



Office for the Community
& Voluntary Sector

Tari mō te Rāngai ā-Hapori, ā-Tūao

Administered by the Ministry of Social Development

*Strengthening
the community-government
relationship*

“I really enjoy the workshops, they are great value...”

“...broadened my colleagues’ understanding...”

Good practice in action
seminar series

2006 update

April 2006

Enrol in one or all of these seminars

- | | |
|-------------|----------------------------------|
| 12 May | Trusted State Servants |
| 25 August | Managing Risk and Accountability |
| 24 November | Volunteering, Voluntary Action |
| 5 December | International Volunteer Day |

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Good Practice in

The Community-Government Relationship

The paths of government agencies and the community and voluntary sector cross often, and there would be few government agencies that don't have some involvement with the sector. Government interest in the sector includes contracting relationships, service delivery, volunteer programmes, policy work or legislation that impacts on volunteers, building relationships or consulting with key stakeholders from the sector, and policies to support the private volunteering activities of staff.

Action Seminar Programme

‘Good Practice in Action’ - the mandate

On 21 November 2004, Cabinet agreed that the Office for the Community and Voluntary Sector develop a new programme across government of interactive seminars and workshops to promote the sharing of information and good practice, in consultation with the Treasury, State Services Commission, Ministry of Social Development, Ministry of Health, Department of Conservation, Ministry of Foreign Affairs and Trade, and the Department of Internal Affairs.

Specifically, the programme should take into account:

- commitments contained in the Statement of Government Intentions for an Improved Community-Government Relationship
- the Government Policy on Volunteering
- the need to develop new tools to measure progress with relationships
- the need to share good practice on reporting requirements of the population agencies
- the need for departments to implement their commitments to improved community relationships through practical responses such as staff training in effective engagement processes.

What does the programme seek

The community-government relationship is a dynamic partnership between government and the community and voluntary sector. Some writers refer to the sector as 'civil society'. In either case, the organisations that make up the sector are crucially important vehicles for that interaction to occur and the relationship to build.

In recent years, the relationship has changed. For some agencies, the relationship has flourished. For others, the relationship has proved difficult to progress. The consensus from the community and voluntary sector, however, is that positive changes can come about through culture change in departments.

The GPIA programme assumes that this culture change can be achieved through:

- information sharing
- senior officials as influencers
- innovation today and good practice tomorrow
- departments are committed to the Statement of Government Intentions for an Improved Community-Government Relationship.

to influence?

The success factors for the GPIA programme are a commitment to:

- results-based learning
- credible measurement and analysis
 - knowing what is working and what is not
- information communication
 - sharing that knowledge
- regular review
 - acting on that knowledge to improve programmes
- clear linkages with managing for results and managing for outcomes.

Good Practice in Action 2006

There are three main themes in the 2006 Seminar programme:

- building trust
- risk management and accountability
- supporting volunteers.

These themes are underpinned by the idea that a number of important outcomes for government agencies can only be met when the agencies form active alliances with their community and voluntary sector stakeholders.

For those alliances to be strong, partners in the alliance must trust each other, risks and accountabilities on both sides must be managed and the volunteers who are involved, must be well supported.

Friday 12 May 2006 10am-3:30pm

Venue: Overseas Terminal, Oriental Bay, Wellington

Keynote presentations theme

Trusted State Servants

On 12 May the Office for the Community and Voluntary Sector (OCVS) will present a seminar and workshops on building trusting relationships between government agencies and their community and voluntary sector partners.

This interactive seminar is the first in the 2006 series aimed at strengthening the community-government relationship.

What do we mean by 'trust in government'

Trust in government is the level of confidence citizens have in their government (both politicians and public officials) to 'do the right thing', and to act appropriately and honestly on behalf of the public.

The State Services Commission will present recent data on what we know about citizens' confidence in government. Inland Revenue and the Ministry of Social Development (Work and Income) will present examples of their current work, which is presenting new challenges in building trust. The presentations will form the basis for facilitated workshops to address issues of trust in government.



State Services Commission

"I'm from the Government. Trust me!"

Beith Atkinson, Programme Manager, Integrity and Conduct, State Services Commission

How realistic is the Development Goal 6 for the State Services Commission of "*strengthened trust in the State Services and a reinforced spirit of service*"?

Citizen's trust in the public sector has come to take central

place in public sector reform. Internationally, low levels of public satisfaction with service delivery and declining public trust in government agencies seem to be taken for granted. The World Economic Forum statistics for the period 2001–2005 show steady or declining trust in governments of most countries surveyed.

