

Briefing

2023/24 Ministerial satisfaction survey for the Minister for Mental Health

Date due to MO:	N/A	Action required by:	29 July 2024
Security level:	IN CONFIDENCE	Health Report number:	H2024044520
To:	Hon Matt Doocey, Minister for Mental Health		
Copy to:	Hon Dr Shane Reti, Minister of Health		
Consulted:	Health New Zealand: <input type="checkbox"/>		

Contact for telephone discussion

Name	Position	Telephone
Celia Wellington	Deputy Director-General, Corporate Services Te Pou Tiaki	s 9(2)(a)
Fergus Welsh	Chief Financial Officer, Corporate Services Te Pou Tiaki	s 9(2)(a)

Minister’s office to complete:

<input type="checkbox"/> Approved	<input type="checkbox"/> Decline	<input type="checkbox"/> Noted
<input type="checkbox"/> Needs change	<input type="checkbox"/> Seen	<input type="checkbox"/> Overtaken by events
<input type="checkbox"/> See Minister’s Notes	<input type="checkbox"/> Withdrawn	

Comment:

2023/24 Ministerial satisfaction survey for the Minister for Mental Health

Security level: IN CONFIDENCE **Date:** 24 June 2024

To: Hon Matt Doocey, Minister for Mental Health

Purpose of report

1. This briefing provides you with information about the 2023/24 Ministerial satisfaction survey and seeks your engagement in completing the questionnaire.

Summary

1. The Department of the Prime Minister and Cabinet (DPMC) requires the Ministry of Health – Manatū Hauora (the Ministry) to undertake a Ministerial satisfaction survey on the policy advice and related services provided during the year. This is the first year we are conducting the survey for the Minister for Mental Health as requested by the Minister of Health.
2. The results will be published in the audited Ministry of Health Annual Report 2023/24 and used for future performance improvement by the Ministry.

Recommendations

We recommend you:

- a) **Note** DPMC requires a ministerial satisfaction survey to be undertaken for the policy advice the Ministry provided during the year. This is the first year we are preparing a satisfaction survey for the Minister for Mental Health.
- b) **Note** the results will be published in the Ministry of Health Annual Report 2023/24.
- c) **Complete** the Ministerial satisfaction survey (Appendix One) and return it to **Yes/No** the Ministry by 29 July 2024.



Celia Wellington

Deputy Director-General

Corporate Services | Te Pou Tiaki

Date: 24 June 2024

Matt Doocey

Minister for Mental Health

Date:

2023/24 Ministerial Satisfaction Survey for the Minister for Mental Health

Background / context

3. Ministerial satisfaction surveys are used to assess performance of an entity as part of end of year reporting requirements relating to the appropriations you are responsible for. They form part of the Ministry's audited annual report, which is tabled in Parliament each year.
4. These measures are outlined in the Estimates of Appropriation (the Estimates) for Vote Health. For the Minister for Mental Health this covers:
 - a. Stewardship of the New Zealand health system Multi-Category Appropriation (MCA) (overarching measure for the MCA) and the following departmental output expenses within the MCA
 - Policy Advice and Related Services

The survey

5. We are seeking your agreement to complete the 2023/24 Ministerial satisfaction survey (Appendix one refers). It is designed to take less than 15 minutes to complete. The format is similar to the survey completed by the Minister of Health and focuses on the policy advice regarding mental health and addiction that the Ministry has provided to you in the previous 12 months.
6. The survey results will be included in the Ministry of Health 2023/24 Annual Report. In addition to measuring our performance and providing useful information on areas for performance improvement, the results provide written evidence to our external auditors to support your assessment of the Ministry's performance for 2023/24.
7. The survey contains seven questions. They are based around the standard policy advice survey that is recommended by DPMC and has been adopted by departments for this reporting requirement. Aggregated results of this section are published in the Ministry's audited annual report. The results are determined by calculating the average overall responses to questions 1, 3, 5 and 6.

Equity

8. Achieving equitable health outcomes for Māori, Pacific Peoples and disabled people is central to our role as chief steward of the health system. Our role as lead advisor to Government, provision of Ministerial support services, and leadership of public and population health require us to demonstrate our stewardship role and guide the system toward achieving equitable health outcomes.

