Ngā tohu tautoko
Pathways to success

What are the signposts for successfully achieving change with regard to Māori wellbeing or outcomes? Success happens when you have a combination of the following factors:

- Visible Māori leadership and delivery – by Māori for everyone
- Funding Māori well-being initiatives to succeed rather than funding them on a limited basis with a fraction of the funding actually required
- Have an open mind set – be prepared to change your business approach
- Where there is transparency on Māori outcomes and public reporting that can be understood by the public (i.e. not data rich but information poor)
- When an organisation consciously builds an internal culture that understands, or has empathy/affinity, with Te Aō Māori (through training and exposure)
- A chief executive who is driving the process, has oversight, and accountability with shared ownership for delivery across the executive team
- Work collectively across multiple entities to have greater impact than you can on your own
- Extract value from the outcome information by using it to change service design and delivery to improve outcomes
- Use data/customer insights to inform decisions and technology to help deliver
- Involve Māori customers in the design, prototyping and testing process, and listen to their feedback