

31 August 2022

File Ref: OIAP-7-25359

██████████ for Stuff.co.nz
By email: ██████████

Tēnā koe, e ██████████

Request for information 2022-123

I refer to your request for information dated 8 August 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 8 August 2022. You have requested the following:

“When was the Te Kete Ara Matua app developed for staff?

- Who developed the app?

- What were the costs of developing, implementing and rolling out the app? Are there ongoing costs - if so, what?

- How many staff have downloaded the app? How many staff actively use the app?

- What consideration was given to using widely available cultural intelligence apps instead of designing and creating an agency specific one?”

Greater Wellington’s response follows:

When was the Te Kete Ara Matua app developed for staff?

The Te Kete Ara Matua app (the app) was developed in 2018 and released to Greater Wellington in November 2018.

Who developed the app?

Kiwa Digital – it’s showcased on their website at <https://www.kiwadigital.com/showcase/te-kete-ara-matua/>

What were the costs of developing, implementing and rolling out the app? Are there ongoing costs - if so, what?

Greater Wellington paid \$19,000.00 + GST to Kiwa Digital for the development of the app. We then rolled it out in house. Information on the costs of roll out have not been recorded, so it is necessary to refuse this aspect of this part of your request under section 17(e) of the Local Government Official

Information and Meetings Act 1987 (the Act) on the basis that the document alleged to contain the information does not exist.

There are no ongoing costs – however, should we make changes or upgrades to the app, these will incur an additional cost.

How many staff have downloaded the app? How many staff actively use the app?

Greater Wellington has not recorded this information. We are therefore refusing this part of your request under section 17(g) of the Act on the basis that the information requested is not held by Greater Wellington and there are no grounds for believing that the information is held by another local authority or department of Minister of the Crown or organisation.

The download of this app is not restricted to Greater Wellington staff members. We also do not track how many staff actively use the app. We highly recommend staff use the app, and every few months we re-promote it internally.

What consideration was given to using widely available cultural intelligence apps instead of designing and creating an agency specific one?"

Greater Wellington has a programme of learning (called Te Ara Matua) to provide staff opportunities to learn how to effectively engage with our iwi partners by learning basic te reo language skills, tikanga Māori and te ao Māori concepts. The programme relies on full time, in person delivery, which is not possible for all staff, especially our core front line staff.

Greater Wellington looked for an app for their staff to use to support and broaden their access to learning. We wanted an app that was bespoke to our region and Greater Wellington's mana whenua partners. The aim of the app is to provide staff with interactive and audio tools to help in their engagement with iwi and mātāwaka whilst undertaking their role within the community. The app is an extension of the bespoke in house training for staff.

Where we have refused parts of your request under section 17(e) of the Act, we are required to consider consulting you before refusing. In this instance, we consider that consulting you would not enable us to meet that aspect of your request.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Act.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā

A handwritten signature in black ink, appearing to be 'Brett Cockeram', with a long horizontal stroke extending to the right.

Brett Cockeram
Te Pou Whakarae | Acting General Manager, Māori