Can the New Zealand public have confidence in government agencies? The New Zealand Values Study 2005 figures reflect a dramatic improvement compared with the 1998 survey results in public confidence not



Inland Revenue
Te Tari Taake

only in community organisations, but the Public Service, the government in Wellington and political parties. Are these serendipitous or are we on to something?

Inland Revenue

“Who do you trust?”

Justin McCready

Inland Revenue

Building trust requires those who wish to be trusted to better understand each other. But who do you trust?

One of Inland Revenue’s key responsibilities is to deliver an extensive Social Policy Programme, which includes maximising the uptake of Family Assistance through community engagement. This has required Inland Revenue to examine how it is perceived and to construct a new way of looking at the department. This needs proactive engagement, a fostering of community support and building a trusting relationship with key customer groups

What is the journey like and what has had to be addressed along the way?



Work and Income
Te Hiranga Tangata

A service of the Ministry of Social Development

Work and Income New Zealand

“Trust with a trust: a public,
private and non-profit relationship”

Graham Macpherson, Regional Director Operations and Carol Barnett, Regional Labour Market Manager, Work and Income, Ministry of Social Development

How do you bring together a private business backed by a charitable trust, local Māori and a government department to achieve sustainable employment outcomes where few existed

before? This case study from Northland examines the challenge of building relationships to achieve tangible outcomes.

EVENT

1

The programme includes fully facilitated workshops, lunch, morning and afternoon teas.

Friday 25 August 2006 10am-3:30pm

Venue: Overseas Terminal, Oriental Bay, Wellington

Keynote presentations theme

Managing Risk and Accountability

This seminar will examine the principles involved in the good management of public resources. Case studies will explore issues of accountability, transparency, risk management, equity and fairness, while acknowledging Government's expectations of relationships with the sector such as collaboration and partnership.

Presentations will include:

Energy Efficiency and Conservation Authority

“EnergyWise home grants: retrofitting risks”

Katie Mathison

Manager, Community

Energy Efficiency and Conservation Authority (EECA)

EECA administers EnergyWise home grants, working closely with community organisations providing grants to assist retrofits of insulation to pre-1977, low-income homes, reducing energy bills, improving health, and providing local employment. Funding is also drawn from the community, from energy and community trusts, primary health organisations, local bodies and commercial sponsors.



Energy Efficiency and
Conservation Authority
Te Tari Tiaki Pūngao

This presentation will look at the design challenge of funding allocation mechanisms, and the relationships formed with service providers and other funders; critical to the success of EnergyWise home grants.

[Other programme presenters to be confirmed.]

EVENT

2

The programme includes fully facilitated workshops, lunch, morning and afternoon teas.

Friday 24 November 2006 10am-3:30pm

Venue: Overseas Terminal, Oriental Bay, Wellington

Keynote presentations theme

Volunteering, Voluntary Action

This seminar will feature case study presentations from a range of government agencies on understanding and recognising the value of volunteering and implementing the Government Policy on Volunteering.

This theme will be explored from a variety of angles.

The Government Policy on Volunteering (Dec 2002) <http://www.ocvs.govt.nz/work-programme/volunteering-policy.html>, states that all government agencies are expected to:

- take into account the needs of volunteers and their organisations, and the costs associated with volunteering, when developing policies and delivering services
- consult volunteers and their organisations on policy and operational changes that impact on volunteering
- have policies in place that support the private volunteering activities of staff while ensuring that public servants continue to fulfil their professional obligations.

Keynote presentations theme

International Volunteer Day

To mark International Volunteer Day, learn about the technical challenge of measuring the contribution of volunteers based on the report “Counting for something”.

More information in next update.

Tuesday 5 December 2006 10am-12noon

Venue: Level 3, Ministry of Social Development,
Bowen State Building, Bowen Street, Wellington

EVENT

4



Seminar summaries available

A summary of the seminar will be posted on the OCVS website.

www.ocvs.govt.nz

Participants will be notified directly when seminar summaries are available. If you can't attend but would like to be kept informed, email madhu.narayan002@msd.govt.nz

For other useful guidance, also visit
www.goodpracticeparticipate.govt.nz
www.goodpracticefunding.govt.nz

RSVP now

To help us with planning, please let us know who will be attending from your agency by contacting Madhu Narayan phone 918 9577 email madhu.narayan002@msd.govt.nz

You can RSVP for one or all of the events.



