

2 September 2022



Tēnā koe [redacted]

Your Official Information Act request, reference: HN22759 – Costs and usage of Āke Āke app

Thank you for your Official Information Act request received 8 August seeking information from Te Whatu Ora - Health New Zealand Waitematā about the costs and usage of Āke Āke app.

Before responding to your specific questions, it may be useful to provide some context about our services. Waitematā is the largest and one of the most rapidly growing health districts in the country, serving a population of around 650,000 across the North Shore, Waitakere and Rodney areas. We are the largest employer in the district, employing more than 8,900 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services.

In response to your request, we are able to provide the following information:

1. When was the Āke Āke app developed for staff?

The Āke Āke app was launched 2018 by Waitematā and Auckland DHBs to reduce inequities in the health system. It supports staff by enhancing the desire to manaaki (care for) and work effectively with all people.

There are strategic policy expectations to develop the cultural competence of the workforce which is articulated in legislation e.g. Health Practitioners Competence Assurance Act 2003 and reflected in the respective Tikanga policies of both Waitematā and Auckland health districts.

2. Who developed the app?

KIWA Digital Ltd.

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

The initial investment was \$19,000, with ongoing annual Apple membership of \$129.57 – both figures exclude GST. This represents 0.001% of our \$1.7 billion budget for the 2017/2018 financial year (as reported in our annual report that year).

This investment allowed us to:

1. develop a training tool to develop important cultural capabilities in our workforce
2. enable more timely and effective access to the basic training required by our workforce to engage more effectively and appropriately with Māori
3. allow self-learning and accelerated professional development in:

- a. Te Reo Māori
- b. pronunciation
- c. capability to fully participate in Māori-led events and activities
- d. capability to work with Māori patients and their whānau and with wider Māori stakeholders.

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

KIWA Digital tracks the number of downloads of the app. Active users is not something that is currently tracked. However, this information may be available in the future. We are, therefore refusing that aspect of your request under section 18(g)(i)(ii) as the information is not held by us and we do not have any reason to believe it is held by another department or is more closely connected with the functions of another department.

The number of downloads of the app is as follows:

Android	≈2,700
iOS	≈6,600

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

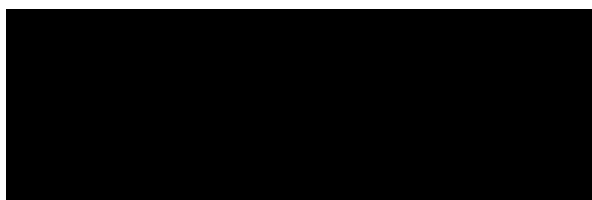
The development of an app specific to our workforces which would enhance our in-house cultural capability was considered a more user-friendly, cost-efficient and sustainable method for ensuring uptake of the app.

The investment was under a \$100K cap, as per the Government Rules of Sourcing – Principle 4: “Get the best deal for everyone”, which includes getting the best public value. More information is available via the following link: <https://www.procurement.govt.nz/procurement/principles-charter-and-rules/government-procurement-rules/getting-started/integrity/>

I trust that this information is helpful.

Waitematā supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Kia ora



Chief Advisor Tikanga
Te Whatu Ora - Health New Zealand Waitematā and Te Toka Tumai Auckland

TeWhatuOra.govt.nz

Waitematā:

Private Bag 93-503, North Shore 0740
Waea: 0800 80 93 42

Auckland:

Private Bag 92024, Auckland 1023
09 367 0000

Te Kāwanatanga o Aotearoa
New Zealand Government