured Ministry of Health. The October 2007 Forum will begin this process of engagement.

- **Ministry Training**

Members of the Working Group participate in the Ministry training for new Policy Analysts. This is part of the Working Group role to work with the Ministry and raise NGO sector visibility within the Ministry and the wider Health and Disability sector.

- **Contracts Advisory Group**

The Working Group has met with the Ministry Contract Advisory Group to negotiate for the inclusion of an NGO perspective in the MoH contract training. This will be serviced by members of the Working Group.

- **Workforce Champions**

Following the completed "Health and Disability Sector NGO Workforce Report" Marion Blake and Kirsty Peel met with the Ministry Workforce Champions Group to discuss the report. This is work that will need be ongoing.

- **Primary Healthcare Taskforce**

A member of the working group Joanne Hayes was seconded to work with the taskforce as they have engaged with communities across New Zealand. This demonstrates a strengthening of the participation of the NGO sector with Primary Healthcare issues.

- **Workforce**

As a result of sector feedback from the last forum the Working Group engaged a contractor to research the state of NGO workforce development across the Ministry of Health's Directorates. This report "Health and Disability Sector NGO Workforce Report" has been circulated widely and follow up meetings have been and will continue to be held with various groups in the sector to address the recommendations with actions and linkages from this report.

- **Pandemic planning**

John Boyd, MOH presented the MOH Pandemic Strategy to the Working Group at its March 2007 meeting. Discussion focussed on NGO sector involvement in Operation Cruickshank. The Working Group noted that communities needed to be engaged earlier rather than later in the planning and had been key in successful responses during the 1918 pandemic. The issue of funding for pandemic planning in future contract negotiations was indicated. The Working Group will continue to participate in the MOH Pandemic Planning Group, as appropriate.

3. Build and maintain relationships with other key national organizations to pursue the goals of NGO sector visibility, involvement and sustainability

- **Community Sector Taskforce**

Iris Pahau and Rees Fox from the Community Sector Taskforce addressed the group in February 2007 and described the role, function and status of the CST. Parallels were drawn with the NGO Working group which performs a similar function with health NGOs and the Ministry of Health as the CST does within the wider community sector.

NGO Working group co-chairs, Jo Fitzpatrick and Joanne Hayes attended the Community Sector taskforce Forum in March 2007. This Forum was an opportunity to draw parallels for issues across the NGO sector and to present these to Government Ministers who attended the second day of the Forum.

- **DHBNZ**

The relationship between the Working Group and DHBNZ has been progressed over recent months with Julian Inch attending the August 2006 meeting of the Working Group and further discussing their statement of intent 2006-2007. The Working Group has been developing ideas about how best to engage with DHBs. DHBNZ are also interested in finding ways to work more inclusively with community organisations to progress population health objectives.

A briefing paper was prepared by DHBNZ for the Working group and the Working group has also developed a paper: 'Future Directions for the NGO Working group' which explores the development of ongoing relationships with DHBNZ.

DHBNZ Workforce conference: Members of the Working Group attended the DHBNZ Workforce conference and hosted a breakfast for NGOs attending. The feedback from NGOs was that this was a very internally focussed conference with little relevance to those outside the DHB/PHO diaspora. NGOs were mentioned in the first session when the issue was raised specifically by the Chair of the NGO Working group, and there were workshops presented by NGOs but their contribution to the sector went substantially unrecognised and unacknowledged.

- **PHONZ**

PHONZ have expressed an interest in furthering a relationship with the Working Group. After their transitional Chair, Sue Ineson attended the September Working Group meeting to discuss the relationship between NGOs and PHOs, the Working group chair presented to the PHONZ Annual Conference in October.

A subsequent meeting with Sue Ineson revealed that PHONZ is also in a state of transition. They have appointed a liaison person to work with us.

4. Research, develop, and disseminate papers to the NGO sector, the MoH and other key organizations that support NGO sector visibility, involvement and sustainability goals

- **Survey of NGO relationships with the Ministry and DHBs**

The NGO Working Group carried out this survey of NGOs as part of their role in providing feedback to the Ministry of Health on issues affecting the NGO sector. It is a repeat of a similar survey carried out by the NGO Working Group in 2003 (about NGO-DHB relationships) and 2004 (about NGO-Ministry of Health relationships). The survey was carried out on-line and advertised in the weekly update from the NGO desk of the Ministry of Health, in the NGO Working Group section of the Ministry's website and via various NGO networks (such as the NZCOSS newsletter, NZFVVO newsletter, Te Pou newsletter, ANGOA database, CST email list, Platform website).

A preliminary report is available and summarises the main top-line results from the survey. It provides an overview of the responses to the quantitative questions in the survey and has been written to provide top-line results in time for the October Ministry of Health – NGO Forum.

