

Summary of the learnings from the Pilot

Kaimahi Role

Learning from the Pilot

- Critical for centre whānau to understand the Kaimahi role and what it includes and does not include.
- Where possible Kaimahi need to be available to rotate through centres on different days to connect with all whānau.
- Having separate people for the roles of Kaimahi and Session facilitator means that the risk of having a centre without support of any kind is mitigated.
- Having several people accessing emails creates friction and confusion as well as managing privacy. Kaimahi manage emails, and distribute to individuals/ centre whānau as required.
- Kaimahi attending a centre once a week helps ensure they support the centre as per their position description, allows for autonomy of centre whānau and protects Kaimahi from being asked to work outside of their position descriptions.
- The addition of an additional role as line management for the Kaimahi ensures compliance within centres managed effectively.
- Connection between the Centre Advisor and Kaimahi is important, as is that between the Session Facilitator and Kaimahi, all three roles providing a support team for each centre alongside Regional Funding Administrators.

Kaimahi Role

What has worked well

- Whanaungatanga is a vital part of introducing support to centres. Understanding the propensity for change of whānau to ensure people are comfortable throughout the process.
- Group induction online, iQualify course, operations manual for the role and meeting other staff that support the centres has set Kaimahi up to understand their roles from the beginning (3 days x 6 hours).
- Mihi whakatau for the Kaimahi on their first day at centre allows time to be given to build relationships.

Finance

Learning from the Pilot

- The migration of centre finances requires dedicated resource (this is now in place).
- Relationship management is critical, with various forms of communication required to get feedback from centre whānau. Taking the time to support centres with this is the key to success.
- Expense claims from centre whānau take significant time to process and increases costs.
- The cost of processing centre hire bonds outweighs the associated risks for which they are taken.
- There is a lot of complexity around having varying donation/fee schedules for different centres.
- The use of an app for centre whānau to manage donations and fundraising is essential.
- Close project management is required for the transition of centre finances to ensure accountability.

Property

Highlighted concerns

- Property response and action timeframes need to improve (work is underway).
- Kaimahi managing centre emails will help alleviate some pressure with Kaimahi responding where possible and involving centre whānau when/if required.
- Existing projects will continue to be supported by centre whānau.