

Advice on Action 2 of the OTAP: Practical, high-impact action (For SWB 3 May)

Purpose

To provide you with advice on MSD's contribution to Action 2 of the Oranga Tamariki Action Plan (OTAP), which call for agencies to identify practical, high-impact, measurable actions. This may be a topic of discussion at this meeting.

Background

On Monday 4 April Cabinet endorsed the OTAP, subject to an implementation plan that will be published alongside the OTAP itself.

The OTAP consists of 12 Actions, the second of which calls for practical, high impact Actions. Ministers are seeking reassurance that agencies can back up their commitment to the Plan, so the Oranga Tamariki Chief Executive has asked for agency agreement on these Actions.

The actions should:

- have an obvious impact on the wellbeing, experiences, or outcomes of the priority populations, or at least start the process to make this tangible impact
- be measurable or trackable, so that Ministers can hold agencies to account
- be a priority for your agency that will have a strong impact on the priority group over the next 8 months, and
- Have a completion timeframe each action your agency will be responsible for (over the next 6 to 8 months).

Oranga Tamariki will be taking the Implementation Plan to the Minister for Children on 10 May 2022 and to Cabinet on 16 May 2022.

MSD's service delivery is primarily targeted to adult clients. As the timeframe to propose actions is very short, we are not able to establish the priority population who may be part of clients' whanau to identify potential actions. However, as MSD is also recognised as one of the children's agencies, we propose further analysis be undertaken to identify potential opportunities to improve well-being outcomes for priority populations within client whanau that receive services.

We have identified three other areas of MSD's work where actions can be proposed to meet Oranga Tamariki's request in the timeframe available:

1. Regional Development Policy, in consultation with RPSCs, and Oranga Tamariki have agreed on a proposed action of:

Work with Regional public service commissioners on how they can help drive support for and engagement in the Action Plan and actions through regional leadership (agencies, iwi, local government and partners) to enable locally-led solutions.

We have noted regarding timeframes that this Action is ongoing.

2. Oranga Tamariki have included an action within the prevention area as follows:

Drawing on early insights from the COVID-19 Care in the Community evaluation, identify opportunities to build on successful locally-led and regionally-enabled approaches with a view to creating more enduring collaborations that sustain community resilience. [Ministry of Social Development, Ministry of Health, Ministry of Housing and Urban Development, Te Puni Kōkiri,

Oranga Tamariki, the Treasury]. This work is led by MSD-led through the Care in the Community evaluation and we support this being included.

Early insights will be available from April and continue through to a final evaluation report in June 2023.

3. A potential action could be to leverage existing place-based initiatives that are partially funded through MSD. MSD will shortly confirm grant funding to a number of local place-based initiatives that are directly or indirectly engaged in enhancing child wellbeing. We could ensure engagement with Oranga Tamariki is coordinated to identify opportunities for their work to meet the needs of their priority populations.

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Advice to Debbie Powers for SWB, 24 November, 2021

Background

Oranga Tamariki is seeking your feedback on the Oranga Tamariki Action Plan (the Action Plan) and its approach to prioritising populations of interest to Oranga Tamariki.

Oranga Tamariki is in the early stages of developing the Action Plan and its actions. MSD has been involved in earlier iterations of the Action Plan, but has had limited opportunity to shape this iteration. There will be opportunities for MSD, among other agencies, to feed into its further development as this work progresses.

The Action Plan was discussed at the Child and Youth Wellbeing Strategy (CYWS) Ministerial Meeting on 15 November, 2021. At this meeting Ministers were asked to request that their Chief Executives work through how they will prioritise access to services for children involved with or at risk of future involvement with Oranga Tamariki and to have a further discussion at the next CYWS Ministers meeting.

Hon Minister Davis in his capacity as Minister for Children is invited to submit an updated Action Plan to this group at the next meeting on 8 December, 2021 with a view to finalising and implementing it by early 2022.

About the Action Plan

The Action Plan is required by the Children's Act 2014. The Act calls for children's agencies to produce an Action Plan to indicate how they are going to work together to improve the well-being of the core populations of interest to Oranga Tamariki.

A key component of the Action Plan is a commitment from Chief Executives to promote the best interests of the priority populations on an ongoing basis.

Ministers discussed an initial focus on housing for care-experienced young people. It is suggested that this be the topic of the first Action Plan focus area.

Currently the Action Plan has 12 actions. The ones that pertain to MSD include:

- CE's expectations - children's agency Chief Executives will clarify expectations to frontline decision-makers of the roles and responsibilities of agencies for urgently meeting the needs of the children
- Practical, high impact action identification - each agency will identify practical, high impact actions they can lead to meet the needs of priority populations
- Housing - review the housing system settings to identify short and longer-term opportunities to improve access to suitable, safe and stable housing for priority populations, including young people transitioning out of care
- Support and respond to locally led prevention plans, with an initial focus on the first 1000 days - support iwi, hapū, communities and agencies to take ownership of the local system that supports whanau and prevents harm, and collaborate on locally-led prevention plans, in line with the future direction of social sector commissioning
- Regional wellbeing data and need pictures - provide evidence and data to regional leaders to inform community-led planning.

There are a number of areas where the Oranga Tamariki Action Plan has implications for MSD

Disability

Housing

MSD leads several actions under the Homelessness Action Plan (HAP). Budget 2022 focuses on actions that address rangatahi homelessness. The part of the supported housing system that sits with MSD is the Emergency Housing Special Needs Grants (EH SNGS). Currently young people who have urgent housing needs are being placed in motels which can be unsafe and unsuitable, lacking support and causing displacement. A proposed solution is a place-based approach to emergency housing. The focus is on temporary 'housing-led' interventions that bridge the accommodation gap in emergency situations and identify a pathway back into appropriate and sustainable housing.

Regional

At a hui with the Regional Public Service Commissioners (RPSC) last week, DPMC spoke about the CYWS and its focus on the first 1,000 days. There is an expectation that the RPSCs will support work in this space across government in their regions and are keen to do so.

