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Tena koe Geoff

More effective social services

I do hope that you receive this submission as I had hoped to send to you yesterday in response to the above document you have invited the public to comment.

I understand the importance of procurement and getting it right, to enable social services broadly defined to meet statute responsibilities in New Zealand, to recognise and implement the Treaty of Waitangi in all areas of public sector purchasing with both the Crown and iwi meeting their respective rights and responsibilities, and also now acknowledgement of the ethnic and cultural diversity which exists in New Zealand.

I have been fortunate to have had a good education, I have a Masters degree in Social Science (Hons) Master in Public Policy, a Diploma in Community Health and a PhD in public health.

As someone who should be able to sort out whaanau problems and navigate through a complex system of social, health justice and public sector watch dogs, I have found that no matter how good the purchasing or intentions are unless you address institutional racism and sexism at all levels of a complex system, it will not matter what you purchase.

I send you letters of my personal and whaanau situation which you can use as a case study of the complexities involved. Further, how important Whaanau Ora is to be appropriately resourced so that the lessons learnt from de institutionalisation of mental health services in which whaanau and patients where asked to carry the cost and damage, as public sector resources did not move before patients and whaanau were released or given freedom to determine their own life path and choices.

Many Maaori whaanau are still recovering from the trauma of that change in Government policy and when we look back it was a strategy to deal with the costs of the operation of large scale mental health institutions.

This policy was not successful for Maaori, as now that they have just been re institutionalised by way of imprisonment or placed in forensic mental health services and now Maaori are being contracted out as commodity to be sold by the Government and duty of care now largely the responsibility of a private global company called Serco which I note is facing legal issues of fraud in England for not declaring accurate numbers of people who are being cared for by this organisation. Opening up the public sector requires good monitoring and evaluation systems in place, robust complaint systems in place which ensure that appropriate systems are in place to provide quality and effective services and results which identify outcomes which have occurred both positive and negative

I wish you well in your work and hope my personal experience gives you some idea of the issues involved and the harm that occurs when services and organisations do not deliver.

Kind regards

Dr Lorna Dyall QSM