Further analysis is yet to be undertaken of the qualitative results and once completed these will be incorporated into a full and final report that will be available later in 2007.

- **Other Forum and Working Group Papers and Activities:**
- Innovations and Collaborations Paper
- Report on the Current financial pressures facing NGOs
- NGOs in the Primary care
- Work on audit
- Set of principles on 'advocacy' issue

5. Follow up on and implement recommendations from existing NGO WG research papers

- **NGO Workforce Development**

The completed "Health and Disability Sector NGO Workforce Report" was sent to a number of groups active in workforce issues and many of these were followed up with specific meetings to discuss the issues raised. The Working Group has continued to participate in wider discussion around the MOH project to develop a career Framework for the health and disability sector in New Zealand with the Workforce Team, Sector Policy Directorate MOH. This will remain an ongoing focus for the Working group.

- **Current financial pressures facing the NGO sector**

The Working group is looking to update this paper in the light of recent new developments in health workforce remuneration and the introduction of 'Kiwisaver'.

6. Ensure NGO contribution to national work programmes that impact on NGO sector visibility, involvement and sustainability

- a. Ensure NGO representation on sector workgroups**
- b. Respond to consultation opportunities**
- c. Develop joint work programmes with MoH directorates and key national agencies**
- d. Seek secondment opportunities**

- **Primary Healthcare Taskforce**

A member of the working group Joanne Hayes was seconded to work with the taskforce as they engaged with communities across New Zealand. The report: 'Best fit for Non-Government organisations in Primary Health Care' was released in October. It is available at:

<http://www.moh.govt.nz/moh.nsf/238fd5fb4fd051844c256669006aed57/f1958165b10cd0b3cc256cc30069f24c?OpenDocument>

The report was released to DHB's, PHOs and NGOs and accompanied by a letter from Dr Jim Primrose, Acting Deputy Director-General, Clinical Services Directorate. This confirmed key policy settings for NGOs and PHOs with regard to NGO contracts for primary and population health services. The letter is available at:

[http://www.moh.govt.nz/moh.nsf/pagesmh/2096/\\$File/jprimrose-6oct.pdf](http://www.moh.govt.nz/moh.nsf/pagesmh/2096/$File/jprimrose-6oct.pdf)

- **Summary of representations:**

The Working group participate or has participated in consultations and working groups on :

- Primary Health Care Strategy
- Primary Care Information Management Reference Group
- Director General's 'Harder and Faster' workshop
- NZ Health Information Strategy Group
- Health and Disability Standards Committee
- ANGOA and Community Sector Taskforce meetings and workshops
- Health & Disability Sector Safer Industry Forum
- Ministry of Social Development-Building Capacity in the Community and Voluntary Sector
- Health Workforce Information System (HWIS)
- Mental health and Addiction National Service Framework
- Consultation on Nurse Prescribing
- Tertiary Education Commission's-three year investment plan for workforce development
- Multiple Audits in the Health Sector,
- Overcoming Barriers to Workforce Innovation,
- Community Sector Taskforce Hui and the
- DHBNZ Workforce Group.

7. Communicate to the sector:

a. about issues of relevance to the sector

b. about the activities undertaken by the NGO WG

- **The NGO Update**

The weekly update goes out from the NGO desk at the Ministry of Health. Work is currently underway to update the database and meet the provisions of the new legislative framework around bulk emailing.

- **NGO Website**

The Working Group is engaged in a process with the Ministry of Health to update the website to increase awareness and promote increased participation in the health and disability sector. A sub committee of Working Group members and MOH staff has been formed to action this.

- **Forums and reports**

NGO Working group papers, meeting minutes and reports are available at: www.moh.govt.nz/ngo

Feedback from the sector

- **For the 'Harder and faster' workshop**

Feedback from the NGO sector fell into one of two categories – comments on health strategies and priorities; and the way the Ministry does its business – with a particular emphasis on contracting and co-ordination issues.

The issues which stand out as offering rewarding partnerships opportunities for future investment in health for the NGO sector and the Ministry of Health are

1. NGO engagement as strategic partners in ensuring equally healthy New Zealanders
2. Inclusion of NGOs as an integral part of the health sector and part of sector planning and development – including workforce development, infrastructural support and information technology etc
3. streamlining the processes of engagement with the sector to foster goodwill and ensure seamless processes for delivering high quality services to New Zealanders when we work together.

- **In the consultation process for the governance forum**

The following questions were raised which relate specifically to how NGO governance is perceived and considered by the Ministry of Health.