Work is also underway to improve regional data collection. This is not limited to data on children and young people.

In your capacity as system leader for the regional alignment work, as chair of the CE group, you may be able to support the Action Plan work and alignment across government.

Social Sector Commissioning

MSD and OT are working together to progress Cabinet decisions (Nov 2021) for agencies to align with the Social Sector Commissioning principles and identify opportunities to adopt a relational approach to commissioning. There may be opportunities through the OTAP to try out and embed the relational approach.

The Social Sector Commissioning change programme is being led by the Social Wellbeing Board. This common point of oversight will reinforce synergies between the initiatives.

Safe, Strong, Families and Communities team

The Safe, Strong, Families and Communities team is currently supporting locally-led prevention plans in the family violence space.

MSD funds a pilot for Child advocates work within the Women's Refuges to advocate for the rights of tamariki, identify additional needs and refer to other services (such as health, disability and education services) if deemed necessary.

Heartlands links isolated rural communities with government services. This is done through liaising with local community providers, with the view of improving/increasing access to services for remote/rural communities.

MSD has been discussing safe housing for victims of family violence (women, men and children seeking refuge) with Kāinga Ora. This work is in the early stages of development.

As Joint Venture agencies we continue to work with OT on addressing Sexual Violence and Family Violence. As part of this we continue to seek to invest in prevention with a view to realising the national strategy. MSD has three core programmes, each with their own framework, namely;

- It's Not Ok

- Etü Whānau
- Pacifica Proud

MSD funds the Building Financial Capability service which provide holistic support to individuals and whānau to build their financial capability and resilience. While this doesn't directly impact on the first 1000 days, the service aims to educate priority cohorts to avoid debt and reduce poverty, which ultimately impacts on families with young tamariki.

'Integrated Community Responses' or 'ICR' is a programme of work that was funded through the Joint Venture Budget 2019 initiative and includes three elements being implemented by MSD.

The Safe, Strong Families and Communities team are currently designing quarterly dashboards using similar tools to those used by SWA, and will be based on the activities of the community services funded. The data on these dashboards will be used to demonstrate value, identify service gaps and allow for early and more effective intervention. Feedback reports for MSD providers will be developed from these dashboards.

Talking points

- As a children's agency MSD is committed to supporting the Oranga Tamariki Action Plan and better outcomes for our vulnerable children and young people
- There are a number of ways that MSD can support the Action Plan across housing, income support, youth services, disability support and social sector commissioning.
- MSD inputs into the Homeless Action Plan. Together with other agencies we are developing a place-based approach to emergency housing. The focus is on temporary 'housing-led' interventions that bridge the accommodation gap in emergency situations and identify a pathway back into appropriate and sustainable housing.
- MSD and Oranga Tamariki are working together to progress Cabinet decisions for agencies to align with the Social Sector Commissioning principles and identify opportunities to adopt a relational approach to commissioning. There may be opportunities through the OTAP to try out and embed the relational approach.
- Work is also underway to improve regional data collection. This is not limited to data on children and young people.
- In my capacity as system leader for the regional alignment work I could support the Action Plan work and alignment across government.
- MSD supports a number of important and effective locally- led prevention projects that support children and young people, and directly benefit the Oranga Tamariki cohorts.

Feedback for Minister Sepuloni on the The Oranga Tamariki Action Plan Cabinet Paper

The Ministry for Social Development (MSD) have worked with Oranga Tamariki on the development of the Oranga Tamariki Action Plan (OTAP). The OTAP is deliberately high level, and MSD officials have been working to identify what the OTAP means for the agency and how it can best achieve the Actions in the OTAP. We recommend that you support the paper. Below we have provided some detail as to how the Actions may impact MSD and how MSD can best support the OTAP. Seven of the 12 Actions in the OTAP have implications for MSD.

Action one

The first Action requires children's agencies' CE's to clarify expectations to frontline staff of the requirement to meet the needs of children in the care of Oranga Tamariki or those who are at risk of the need or care or involvement in youth justice.

An issue for clarifying expectations

MSD frontline staff do not have direct access to Oranga Tamariki data and there are issues regarding information sharing. Due to the Privacy Act (2020), information sharing has always been restricted and there have been longstanding issues around privacy and consent. Front line staff will not always know they are dealing with children in the care of Oranga Tamariki. Regional variation exists in relationships between MSD and OT. In places where offices are co-located interagency actions have shown to be smoother and more streamlined. There is a lack of any national framework, which could provide consistency of MSD/OT interactions.

Opportunities for clarifying expectations

MSD frontline staff work with Oranga Tamariki Staff primarily on the Unsupported Child's Benefit (UCB) and Youth Services. Some changes have already been made in this space. MSD frontline staff work with Oranga Tamariki Staff primarily on the Unsupported Child's Benefit (UCB) and Youth Services. Some changes have already been made in this space. Oranga Tamariki hold the policy responsible for the Orphan's Benefit (OB), Unsupported Child's Benefit (UCB) and Foster Care Allowance (FCA). Oranga Tamariki have operational responsibility for FCA, while MSD administer OB and UCB. There is an ongoing Review of Financial Assistance for Caregivers, where some changes have already been made. On 1 July 2020 rates of OB, UCB and FCA were increased by \$25 per child per week, and further increases will come into effect from 1 April 2022. Birthday and Christmas Allowance have also been introduced for OB and UCB recipients from late 2021, as well as the removal of the 12-month eligibility rule on 1 July 2021.

One way that MSD could support the OTAP is to strengthen process and information sharing in MSD's Youth Service. There are issues with the current way that young people are transitioning from OT care and youth justice to MSD. MSD Youth Services have been working with Oranga Tamariki on better information sharing when clients are transitioning from OT care or Youth Justice. Three main recommendations have emerged from this work:

1. Communications to Oranga Tamariki / MSD staff on best practice
2. Create a template for referral (this work is underway)
3. Identified high risks clients are managed differently.

Further work on this will be required.

Action 2

Action 2 requires each agency to identify practical, high impact actions they can lead, and implement with other agencies as appropriate, to meet the needs of priority populations.

