

New Zealand Māori Wardens Association

Training Strategy

July 2004

1 Background

In late 2003 the National Executive Council recognised the need to make organisational changes and, after a series of discussions with Te Puni Kōkiri, collectively agreed to undertake a project that would strengthen the capacity of the Association. It was later accepted that the project needed to improve the Associations position as a national Māori body.

To this end, a project plan (Strengthening the Position of the Association) was developed and focussed on an assessment of the current position of the organisation, the identification of critical areas for improvement and the development of tasks for implementation.

As part of that project discussions have taken place resulting in agreement to develop a Training Strategy for the organisation.

2 Core Roles and Duties

2.1 Social Services

The welfare and social sector continues to reveal a lack of well being shown through inadequate and irresponsible parenting, drug and alcohol abuse, cycles of bad habits and life styles, high unemployment, poor housing and unaffordable health costs.

In terms of the purpose of the Association, the sector provides numerous options to provide services and education programmes, particularly in the truancy and parenting areas. Unfortunately funding for such programmes are heavily dependant on voluntary support and Government assistance which places risks on any long term development programme.

2.1.1 Social service roles and duties

The following social service roles have been identified as priorities by the National Executive:

- Families at risk
- Youth at risk

Duties:

- Budgeting advice
- Parenting advice
- Counselling services
- “Nominated person” – police
- Health and well being:
 - Training in tikanga/te reo
 - Hospital visitation
 - Kaumatua guide
 - Short term accommodation
- Safety
 - Underage drinking
 - Crime prevention
 - Court welfare
- Safety and moral well being of Māori people
 - Street patrolling
 - Court work
 - Hospital visitation
 - Holiday programmes – YAR
 - Buddy days

2.2 Cultural Services

Building strong Māori communities requires many activities and the Association is committed to having a role in the social advancement of Māori communities. The Association will provide culturally appropriate support to Māori and their communities through the roles and duties identified below.

2.2.1 Cultural services roles and duties

The following cultural service roles have been identified as priorities by the National Executive:

- Enhancement of marae protocol (Māori enquiries)
- Event participation where Māori gather

Duties:

- Tangihanga/hui duty
- Translation service for VIPs
- VIP duties
- Building security
- Crowd and traffic control (points duty)

2.3 Legislative Compliance

The New Zealand Māori Wardens Association (NZMWA) continues to provide Māori community based services as well as those outlined in the Māori Development Act 1962. The Executive Council gives the Association a national face for Māori Wardens and as such, is obligated to act in the best interests of its members and indeed, all Māori Wardens.

2.3.1 Legislative compliance role and duties

- Māori Community Development Act 1962

Duties:

- Contractual compliance (legislation)
- Prevention of drunk/disorderly
- Prevention of riotous behaviour
- Order Māori to leave hotel
- Disorderly behaviour at Māori gathering
- Prohibition orders
- Retention of car keys

3 Training Needs Analysis for Māori Wardens

3.1 Social services

SKILLS/KNOWLEDGE	ATTRIBUTES	TRAINING QUALIFICATIONS	PROVIDER
<ul style="list-style-type: none"> ▪ Budgeting ▪ Parenting ▪ Counselling ▪ Computer skills ▪ Communication ▪ Confidentiality ▪ Dispute resolution (diffusing problems) ▪ Client focus ▪ Teamwork ▪ Leadership 	<ul style="list-style-type: none"> ▪ Self confidence ▪ Caring attitude ▪ Loyalty ▪ Fairness/Firm ▪ Role modelling ▪ Professionalism ▪ Cultural sensitivity ▪ Initiative 	Communications (report writing/resolving disputes)	Private Trainers
		First Aid	St Johns/Red Cross
		Budgeting, Parenting, Counselling	Private Trainers
		Understanding wardens	Internal induction
		Information technology	Private Trainers/TPK
		Legislation/constitution	Community Law Centres/Community Employment Group