Next steps

9. The survey results will be published in the Ministry of Health Annual Report 2023/24. This is expected to be presented to the House of Representatives in mid-October 2024 following the completion of the external audit and signed independent auditors' report.
10. We will seek your comments and feedback on the draft Ministry of Health Annual Report 2023/24 during August 2024.

Minister's Notes

PROACTIVELY RELEASED

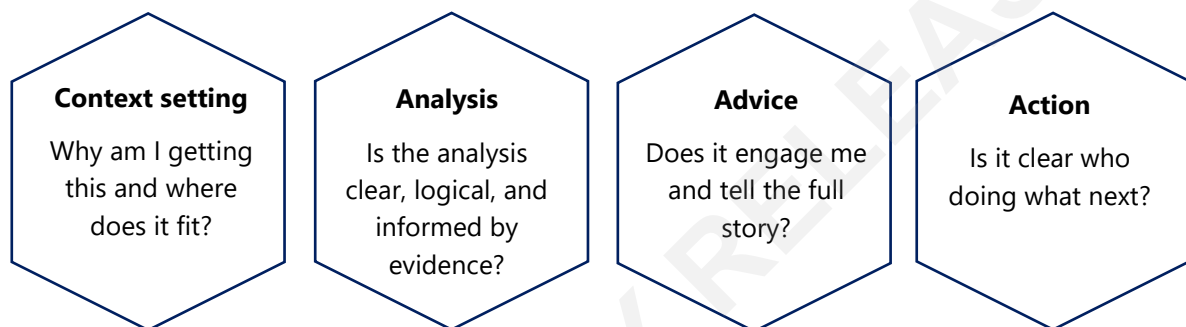
Appendix One:

Ministry of Health – Manatū Hauora Ministerial satisfaction survey for the Minister for Mental Health

Purpose

This survey asks for your feedback on the policy advice, both written and oral, you have received from the Ministry of Health – Manatū Hauora (the Ministry) for the financial year ending 30 June 2024 in your capacity as Minister for Mental Health.

The policy advice you receive should support you to make a fully informed decision(s), or to take the next steps, by answering the following questions.



General satisfaction

1. Thinking about your interactions with the Ministry over the past financial year, how often did each of the following occur?

	1 Never	2 Some of the time	3 About half the time	4 Most of the time	5 Always
a. I was engaged early enough in the policy process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was engaged in a way that reflects how I like to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My feedback was taken on board.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I was able to access relevant expertise on the issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I received advice that demonstrates an understanding of my priorities and context.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I received advice within the agreed timeframes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Please add any comments or suggestions on how the Ministry could improve the support provided to you as Minister, or examples of what has worked well that could be continued.

Quality of policy advice

3. Thinking about the policy advice you received from the Ministry over the past financial year, how often did the advice:

	1 Never	2 Some of the time	3 About half the time	4 Most of the time	5 Always
a. Clearly explain the problem or opportunity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Make relevant connections with other portfolios and address any issues that arise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Clearly explain the rationale for intervention.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Reveal diverse views, experiences and insights identified through inclusive and appropriate community engagement strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Incorporate Te Tiriti o Waitangi analysis and te ao Māori, where relevant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Demonstrate how relevant research, evidence, and insights informed the policy advice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Make relevant connections with the work of operations and address any issues that arise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

h. Consider the longer-term implications and anticipate future challenges and opportunities.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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i. Provide the advice you needed to hear and not only what you want to hear

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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j. Enable a clear and informed decision to be made, or next steps to be taken.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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k. Communicate clearly, concisely and coherently.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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l. Adequately consider how the policy will be implemented and will work in practice.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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m. Explain how the policy will be monitored or evaluated to check that it works.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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4. Please add any comments or suggestions on how the Ministry could improve the quality of its policy advice, or examples of what has worked well that could be continued.

<p>PROACTIVELY RELEASED</p>

Overall performance on policy advice

5. I have confidence in the policy advice provided by the Ministry.

1	2	3	4	5
Never	Some of the time	About half the time	Most of the time	Always
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. I have trust in the officials I engage with from the Ministry.

1	2	3	4	5
Never	Some of the time	About half the time	Most of the time	Always
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. What is one thing that the Ministry could do better?