There may be opportunities for MSD to lead practical high-impact actions that will meet the needs of the priority populations. MCP are leading a significant number of initiatives that positively impact the priority populations. Appendix 2 lists initiatives led out of the Māori, Pacific and Ethnic Communities, Safe, Strong Families and Communities, and the Ministry for Youth Development.

Action 5

Action 5 requires that evidence and data be provided to regional leaders to inform community-led planning and the development of community solutions.

Regional Public Service Leads (RPSCs) will welcome this specific data and it would be good to integrate/link this with other regional level data work underway to inform community led planning.

Action 6

Action 6 requires relevant agencies to work in conjunction with Oranga Tamariki to respond to the findings and recommendations discussed in the in-depth assessments of need (action three) to identify options to improve access to services to meet the needs of the priority population. This could include options for expanding or replicating collaborative practices that are already working well, or broader system changes. In-depth assessments will be done on:

- Health (including mental health) and disability services
- Education
- Housing

Action 6 calls for agencies to work with Oranga Tamariki on access to services issues identified through deep-dive investigations into health, housing and education. There are already existing work that MSD is scoping that could improve access in relation to housing services, and support the OTAP.

Housing

Policy settings do not consider the child in care or on UCB as 'dependent' so they are not included in rate calculations for eligibility for accommodation supplement. A joint working group was established but has currently been paused. This policy work is led out of Oranga Tamariki.

There are gaps and delays when a young person transitions between Oranga Tamariki and MSD. For example, financial support (including for housing) and employment programmes. An MoU is in-train but, has stalled due to COVID.

MSD is involved in the Homelessness Action Plan (HAP) led out of HUD. There are three Budget bid proposals for youth included in the HAP.

MSD will be able to further work with Oranga Tamariki once the in the in-depth assessments of need in relation to homelessness (action three) occurs.

Health

MSD will be able to work alongside Oranga Tamariki and the new Ministry for Disabled People to identify gap in access to services through the deep-dive investigation.

MSD has a range of mechanisms to support disabled people to sustain a tenancy and own a home, for example:

- including the need for any modifications in a public housing assessment eg wet floor shower or ramp requirements, access requirements if stairs or steps are an issue etc
- Housing Brokers can help people find suitable, long-term, sustainable housing by providing them with the support needed to find a home
- Financial support
 - Ongoing assistance such as accommodation supplement - a weekly payment which helps people with their rent, board or the cost of owning a home.
 - One-off financial assistance to help with specific housing costs eg rent arrears, rent in advance and tenancy bonds.

Action 9

Action 9 requires agencies to build a high-level cross-agency picture of early support/prevention investment to identify gaps and opportunities. This will support informed and coordinated decisions around future investment in prevention.

There may be opportunities to support the OTAPs focus on FVSV prevention and an investment plan. The JVBU are leading on the development of an investment plan, which MSD is actively engaged in as members of the relevant working group.

Action 10

Action 10 relates to the Social Wellbeing Board driving further collective cross-agency effort to develop and test an integrated network of health, social services and informal supports for children and whānau in the first 1000 days, through a localised learning system approach, building on the health sector early years prototypes [recently endorsed by the CYWS Ministerial Group].

MSD is working with DPMC to develop and test an integrated network of health, social services and informal supports for children and whānau in the first 1000 days. MSD has identified opportunities in the welfare overhaul and emergency housing reviews. The First 1000 Days work program seeks to build on the health reforms and further enable holistic, locally-led services. MSD's Social Sector Commissioning work could be a key enabler. Integrated services and the Future State Model for MSD are also likely to provide opportunities for more holistic frontline services to meet whānau's broader needs, but this may be more long term.

Action 11

Action 11 asks agencies to support a co-ordinated, locally led approach with community partners who are looking to lead and work collaboratively on prevention, including an initial focus on community-based and locally-led co-ordinated responses to reports of concern.

Building upon MSD's work Care for Community (C4C) COVID-19 responses may further enable prevention and community-led solutions called for in this Action. The C4C work to support communities provides a good indication of the sort of investment and capacity/capability needed to support locally led and centrally enabled approaches (generally as well as in response to COVID). On that basis we might want to test the idea that there would be a scaling back of investment and instead ask what the more sustainable funding model might be.

Preventative, community-led approach needs to be legitimately informed and shaped by the direct voices of whānau. In seeking to maximise the anticipated benefits of the OTAP, this focus must be authentic, and be genuinely realised within an approach that reflects existing, as well as unfolding and emergent, needs on the ground. True prevention is indeed whānau-centred and whānau-led.

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OTAP – MSD’s feedback

Thank you for the opportunity to provide feedback on this. We really appreciate the work that has gone into it. As a children’s agency MSD is committed to supporting the Oranga Tamariki Action Plan and better outcomes for our vulnerable children and young people. There are a number of ways that MSD can support the Action Plan across housing, income support, youth services, disability support and social sector commissioning. We have elaborated on what is potentially missing from the A3 below.

- On the draft OTAP narrative, specifically whether the narrative covers the right points

Regarding the priority cohorts, is there reason why rainbow youth isn’t included? Especially, as is noted in the annex, gender diverse children and young people are 5 times more likely to be involved with Oranga Tamariki. Other child and youth strategies and plans have Maori, Pacific and Disabled, but also include rainbow. It would be good to see rainbow included as a priority cohort, or a note on the rationale for not including it.

- On the draft A3, specifically whether the lead agencies are correctly identified

MSD could have input into 5: Access to health disability and education services.

I see that this action is intended to include advice on “practical, high-impact short and longer-term options to support priority populations to access education, health (including mental health) and disability services to meet their needs”. This could include options for expanding or replicating collaborative practices that are already working well.

MSD is currently leading major initiatives in establishing a new Ministry for Disabled People, and accelerating accessibility legislation, that will specifically benefit disabled people, including disabled children, young people and their whānau.