3.2 Cultural services

SKILLS/KNOWLEDGE	ATTRIBUTES	TRAINING QUALIFICATIONS	PROVIDER
<ul style="list-style-type: none"> ▪ Cultural awareness ▪ Treaty awareness ▪ Te reo me ona tikanga ▪ Interpersonal ▪ Analytical thinking ▪ Decision making 	<ul style="list-style-type: none"> ▪ Honesty ▪ Respect ▪ Dedication ▪ Trustworthy ▪ Confidence ▪ Good rapport ▪ Cultural sensitivity 	Child protection	Child Protection Studies
		Counselling	Tertiary (NZQA)
		Organisation etiquette	Induction/briefing
		Cultural awareness Tikanga Treaty Te Reo	Marae/Kaumatua/Kuia

3.3 Legislative Compliance

SKILLS/KNOWLEDGE	ATTRIBUTES	TRAINING QUALIFICATIONS	PROVIDER
<ul style="list-style-type: none"> ▪ Budgeting ▪ Legal ▪ Referrals/advocacy ▪ Report writing ▪ Crowd control ▪ Traffic control ▪ Wardens Duties ▪ Interpersonal 	<ul style="list-style-type: none"> ▪ Integrity ▪ Networking ▪ Initiative ▪ Good rapport ▪ Leadership 	Traffic management	Transit New Zealand
		Crowd Control	Private Trainers
		Building security	Private Trainers
		Personal security	Private Trainers
		Legal	Community Law Centres
		Budgeting	Private Trainers
		Wardens Duties	Internal induction

3.4 District and Sub Association Services

DUTIES	SKILLS/ATTRIBUTES	TRAINING QUALIFICATIONS	PROVIDER
<ul style="list-style-type: none"> ▪ Administration ▪ Association cohesion ▪ Finance <ul style="list-style-type: none"> - accounts - budget ▪ Warrants <ul style="list-style-type: none"> - appointments - re-appointments ▪ Delivery of service ▪ Recruitment ▪ Training ▪ Effective Communications 	<ul style="list-style-type: none"> ▪ Admin ▪ Typing ▪ Computer ▪ Phone manners ▪ Professionalism ▪ Marketing ▪ Meeting procedures ▪ Multi-skilled 	Treasurer/Secretary Workshops	Internal
		Finance – Certificate or Diploma	Tertiary/Private Trainer
		Team building	Private Trainers
		Contractual arrangements and Memorandums of Understanding	Community Law Centre
		Meetings	Net, Internal
		Communications - report writing etc	Private Trainers
		Information technology	Private Trainers

4 Implementation Plan

4.1.1 Develop comprehensive induction programme for all current and new Māori Wardens

The strategy has identified a number of training needs that can be addressed internally, for example, knowledge about Māori wardens' duties. A comprehensive induction programme should be developed to ensure all Māori wardens are working towards common goals and that no-one is disadvantaged through a lack of organisational knowledge. This may require utilising external parties to deliver parts of the induction training. All current and new Māori wardens should undertake induction training.

4.1.2 Identify the range of providers available to deliver training needs and assess options

Now that training needs have been identified the Association should identify the range of providers that are able to meet some or all of their training needs. An analysis of what each provider has available and details of costs involved should be included as part of that analysis. Options to develop new training packages or alter existing ones to suit the needs of Māori wardens should be investigated.

4.1.3 Use this strategy to inform development of "Korowai Whakaarahia" (a course targeted at Māori Wardens).

The Te Arawa Campus for Te Wānanga o Aotearoa is currently developing 'Korowai Whakaarahia' and was awaiting NZQA accreditation as this strategy was being developed. They should know whether or not NZQA accreditation has been approved for the course by Friday, 23 July 2004.

The intention is to run 'Korowai Whakaarahia' as a pilot programme for Rotorua based Māori wardens. If the pilot is successful the programme will then be released nationally. The relationship between "Korowai Whakaarahia" and this strategy is not clear, however, it is recommended that this strategy (along with lessons learnt through conducting the pilot) be used to inform the development of the national programme.