1. Does the MoH consider that NGO's and commercial entities operate on the same footing when they are contracting. How are these different philosophies and ways of operating considered?
2. To what extent is the Ministry interested in governance issues for NGOs? How much is just contracted delivery their focus?
3. Can we link governance and MoH expectations re audits? For example, MoH contracted audits focus on outputs not on strategic planning, risk management or community consultation processes.
4. How does the MoH ensure their staff know what governance is?
5. Does the Ministry have a view on how much governance should be involved in the contracting process?

- **In general, feedback from the sector remains constant:**

- around issues of recruitment and retention of staff in an environment where it is increasingly difficult for NGO's to compete;
- around frustrations with contracting and the contract negotiation process;
- around compliance, audit and service delivery especially where there are multiple funders and accountabilities.

Acknowledgements:

The Working group would like to thank the following people for their assistance during this year:

Muno Richards – Secretariat; Kirsty Peel – Independent contractor;
Damian Zelas, Anna Seatter ; Rose Wall; Kylie McKee – Ministry of Health

3.0 Quarterly summaries

3.1 Quarter one July - September 2006

During this reporting period, the Working Group saw long time Chair Dr Gillian Greer resign to take up the position of Director with the International Planned Parenthood Federation in London. The Interim Co-Chair role was undertaken by Marion Blake (mental health representative) and Jo Fitzpatrick (public health representative) and the working group piloted a new model of Co-Chair responsibilities. The contract had transferred from Family Planning Assn of NZ to Platform Inc. The Secretariat role was also vacated during this period and advertising and recruitment undertaken.

Membership

The Working Group, during this Quarter was:

Member	Organisation	Sector Represented
Carole Ingley- Maraku	Te Upoko o Nga Oranga o te Rae	Maori Health
Joanne Hayes	Taumata Hauora Trust	Maori Health
Donna Matahaere-Atariki	Arai Te Uru Whare Hauora (Dunedin)	Maori Health
Louise Carr	PACT Group	Disability
Jacki Richardson	Spectrum Care Trust	Disability
Marion Blake (WG Interim Co-Chair)	Platform	Mental Health
Gill Greer (WG Chair) (last meeting 31 August 2006)	Family Planning Association	Personal Health
Jenny Prince	Royal New Zealand Plunket Society	Personal Health
Jo Fitzpatrick (WG Interim Co-Chair)	Women's Health Action	Public Health
Kawshi De Silva	National Heart Foundation/ Problem Gambling Foundation	Public Health
Dahlia Naepi	Pasifika Integrated Health Care	Pacific Health
Ida Faiumu-Isa'ako	Pacific Health Service (Porirua)	Pacific Health
Platform Inc	Secretariat	
Anna Seatter	Ministry of Health	NGO Desk
Damian Zelas (last meeting 29 Sept)	Ministry of Health	NGO Desk

The Working Group held two formal meetings during this period, in August and September.

3.2 Quarter two October –December 2006

During this reporting period, the Working Group held a very successful tenth MoH/NGO Forum in Wellington on NGO governance. Nearly 200 people attended. This is the quarter where new members were elected to the Working Group - which continued in a state of transition into Quarter three.

The major changes in leadership and the secretariat in the first quarter flowed through into this quarter with the resignation of co-chair Marion Blake after the Forum on November 27th. The position of Acting Chair was taken up for the first meeting of the group on November 30th by co-chair Jo Fitzpatrick. The contract had transferred from Family Planning Assn of NZ to Platform Inc and has remained there during the period of transition. At its meeting on November 30, representation across sectors was incomplete as a result of the vacancy created by Marion's resignation and ties in the voting. The decision was taken to endorse Jo Fitzpatrick as Acting Chair and confirm a Working Group chair at the two day strategic planning meeting planned for February 2007.

This quarter also saw changes at the Ministry with restructuring seeing the NGO desk being relocated within the Ministry. We also saw both Anna Seatter and Damian Zelas leaving their respective roles in relation to NGO desk. The Working Group would like to record their gratitude to both Anna and Damian for their tireless, productive and useful work alongside the group. We also extended a welcome to Rose Wall. We look forward to working alongside and liaising with the NGO desk under her guardianship. In January, we welcomed Kylie McKee to the NGO desk

The major changes in group membership made this a 'slow' quarter.

3.3 Quarter three: January to March 2007

This quarter the Working Group continued to promote NGO sector partnership and active and full participation in the health and disability sector . This was a period of consolidation with the Working group finalising the Strategic Plan, participating in two major workshops – The Director General's 'Harder and Faster' workshop and the Community Sector Taskforce community leaders Forum.

3.4 Quarter Four: April to June 2007

The major features of this quarter were the 'Innovations and Collaborations' Forum and the associated discussion paper, the second Relationships survey and a meeting with the Director General to discuss ways forward for the Working Group in light of the Ministry of Health restructure and the launch of the Health targets.