The new Ministry for Disabled People will be a departmental agency hosted by MSD and is expected to be stood up by 1 July next year. It is intended to lead the realisation of a true partnership between the disability community and government and help drive ongoing transformation of the disability system (led by Ministry of Health) in line with the Enabling Good Lives (EGL) approach. The new Ministry will take on most functions currently delivered by the Disability Directorate in the Ministry of Health, as well as a range of other functions. It will ultimately be functionally and operationally autonomous from MSD, once it has established itself and is in a good position to carry out its functions and mandate.

Cabinet recently agreed to introduce a new legislative framework to bring about meaningful progress in improving accessibility in New Zealand. The new framework will support the vision and principles of Enabling Good Lives, and enable barriers to accessibility to be progressively addressed wherever they occur, including in housing, transport, information, communication, technology, public buildings and spaces. These are all really important for disabled people, including disabled children and young people, to feel that they belong and can fully participate in their communities and wider society. Accessibility legislation will be introduced in July 2022, and towards this, officials are currently undertaking more detailed design work on how to implement the new framework.

Consultation is taking place between now and the end of the year with a range of stakeholders, including disabled young people (e.g. iLead is one group we are engaging with).

A number of new income and welfare-related initiatives will benefit disabled children and young people (and/or disabled households), for example, Temporary Additional Support/Disability Exception work, and Stay Connected seed funding.

MSD could have input into 12: Regional wellbeing data and needs picture

Work is also underway to improve regional data collection. This is not limited to data on children and young people.

Debbie Power is system leader for the regional alignment work. As chair of the CE group, she may be able to support the Action Plan work and alignment across government.

MSD could have input into 3: Drive support for locally-led prevention plans

MSD and OT are working together to progress Cabinet decisions (Nov 2021) for agencies to align with the Social Sector Commissioning principles and identify opportunities to adopt a relational approach to commissioning. There may be opportunities through the OTAP to try out and embed the relational approach.

The Safe, Strong, Families and Communities team is currently supporting locally-led prevention plans in the family violence space.

MSD funds a pilot for Child advocates work within the Women's Refuges to advocate for the rights of tamariki, identify additional needs and refer to other services (such as health, disability and education services) if deemed necessary.

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As Joint Venture agencies we continue to work with OT on addressing Sexual Violence and Family Violence. As part of this we continue to seek to invest in prevention with a view to realising the national strategy. MSD has three core programmes, each with their own framework, namely;

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The Safe, Strong Families and Communities team are currently designing quarterly dashboards using similar tools to those used by SWA, and will be based on the activities of the community services funded. The data on these dashboards will be used to demonstrate value, identify service gaps and allow for early and more effective intervention. Feedback reports for MSD providers will be developed from these dashboards.

- [To the approach set out in the draft covering memo](#)

No comments.

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Feedback on the OTAP draft papers

Thank you for the opportunity to provide feedback on the draft OTAP and the templates. Please find comments on the OTAP draft below, and comments on the template in tracked changes.

As a children's agency MSD supports the OTAP's objective of cross-agency commitment to prioritise populations of interest to Oranga Tamariki, and highlight the cross-agency work that will be most crucial for improving the wellbeing of the core populations of interest.

We will need to do further work for the March report to Ministers, to work through the complexities of prioritising this cohort. Many MSD services and supports are universal. There is the possibility to scope current reviews and work programs to consider how we could embed a prioritisation objective, across welfare, housing, employment, Social Sector Commissioning, Regional work, social cohesion work, and FVSV, and into specific initiatives.

We are broadly happy with the objectives, however:

Further work is required around objective one, CE's expectations. ^{s9(2)(g)(i)}

[REDACTED]

The housing team noted a lack of specificity in the actions themselves, the problem definitions of the implementation template needs further detail about what the key issues OT are facing with agencies, and would be good to understand what these are at all levels (system and operational) to best understand how to address. Also good to understand the impacts this is having on children in care and their wider whānau as part of the problem definition.

Regional team raised a question, whether original delivery timeframes will change in light of current focus on Omicron response? RPSCs are mandated to lead on coordination of CPF welfare response so majority of time spent there currently.

Disability noted on the document 2021 11 29 DRAFT Oranga Tamariki Action Plan:

- First sentence on page 5 reads: We estimate that between 10 and 25 percent of children and young people in the priority populations are disabled. We suggest that the wording should be changed to 'We estimate that in the priority populations, 10 to 15 percent are disabled children and young people.'

The footnote explanation is usual as is the commentary on the under-estimation of disabled children and young people. Actions 3 & 4 (in the implementation templates could go some way to address this).

- Page 8 Table on priority groups. Youth justice – People with FASD and neurodiverse are over-represented. While we do not disagree with this statement, we would see these part of the

cohort of disabled children and young people, and maybe more could highlight if disabled children and young people are over-represented in the youth justice.

Maori Programmes and Partnerships noted:

We welcome the referenced emphasis on prevention, and community led solutions.

It is salient to note, however, that in seeking to maximise the anticipated benefits of the Action Plan, this emphasis / focus must be authentic, and be genuinely realised within an approach that reflects existing, as well as unfolding and emergent, needs on the ground. True prevention is indeed whānau centred and whānau led.

Such an approach can only be legitimately informed and shaped by the direct voices of whānau, and their own personal articulation of underpinning hopes and aspirations, and areas of concern for their tamariki and rangatahi.

And this can only be effectively supported through close and sustained engagement, across all points and at all stages and levels, with immediate community, and local, perspectives ... evidenced through well-grounded and highly responsive implementation at the local level.

The Action Plan is understandably ambitious in its proposed scope and reach, however, given this breadth, it will be vital that it does not become unintentionally encumbered by a plethora of bureaucratic, compliance driven activity. The ability for all those involved to hear and respond to the voice of individual whānau must remain paramount.

Pacific Prosperity team noted:

Agree with OTAP leveraging off existing work programmes and strategies/action plans to avoid duplication of work, but to also ensure alignment. Agencies will need to stop working in siloes in order to achieve this.

