

PRESENTERS



Rupert Ablett-Hampson, Ministry of Social Development, Wellington

Rupert is the Chief Legal Advisor at MSD. He has been in practice as an in-house lawyer since 2003, first with Child, Youth and Family and then MSD. Rupert has also undertaken a number of other, non-legal, leadership roles within MSD. Currently Rupert's team, as well as providing MSD's legal service, provides shared legal services to support the in-house legal team at Oranga Tamariki.



John Bassett, Ministry of Social Development, Auckland

John has more than 20 years' experience in Central Government and private practice prior to that. He has worked for the Ministry of Social Development and its predecessor departments since 1994. A lawyer by profession, John has worked in a diverse range of legal, policy, and management roles, including as Deputy Chief Legal Advisor and as a Policy Director. John led the development of the MSD – Oranga Tamariki shared service agreements and continues play a key role in the shared service arrangements.

Cover and text stocks used in this publication are from Forestry Stewardship Council certified mills, manufactured under the environmentally responsible paper manufactured environmental management system ISO 14001, using pulp from well managed forests and other controlled sources.

CONTENTS

1. WHAT DOES THIS WEBINAR COVER?	1
2. INTRODUCTION TO SHARED SERVICES.....	3
3. SHARED SERVICES AND THE REFORM OF THE STATE'S CARE OF CHILDREN AND YOUNG PEOPLE	5
FINDINGS OF EXPERT ADVISORY PANEL	5
ORGANISATIONAL IMPLICATIONS	6
CABINET MANDATE FOR SHARED SERVICE ARRANGEMENTS	6
PROJECT TO DEVELOP SHARED SERVICES	7
4. DEFINING AND DOCUMENTING SHARED SERVICE ARRANGEMENTS.....	9
WHAT IS THE PURPOSE OF THE DOCUMENTATION?.....	9
WHAT WOULD THE DOCUMENTATION USUALLY COVER?.....	9
WHERE WE STARTED.....	10
THE FINISHED PRODUCT	10
WHAT THE LAWYERS BROUGHT TO THE TABLE	12
SCOPING THE SERVICES TO BE PROVIDED	12
DESIGN APPROACH	13
PROCESS TO GET THERE	15
5. CHALLENGES	17
COMMUNICATING THE PURPOSE OF THE AGREEMENTS.....	17
YOUR ROLE IN DOING THE DEAL.....	17
THRIVING IN THE STORM.....	18
THINGS TAKE LONGER THAN YOU EXPECT	19
HANDLING STRONG VIEWS	19
WRITING SERVICE SPECIFICATIONS	20
UNDERSTANDING RISKS TO THE CROWN.....	20
6. INSIGHTS	23
THE REASON FOR CHANGE MATTERS.....	23
NEED FOR STRONG EXECUTIVE LEADERSHIP AND ENGAGEMENT.....	23
KNOWING WHICH DEBATES ARE IMPORTANT AND WHY	24
EXPECT THE UNEXPECTED	24
MAKE IT EASY FOR PEOPLE TO WORK WITH YOU	25
ENSURE THOSE DRAFTING THE AGREEMENTS ARE ON BOARD	26
7. APPENDIX 1 – OVERARCHING RELATIONSHIP AGREEMENT (AS EXECUTED)	27
8. APPENDIX 2 – SERVICE SPECIFICATION FOR FIXED ASSET ACCOUNTING	71