

Date:	10 September 2020
Author:	Willy Makea
Kaupapa:	Member database plan 2020

1. Purpose

The purpose of this document is to create a plan to address the issues with the member database, based on the findings of the independent review conducted by Sir Wira Gardiner in May 2020.

It is important to acknowledge the importance of the whakapapa committee in the verification and registration process, as it relates to the Trust Deed.

2. Key Takeaways from Independent Review

- There are known issues with the data integrity, software and policies. This is specifically regarding the high number of declined members (2,574), Gone No Address (9,139) and those without a date of birth (1,131). The review was clear that these issues should be prioritised and resolved.
- The work plan to resolve the issues should be agreed between the Trust and the applicants.

3. Issues to Address

3.1. Data Integrity

As mentioned above, Sir Wira Gardiner's review identified a number of integrity issues (declined members, Gone No Address and those without a date of birth).

The approach to addressing these issues is twofold:

3.1.1. Contact all members with listed contact details

The Trust will contact all members with listed contact details (postal address, email and/or phone number) to provide them with an opportunity to update their details.

The purpose of this exercise is to inform the members of the details we hold for them and to provide them with an opportunity to update them. This will include:

- Sending a letter to each household with a valid address (8,123 unique addresses);
- Sending an email to each member with a valid email address (2,351 unique emails); and
- Make phone calls to each member with a valid mobile or landline phone (6,843 unique phone numbers).

The Trust will also use hui-a-iwi and our online website/social media to:

- Assist existing members to enquire about and update their membership details; and
- Assist potential members with the requirements to register.

The Trust currently holds the following contact details for all adult members:

Contact method	Count
Email	2,351
Phone	4,528
Mobile	2,315
Address	8,123

3.1.1.1. Threshold

The Trust will exhaust all possible methods of communication to contact each member, but if no response is received after 3 months, their membership status shall remain as is. Each member will still have the opportunity in future to contact the Trust and update their own details.

3.1.2. Data validation from the Department of Internal Affairs

To further validate the accuracy of the data we hold, the Trust has engaged the Department of Internal Affairs (DIA) to match its register against their Births, Deaths and Marriages registers. This process aims to ensure the names, dates of birth and parent's names of each member is recorded accurately.

A manual step is required due to the current software where an export of all members does not include the parent's names. This means the parent's names for each member must be manually copied from the database into the exported list. Once this process is complete, DIA has quoted this at \$121 per hour to reconcile against their registers. We have estimated this to cost \$36,432 in total.

Whilst this may be an expensive piece of work, it will be very useful, in that it can verify the first layer of whakapapa. It is important that we have certainty of the current membership as most (if not all) future members will be descendants of the current members.

All necessary privacy and security arrangements will be put in place, before undertaking this process to ensure the Trust's data is safe.

Undertaking this process is subject to both parties (the Trust and Applicant group) being satisfied with the following:

- The overall efficacy of the process.
- The experiences (if any) of other Post Settlement Governance Entities in dealing with DIA in this manner.
- The value for money proposition of the process.

3.2. Software

The software is over 10 years old so is outdated and cannot be adapted to the evolving requirements of the Trust.

Furthermore, Sir Wira Gardiner's review has made it clear that the current database should be upgraded/replaced.

3.3. Policies and Procedures

The Trust currently has draft policies and procedures documentation in place. Sir Wira Gardiner's review also recommended that the Trust complete these policies and procedures documentation to reflect the requirements of the Trust Deed.

4. Process to Address the Issues

4.1. Data Integrity

Area	Task(s)
Data reconciliation ¹ and preparation	Prepare a full member list to send to DIA (Ensure all members have full names, Date of Births and parents' names listed).
Data collection	Prepare and send 8,123 letters.
	Prepare and send 2,351 emails.
	Call and/or text 6,843 members.
	Hui-a-iwi (dates TBC)
	Acquire updated information from DIA.
Data Entry	Update database to reflect any changes from DIA.
	Update database to reflect any changes from member contacting process.

4.2. Software

Item	Task
Establish Working party group	Set up a working party group to oversee the implementation of the software development process. This group shall contain a range of people, including (but not limited to): <ul style="list-style-type: none"> - End users – whakapapa committee members, management, uri. - Software experts. - Karen Parata & David Tawhai-Bodsworth recommended as representatives of the applicant group.
Needs analysis	Confirm list of attributes required and wanted for the software. This analysis should: <ul style="list-style-type: none"> - Consider the current and future needs of the Trust, regarding membership - Identify the attributes that are critical for a functional database and critical to meet the obligations set out in the Trust Deed.
Options analysis	Approach a range of software providers to offer a software solution and undertake a tender process to select the best provider. We will consider: <ul style="list-style-type: none"> - Upgrading the existing software package, or - Building a new software package, or - Purchasing a subscription to an existing software package.
Confirm budget/timeline	Confirm the budget/timeline of the proposed solution with the Directors/Trustees, as the current budget and timeline are indicative.
Implementation	Design and/or build new/updated software package.
Transfer	Transfer all existing data to new system. It is important an adequate number of checks is included to ensure that no data is lost in the transfer process.
Training	Engage the software provider to provide user training to management so that they know how to use the software.

4.3. Policies & Procedures

Item	Task
Establish Working party group	Set up a working party group to oversee the drafting of the policies and procedures documentation. This group shall contain a range of people, including (but not limited to): <ul style="list-style-type: none"> - End users – whakapapa committee members, management, uri; - Policy experts; - Catherine Love recommended as the representative of the applicant group.
Draft Policies	Submit policies document to Trustees
Finalise Policies	Trustees approve policies and procedures documentation

¹ Subject to the conditions set out in section 3.1.2

5. Resourcing

Further human resource will be required, mainly in the data integrity process.