MSD's role is primarily reactive to the needs of people and whānau. There's an opportunity for MSD to be more proactive in supporting OTAP so that the outcomes for children and young people in need improve.

Important to identify the intersect between the priority groups, as some children and young people within these priority groups will be more impacted than others.

Need to ensure that Māori/iwi, Pacific, disability groups, tamariki and rangatahi, and other groups are collaborated with as many solutions will come from communities within these groups.

Once actions are fleshed out more, we'll be able to provide more feedback.

The Employment team noted:

From an employment policy perspective we note that transition to employment and supports for NEET are not a core feature of this plan however support provision for pathways to employment is a crucial and necessary factor in achieving the overarching goals for young people. Perhaps this might sit under the "Meeting children's and young people's needs and building whānau resilience" category/phase of the actions table?

A few policy areas spring to mind where there may be overlap or where MSD services can add to the value chain of this action plan, these include:

- Education to employment brokerage in schools and careers services in schools (MOE/MSD)
- Support for driver licence training and testing and improved referral pathways from road infringements to supported DL resolution (MSD- working with Waka Kotahi , Police and Justice)
- Employment services with a specific focus on trades and training support into sustainable career pathways- such as Mana in Mahi.
- Employer subsidies for taking on employees who are disadvantaged in the labour market such as Flexi Wage.
- Efforts to increase colocation of employment and mental health services through programmes such as IPS
- Rangatahi specific supports such as He Poutama Rangatahi, Māori Cadetships, Māori Trades and Training Funding and Pae Aranoui (TPK/MSD)
- The seven population specific Employment Action Plans

There is also ongoing work such as the Long Term Insights Briefing into Youth at Risk of Limited Employment which may be worth linking up with as it dovetails with and touches on many of the issues articulated in the Annex. The scoping documents for this work, and for the ALMP review articulate the importance of employment supports for young people and whānau resilience, if further reference is needed. These ongoing reports may also be able to contribute to the “Building an evidence-based picture of need”.

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MSD's input into the revised OTAP

Issue

Actions

1. **CE'S expectations:** Children's agency chief executives will clarify expectations to frontline decision-makers of the roles and responsibilities of agencies for urgently meeting the needs of the children, young people and whānau who are engaged with Oranga Tamariki or are likely to come to the attention of Oranga Tamariki. Longer-term, there could be a corresponding responsibility for agencies to report back on how they are fulfilling these responsibilities and what's changed. (All children's agencies).
2. **Ministerial Meeting papers:** Introduce a requirement that all papers that go to Child and Youth Wellbeing Strategy (CYWS) Ministerial Meetings and Cabinet Social Wellbeing Committee include analysis of the impacts on core populations of interest, and specific steps or actions needed to meet the needs and aspirations of these groups. (All children's agencies).
3. **Practical, high impact action identification:** Each agency will identify practical, high impact actions they can lead to meet the needs of priority populations. (Children's agencies and other relevant agencies as identified).
4. **Housing:** Review the housing system settings to identify short and longer-term opportunities to improve access to suitable, safe and stable housing for priority populations, including young people transitioning out of care. (MSD, HUD, Kainga Ora, MBIE, MoH, Oranga Tamariki).

Advice

It will be difficult for front-line staff to prioritise the needs of children/yp/whanau engaged with OT as currently there is no shared data. My understanding is that work is being done or has been done on creating a shared data platform.

Practical, high impact actions could be:

- Relevant actions under the Child and Youth Wellbeing Strategy
 - increase employment support through MSD
 - continue to implement the Families Package to boost incomes of families with children
 - Programmes for NEET young people
 - The Youth Health and Wellbeing Survey
 - Whānau ora support for Māori in the Corrections system
- Homelessness Action Plan
- Youth employment Action Plan
- MSD has an action to improve employment opportunities and address barriers to employment for young disabled people
- The Youth Plan
- MSD has an action to expand the existing employment service to disabled young people in their final two years of school
- MSD has an action to continue He Poutama Taitamariki, which is a tailored NEET service for young people in northland.
- Youth Service for young people who are not in employment, education or training
- Welfare Overhaul

- Te Pae Tata

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Scoping gaps and opportunities for the Ministry of Social Development's contribution to the Oranga Tamariki Action Plan

Background

The Children's Act, 2014 (the Act) requires that the chief executives of all children's agencies work together to develop and implement an Oranga Tamariki Action Plan (OTAP). The purpose of the OTAP is to 'indicate how the chief executives of the children's agencies will work together to improve the well-being of the core populations of interest to the department'.¹

In July 2021 the Oranga Tamariki Ministerial Advisory Board published their first report *Hipokingia ki te Kahu Aroha Hipokingia ki te Katoa* (The Report). This report, which underpins the most recent OTAP, shares finding from an investigation into data, operations, systems inside Oranga Tamariki, and providers. The Report notes the importance of agencies working together for the mutual benefit of children in the care of Oranga Tamariki and being mutually accountable.

In November 2021 the first draft OTAP since the publication of the Report was discussed at the Child and Youth Wellbeing Strategy (CYWS) Minister's meeting. Hon Minister Davis in his capacity as Minister for Children asked his ministerial colleagues to commission CEs to ensure that the needs of children and young people and their whānau engaging with Oranga Tamariki are prioritised in their engagement with other services.

Since then, MSD has had the opportunity to input into the draft OTAP which consists, in part, of 12 Actions. We have identified some ways that MSD can contribute to these Actions. However, to best understand how MSD can contribute to the Actions we needed to establish:

- the ways that MSD currently works with Oranga Tamariki
- where MSD interacts with Social Worker and with Children or whānau
- where/if MSD is falling short on its interactions with Oranga Tamariki and where it can improve
- where/if MSD is doing well and what can be improved and further developed
- whether there are existing opportunities that can be further leveraged
- whether there has been a relationship breakdown since the establishment of Oranga Tamariki as a Ministry independent from MSD
- what MSD can do now to support the OTAP and what MSD can do in the future
- whether there are new ways of working being established across government or during COVID that might benefit children in the care of Oranga Tamariki, and
- whether there are strategies, initiatives, policies or programs that could benefit from embedding an Oranga Tamariki population lens into their design, development and evaluation.

