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# CQ

**Capability to relate and work effectively in culturally diverse situations**





**Ministry for Ethnic Communities** is the  
Government's chief advisor on ethnic  
communities, ethnic diversity and the inclusion  
of ethnic communities in wider society



# One week in life of the Ministry



**Why is inclusion of ethnic communities  
important?**



# Superdiversity In New Zealand

223 cultures

191 languages spoken





# Policy

**“New Zealand has been relatively free from the worst excesses of intolerance, racism and cultural vandalism that have marred so many other countries. The challenge for policy makers is to ensure that this good fortune is not lost.”**

*J Boston, P Callister and A Wolf, The Policy Implications of Diversity,  
Institute of Policy Studies, Victoria University*

## **Public Service Act 2020: *Promoting diversity and inclusiveness***

### **44 Commissioner's general functions**

- c) work with public service leaders to develop a highly capable workforce that reflects the diversity of the society it serves and to ensure fair and equitable employment, including by promoting the good employer requirements in this Act; and

### **75 Chief executives and boards to promote diversity and inclusiveness**

(1) A chief executive of a department and a board of an interdepartmental venture must—

- a) be guided by the principle that the group comprising all public service employees should reflect the makeup of society; and
- b) in employment policies and practices, foster a workplace that is inclusive of all groups.

**Diversity** has implications for policy development and service delivery design

# Key challenges for policy makers in an ethnically diverse Aotearoa NZ

- the policy context
- the effectiveness of policy outcomes
- how we involve communities in policy development
- how we measure and report on diversity
- has implications for cost versus quality



# Key challenges for policy makers in an ethnically diverse Aotearoa NZ

- Fostering a society that recognises and respects diversity
- Ensuring equitable outcomes for people
- Enabling and supporting people to preserve, enhance and share their cultural identity
- Ensuring all members of society can participate in shaping the future of the nation
- Unlocking the potential of diversity for Aotearoa NZ
- Ensuring social cohesion in an environment marked by social and cultural differences

# Service Delivery

- Wider range of needs to cater to
- Equal access to information and services
- Flexibility of service delivery
- Delivery devolution to communities
- Reliance on cultural capability
- Has implications for cost

# Ministry for Ethnic Communities: four priorities

- Taking action to promote the value of diversity and improve inclusion of ethnic communities within wider society
- Ensure equitable provision of, access to, and outcomes from government services for ethnic communities
- Developing and supporting initiatives to improve economic outcomes for ethnic communities, including addressing barriers to employment
- Connecting and empowering ethnic community groups



# Q+A