The data collection and entry process will continue to be labour intensive. This is because:

- The current software lacks the necessary audit traceability. To provide this audit traceability, a two-step process will be used. All data collected will be updated onto paper sheets and then separately transferred into the software system.
- Appropriate quality control checks will need to be put in place to ensure the data has been entered accurately.

Contractors required:

- Data collection (2x FTE)
- Data entry and reconciliation (2x FTE)

These contractors will initially be contracted for a 6-month period as per the timeline below.

The software and policies & procedures processes will also require extra resource (software provider and working party groups). However, these costs and timings have already been factored into the budget and timeline below.

Area	Task(s)	Estimated hours
Data reconciliation and preparation ²	Prepare a full member list to send to DIA (Ensure all members have full names, Date of Births and parents' names listed).	108
Data collection	Prepare and send 8,123 letters.	135
	Prepare and send 2,351 emails.	118
	Call 6,843 members.	570
Data entry	Update database to reflect any changes from DIA.	175
	Update database to reflect any changes from data collection process.	175
	Total	1,280

6. Budget

Item	Units/FTE	Rate	Hours	Budget	Note
Personnel (Data Collection)	2	20	640	25,600	
Personnel (Data Entry)	2	20	640	25,600	
Data cleaning (DIA)	1	121	300	36,432	Time engaged by DIA to check against their BDM registers @ \$121.44 per hour.
Software Building	1	50,000	-	50,000	Rebuild of basic database
Total				137,632	

² Subject to the conditions set out in section 3.1.2

7. Reporting & Review

Reports shall be prepared, updating progress in the three key areas – data integrity, software, and policies & procedures.

Both parties (the Trust and applicant group) will review, monitor, and agree the progress of the workplan as per the timetable.

Reports will be provided to:

- Applicant group (fortnightly);
- Māori Land Court (monthly or as required);
- PNBST Trustees & TWL directors (monthly); and
- Members of Taranaki Whānui (as part of the usual newsletter distribution, and as required by the Māori Land Court).

8. Timeline

8.1. Data integrity

Area	Task	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Data reconciliation and preparation	Prepare spreadsheet to send to DIA (Ensure all members have parents' names listed)							
	Prepare and send 8,123 letters.							
	Prepare and send 2,351 emails.							
Data collection	Call 6,843 members.							
	Hui-a-lwi (dates TBC)							
Data Entry	Acquire updated information from DIA.							
	Update database to reflect DIA's reconciliation							
	Update database to reflect updated details from data collection process.							

8.2. Software

Item	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Establish Working party group							
Needs analysis							
Options analysis							
Confirm budget/timeline							
Implementation							
Transfer							
Training							


8.3. Policies

Item	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Establish Working party group							
Draft Policies							
Finalise Policies							

9. Execution

Dated the 14th day of September 2020

SIGNED for and on behalf of **PORT NICHOLSON BLOCK SETTLEMENT TRUST**



Signature

John Coffey - Chair
Name

SIGNED for and on behalf of **MAU WHENUA INCORPORATED**

Signature

Name

SIGNED for and on behalf of **WHAREHURU GILBERT**

Signature

SIGNED for and on behalf of **MARTHA HINEONE GILBERT**

Signature

SIGNED for and on behalf of **KAREN MARAMA PARATA**

Signature

SIGNED for and on behalf of **MABEL URU TANIRAU**

Signature

SIGNED for and on behalf of **ROGAN RAWIRI HAHOPE TANIRAU**

Signature

9. Execution

Dated the _____ day of _____ 2020

SIGNED for and on behalf of PORT NICHOLSON BLOCK SETTLEMENT TRUST

Signature

Name

SIGNED for and on behalf of MAU WHENUA INCORPORATED



Signature

Hirini (Sydney) Jenkins Mepham

Name

SIGNED for and on behalf of WHAREHURU GILBERT

Signature

SIGNED for and on behalf of MARTHA HINEONE GILBERT

Signature

SIGNED for and on behalf of KAREN MARAMA PARATA

Signature

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Signature

SIGNED for and on behalf of ROGAN RAWIRI HAHOPE TANIRAU

Signature

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Signature

Name

SIGNED for and on behalf of WHAREHURU GILBERT

Signature

SIGNED for and on behalf of MARTHA HINEONE GILBERT

Signature

SIGNED for and on behalf of KAREN MARAMA PARATA

K. Parata

Signature

SIGNED for and on behalf of MABEL URU TANIRAU

Signature

SIGNED for and on behalf of ROGAN RAWIRI HAHOPE TANIRAU

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Name

SIGNED for and on behalf of WHAREHUWA GILBERT

Signature

SIGNED for and on behalf of MARTHA HINEONE GILBERT

Signature

SIGNED for and on behalf of KAREN MARAMA PARATA

KmParata

Signature

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Signature

SIGNED for and on behalf of KAREN MARAMĀ PARATA

K. Parata

Signature

SIGNED for and on behalf of MABEL URU TANIRAU

M U Tanirau

Signature

SIGNED for and on behalf of ROGAN RAWIRI HANOPE TANIRAU

Signature

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Km Parata

Signature

SIGNED for and on behalf of MABEL URU TANIRAU

M U Tanirau

Signature

SIGNED for and on behalf of ROGAN RAWIRI HAHOPE TANIRAU

R Rawiri

Signature