¹ <https://www.legislation.govt.nz/act/public/2014/0040/latest/whole.html>

These questions have guided the considerations below.

7 of the 12 Action in the OTAP have implications for MSD

The 12 Actions in the OTAP (see Appendix One), have varying implications for MSD. These are outlined here and discussed in detail below.

Action 1 requires children's agencies' CEs to clarify expectations to frontline staff of the requirement to meet the needs of children in the care of Oranga Tamariki or those who are at risk of the need or care or involvement in youth justice. To do this MSD needs to identify how frontline staff can identify these children given privacy restrictions and a lack of shared data, where MSD frontline staff are currently interacting with OT clients or staff, and whether there are opportunities to work better.

Action 2 requires agencies to identify practical high-impact actions they can lead to prioritise this cohort.

Action 5 specifies that evidence and data will be provided to regional leaders to inform community-led planning and the development of community-led solutions. There are opportunities here for RPSL and future thinking in the COVID Community recovery space.

Action 6 requires agencies to work together to respond to finding from in-depth investigation into housing, education and health services. There are opportunities for MSD in the housing and disabled people spaces.

Actions 9, 10 and 11 require agencies to support community-led, regionally enabled, centrally supported prevention. Specifically, to identify gaps and opportunities in Family Violence Sexual Violence (FVSV) prevention and the First 1000 Days and to support locally-led approaches with community partners. These last three Actions do not require any specific knowledge of children in the care of Oranga Tamariki, but rather are known to be broadly beneficial for that cohort.

Lack of shared data presents a challenge for clarifying expectations to frontline staff of the requirement to meet the needs of children in the care of Oranga Tamariki (Action 1)

For MSD's CE to clarify expectations to frontline staff, we need to understand the ways in which frontline staff work with Oranga Tamariki social workers and children in care, and whether these are working well. Currently, MSD staff have no direct access to Oranga Tamariki data, and therefore no direct means to identify the population.

Issues of information sharing between MSD Case Managers and Oranga Tamariki Social Workers are not new, and do not appear to have been significantly exacerbated by the separation of Oranga Tamariki from MSD. In 2017 Oranga Tamariki became its own separate Ministry, having formally been a department of MSD.

Consultation across MSD service delivery and operations have shown that issues regarding information sharing are longstanding and existed prior to 2017. Due to

the Privacy Act information sharing has always been restricted and there have been longstanding issues around privacy and consent.

Consultation with regional offices (see Appendix 3) also revealed significant regional variation exists concerning relationships between MSD and OT. In places where offices are co-located interagency actions have shown to be smoother and more streamlined. There is a lack of any national framework which could provide consistency of MSD/OT interactions. The Canterbury Region noted that collocated sites in their region:

- Work collaboratively to help each other with children who may be at immediate risk of harm to provide relevant information when required, and
- Follow the process by contacting the social worker directly however if no response in a timely manner, then follow up with local site staff.

Taranaki, King Country, Whanganui region also note that "Generally our staff have good relationships with OT – this has been enhanced where the agencies are co-located providing an organic opportunity to build good relationships both at work and on a personal level".

The most recent OTAP Cabinet paper, seeking endorsement of the OTAP from Ministers identified that 'frontline Oranga Tamariki staff across the country ... struggle to access the support and services from other government agencies that are needed for the children and whānau that Oranga Tamariki is working with ... This often puts them in the difficult position of having to justify the lack of support from other agencies and fill support gaps themselves, creating a significant financial burden on Oranga Tamariki'. In order to better support Oranga Tamariki, MSD needs to identify gaps and opportunities in the way it works with Oranga Tamariki.

Capability building around issues known to affect children in the care of Oranga Tamariki is one possible opportunity, however we would need to ascertain first whether there are in capability issues.

Two main MSD services that require interaction between MSD and Oranga Tamariki staff, are the Unsupported Child's Benefit (UCB) and Youth Services

Unsupported Child's Benefit (UCB)

To be eligible for a UCB, the caregiver must not be the child's natural parent, adoptive parent or step-parent and because of a breakdown in the child's family there is no 'natural' parent, adoptive parent or step-parent able to care for or provide fully for the child.

Ordinarily, a lengthy Independent Assessment is required for a UCB to be granted. However, an Independent Assessment is not required if there is evidence of a family breakdown. This evidence may be in copies of Family Group Conference outcomes, Court Orders, court approved plans or documentation from another approved agency.

In this case, Oranga Tamariki Social Workers usually approach MSD staff with children who have come to their attention. They then share the relevant documentation with MSD. The MSD case manager will determine whether enough evidence is contained in the documents provided to decide eligibility for the UCB. Work and Income decides who can receive an Unsupported Child's Benefit using information in the assessment report. Concerns are usually resolved at a local level.

In some case the Case Manager and Manager will contact the Social Worker in charge of the case directly. This normally includes assessment of letter or email from the social worker and possibly a follow up phone call for clarification.

Information required for UCBs also comes through Barnardos whom MSD contract to deliver nationally the Family Breakdown Assessment Service. This assessment is an important piece of information sharing between agencies. The amount of information that is shared is constrained by the Privacy Act, and variation of what Oranga Tamariki is happy to share varies around the country. If there are significant safety concerns Barnardos can go back to Oranga Tamariki for more information or if that is not available can go to a third party.

Since the first COVID lockdown in 2020 there have been changes to the ways UCB referrals are being made. This area has been identified by MSD service delivery and operational staff as an opportunity for improved information sharing.

UCBs have traditionally been a difficult process as entitlement shifts according to whether the child is in the care of the CE or the caregiver and the transition has not been a smooth one.

Some changes have already been made in this space. In July 2020 the Orphan's Benefit (OB), UCB and Foster Care Allowance increased by \$25 per week, per child. A joint working group with Oranga Tamarki leading the policy and design phase achieved this, however, this work stalled due to COVID responses. Oranga Tamariki policy have noted that reducing barriers to access for UCB is an important area for improvement between agencies.

