

Appendix Two: A brief comparison of the Community Connection Service and Whānau Ora Navigator Support

	Community Connection Service	Whānau Ora
Background	Formally established through Budget 2020, built on success of similar initiative run previously by MSD and allocated \$41.25 million over two years to create 141 Community Connector positions.	Whānau Ora was launched in 2010 and is a Kaupapa-Māori, holistic approach to supporting long-term whānau wellbeing. In Budget 2020, Whānau Ora was allocated \$136.087 million.
Purpose	<p>Community Connection Service seeks to offer flexible support to people with high and complex needs to meet short-term goals by connecting them with support and services. Particular focus on psycho-social needs.</p> <ul style="list-style-type: none"> • Supporting adults to re-engage with education • Assisting re-entry into the workforce. • Supporting individuals and families to access housing, improved housing • Supporting individuals and families to access budgeting services. 	<p>Noting that Whānau Ora, or whānau wellbeing, is defined by whānau themselves, Whānau Ora as a programme seeks to build on the existing strengths of whānau to support them to become self-managing and independent and meet their needs and aspirations.</p> <p>This is achieved by putting whānau at the centre of decision-making. Long-lasting, ongoing and trusting relationships between whānau and Whānau Ora partners/service providers are essential to supporting whānau aspirations.</p> <p>Services are generally commissioned through a devolved commissioning model.</p>
Target population	All individuals, whānau and families in Aotearoa, including urban, rural and isolated areas	All whānau and families in Aotearoa.
	<p>Additional support:</p> <ul style="list-style-type: none"> • Focus on key cohorts: Māori, Pacific and Culturally and Linguistically Diverse communities. • Key locations depending on presenting issue (eg. COVID-19 Outbreaks in Tāmaki Makaurau) • Locations outside of Whānau Ora reach in rural and isolated areas 	
Use of navigators	Navigators are used to connect individuals and whānau to services and support and are trusted.	

	<p>Community Connectors are the primary way the Community Connection Service operates in practice.</p> <p>Community Connectors take an active approach to identifying the immediate complex needs of individuals and whānau and supporting them to access the information and services they need. They work closely to build the trust of individuals and whānau, and ‘break down’ immediate barriers’.</p> <p>They enable access to information and support from multiple government and community organisations, including dedicated MSD case managers to assist people to access entitlements.</p> <p>Community Connectors are from the community they serve and have established relationships and trust.</p>	<p>Kaiārahi (or navigators) are one of a number of Whānau Ora functions.</p> <p>Kaiārahi work closely with whānau to identify their specific needs and aspirations, then help identify the services, education providers or employment and business opportunities. Kaiārahi support whānau to plan, and then connect them with the support they need to achieve their goals. Kaiārahi have the cultural and local knowledge necessary to understand whānau situations and build relationships of trust and confidence.</p>
Use of direct funding	Both services have direct funding available to meet short term needs.	
Role to date in COVID-19 response	Both services have helped meet essential needs (kai, wellbeing packs, household bills, learning needs etc) and have had a role in supporting families in MIQF and self-isolation.	
	<p>Additional support:</p> <ul style="list-style-type: none"> • Support for deportees unable to leave New Zealand, and • Support for temporary residents. 	<p>Additional support:</p> <ul style="list-style-type: none"> • Support whānau resilience.