Taranaki, King Country, Whanganui region suggested that there could be an opportunity for Unsupported Child Benefits to be assessed and/or paid via Oranga Tamariki. Given that they hold a lot of the information that supports the grant/decline of these applications, there could also be opportunity for Oranga Tamariki to be more involved in the decisions made or being the decision makers.

Youth Services

Youth Services and the Youth Payment MSD require documentation from Oranga Tamariki, for example evidence that a young person was in care, but no longer is, and documentation from Family Group Conferences (FGC). MSD staff need this information when assessing entitlement.

Youth Benefits can be granted on the groups of hardship, and it may be that a young person exiting care may be entitled to an Emergency Benefit if they are under any criteria for the Youth Benefit.

There are issues with the current way that young people are transitioning from OT care and youth justice to MSD

MSD Youth Services have been working with Oranga Tamariki on better information sharing when clients are transitioning from OT care or Youth Justice. Some of their key findings are summarised below.

Some clients that have been in OT care or Youth Justice custody are coming to MSD without proper handover, highlighting potential risk to MSD staff and other clients.

Currently for clients that are coming from Oranga Tamariki, Oranga Tamariki Social Workers are guided (from their practice centre) to get in touch with an appropriate referral point in MSD if transferring to a main benefit. This is most likely an MSD Case Manager or Youth Coach. They are encouraged to have a FGC or similar meeting to do a handover with plans put in place for the young person. When handover is done with MSD, notes are added to CMS or ART to indicate potential risks for workers working with the young people.

The Oranga Tamariki Transition Support Service process, along with the current ART OT indicator, apparently works well. The youth coach is required to contact Oranga Tamariki before contacting the young person to ascertain background on the client.

While awaiting the outcome from privacy, the ART security alert wouldn't impact on this process. However, the transition between providers might pose risks to staff safety and security which is being worked on at present.

For young people in the Youth Service transitioning to main benefit, a handover form to Work and Income would provide an overview of motivation/engagement and behavioural issues, as well as any barriers that may impact on meeting new obligations, e.g. emotional and mental. There have been some issues with YSSU not uploading the form to CMS for case managers to access, but this has been addressed with YSSU as well as highlighted as an improvement in the transition to main benefit project.

Oranga Tamariki was a co-located site with the Whanganui Service Centre, where the In-House Youth Service is based. Experiences from Oranga Tamariki and Work and Income Service Manager findings indicated that:

- transition processes of young people from Oranga Tamariki to the Youth Staff work seemed more seamless. There is the ability for Youth staff to attend FGC's or discharge meetings with an appropriate handover before young people leave OT support. There is a general awareness of who to contact due to relationships established. The transition service is voluntary and young people are given choice to determine next steps
- when young people, either through residential care / discharge or transitions move to and apply for Job Seeker support, they're generally

encouraged to contact MSD's 0800 number and if the young person signals they're 'independent' can be left on their own to navigate any further or future supports on their own

- Oranga Tamariki indicated it was difficult to find out who the right person in Work and Income was and unsure who to reach out to. Often young people can drift as waiting to be effectively "case managed" or streamed to the right support
- overall, there was a genuine desire and need to have 1) early intervention and contact between services; 2) for agencies to be trained and/or knowledge of what supports each could offer; 3) If there was a programme tag where those receiving Oranga Tamariki support was indicated in CMS and the designated CM would make contact with the social worker or support worker from Oranga Tamariki as part of 'handover' practice.

Three main recommendations have emerged from this work:

s9(2)(f)(iv)

3. Identified high risks clients are managed differently

High risk clients that have a history of aggressive behaviour, intimidate or threaten staff are managed directly by the MSD remote client unit.

There may be opportunities for MSD to lead practical high-impact actions that will meet the needs of the priority populations (Action 2)

Given the over-representation of tamariki and rangatahi Māori in Oranga Tamariki priority populations, the Action Plan seeks to reduce these disparities. Furthermore, a considerable number of Pacific children and young people come to the attention of Oranga Tamariki; many of whom also whakapapa to Māori iwi. Disabled children and young people experience greater inequities and are more likely to be abused and be left in abusive environments when compared to other population groups.

MCP are leading a significant number of initiatives that positively impact the priority populations. Appendix 2 lists initiatives led out of the Māori, Pacific and Ethnic Communities, Safe, Strong Families and Communities, and the Ministry for Youth Development.

Regional leads will welcome additional data to inform community-led planning and development (Action 5)

Regional Public Service Leads (RPSCs) will welcome this specific data and it would be good to integrate/link this with other regional level data work underway to inform community led planning.

There are already existing ways that MSD could improve access in relation to housing services (Action 6)

Action 6 calls for agencies to work with Oranga Tamariki on access to services issues identified through deep-dive investigations into health, housing and education.

Policy settings do not consider the child in care or on UCB as 'dependent' so they are not included in rate calculations for eligibility for accommodation supplement

Where a caregiver is receiving OB/UCB in respect of a child for which they are providing care, this child is currently not a dependent child for benefit purposes. This is defined in schedule 2 of the SSA.

Carers of these children receive a weekly payment via OB or UCB as well as a range of additional one-off payments. These payments are intended to meet the costs of providing care for these children, therefore including them in benefit payments could be seen as 'double dipping'.

Caregivers of these children are not the legal guardians. For example, when UCB is granted, the natural or adoptive parents are required to be assessed as to their ability to pay child support.

Similarly, a child for whom a carer is receiving foster care payments from OT is also not a dependent child for benefit purposes.

There are issues with the current model. A joint working group was established but has currently been paused. This policy work is led out of Oranga Tamariki.

There are gaps and delays when a young person transitions between Oranga Tamariki and MSD

Oranga Tamariki have noted that there are delays and gaps between when a young person is discharged from care or a youth justice residence and when

support is available. For example, financial support (including for housing) and employment programmes. They mentioned that an MoU is in-train but, has stalled.

Canterbury Regional Offices noted that there are transition opportunities for 16-20-year-old youth who are preparing to leave OT care. This could be linking in with Work Brokers to look for work or financial support for D/L etc. Or, it could be a joint meeting with their Social Worker and ISCM or Work Broker.

MSD is involved in the Homelessness Action Plan (HAP) led out of HUD. The three Budget bid proposals for youth included in the HAP bid are:

- Expand supply of rangatahi-focused transitional housing - Accommodation and wraparound support for up to 12 months to help rangatahi access and maintain independent housing
- Design and deliver a new supported housing service for rangatahi with high and complex needs - Longer-term accommodation and greater intensity of wraparound support to help rangatahi access and maintain independent housing
- Improve access to the private rental market for rangatahi - A fund for local, youth-specific initiatives that enable rangatahi to access and maintain private market tenancies.

MSD will be able to further work with Oranga Tamariki once the deep dive into homelessness occurs.

MSD will be able to work alongside Oranga Tamariki and the new Ministry for Disabled People to identify gap in access to services through the deep-dive investigation

MSD is currently leading major initiatives in establishing a new Ministry for Disabled People, and accelerating accessibility legislation, that will specifically benefit disabled people, including disabled children, young people and their whānau.

The new Ministry for Disabled People will be a departmental agency hosted by MSD and is expected to be stood up by 1 July 2022. It is intended to lead the realisation of a true partnership between the disability community and government and help drive ongoing transformation of the disability system (led by Ministry of Health) in line with the Enabling Good Lives (EGL) approach.

There are a number of areas where MSD is working on access to services for disabled people that could potential embed a Oranga Tamariki lens

MSD has a range of mechanisms to support disabled people to sustain a tenancy and own a home, for example:

- including the need for any modifications in a public housing assessment eg wet floor shower or ramp requirements, access requirements if stairs or steps are an issue etc
- Housing Brokers can help people find suitable, long-term, sustainable housing by providing them with the support needed to find a home

- Financial support
 - Ongoing assistance such as accommodation supplement - a weekly payment which helps people with their rent, board or the cost of owning a home.
 - One-off financial assistance to help with specific housing costs eg rent arrears, rent in advance and tenancy bonds.

There may be opportunities to support the OTAPs focus on FVSV prevention and an investment plan (Action 9)

the JVBU are leading on the development of an investment plan, which MSD is actively engaged in as members of the relevant working group.

s9(2)(g)(i)

MSD is working with DPMC to develop and test an integrated network of health, social services and informal supports for children and whanau in the first 1000 days (Action 10)

MSD is part of cross-agency working group to improve outcomes for children and whanau in the first 1000 days. We have been scoping opportunities to embed a first 1000 days objective into policy development and practice.

We have identified opportunities in the welfare overhaul and emergency housing reviews. The First 1000 Days work program seeks to build on the health reforms and further enable holistic, locally-led services. MSD's Social Sector Commissioning work could be a key enabler. Integrated services and the Future State Model for MSD are also likely to provide opportunities for more holistic frontline services to meet whānau's broader needs, but this may be more long term.

MSD and OT are working together to progress Cabinet decisions for agencies to align with the Social Sector Commissioning principles and identify opportunities to adopt a relational approach to commissioning. There may be opportunities through the OTAP to try out and embed the relational approach.

Building upon care for Community (C4C) COVID-19 responses may further enable prevention and community-led solutions (Action 11)

The OTAP Cabinet paper note that 'many of the actions will support the Future Direction Plan for Oranga Tamariki, particularly those aimed at galvanising cross-agency support for local communities, iwi, hapū, non-government organisations, and for agencies to take ownership of local systems and approaches that support families and whānau and prevent harm to children and young people'. Building upon C4C initiatives that have been established during the COVID response may provide opportunity to do this.

Since March 2020 the Government has invested in the community sector to support communities respond to and recover from the impacts of COVID-19. While the government has a range of policy choices from maintaining or tightening settings through to reducing or removing measures, we expect to see a continued shift from government management of COVID-19 to self-management by businesses, communities and people.

Timeframes are unknown, but could be following the current peak, and could potentially be a rapid reduction in restrictions.

Alongside these wider changes, the Government has decisions to make on how it will support communities to transition to this “new normal” of living with endemic COVID-19. These decisions have to be made in the context of the overall COVID-19 response, including economic supports.

s9(2)(f)(iv)

[REDACTED]

The preventative, community-led approach needs to be legitimately informed and shaped by the direct voices of whānau

In seeking to maximise the anticipated benefits of the OTAP, this emphasis / focus must be authentic, and be genuinely realised within an approach that reflects existing, as well as unfolding and emergent, needs on the ground. True prevention is indeed whānau centred and whānau led.

Such an approach can only be legitimately informed and shaped by the direct voices of whānau, and their own personal articulation of underpinning hopes and aspirations, and areas of concern for their tamariki and rangatahi.


This can only be effectively supported through close and sustained engagement, across all points and at all stages and levels, with immediate community, and local, perspectives ... evidenced through well-grounded and highly responsive implementation at the local level.









The OTAP is understandably ambitious in its proposed scope and reach, however, given this breadth, it will be vital that it does not become unintentionally encumbered by a plethora of bureaucratic, compliance driven activity. The ability for all those involved to hear and respond to the voice of individual whānau must remain paramount.

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Appendix: DRAFT Oranga Tamariki Action Plan Actions

IN-CONFIDENCE – DRAFT at 22 February 2022

Key
 Contributes to the Oranga Tamariki Future Direction Plan

	Action	Description	Lead(s)
 Short-term practical steps	1	CE's expectations Children's agency chief executives will clarify expectations to frontline decision-makers/operational staff of the requirement to meet the needs of the children, young people and whānau who are engaged with Oranga Tamariki or are likely to come to the attention of Oranga Tamariki. Longer-term, there could be a corresponding responsibility for agencies to report back on how they are fulfilling these responsibilities and what's changed.	Children's agency Chief Executives
	2	Practical, high-impact action identification Each agency will identify practical, high impact actions they can lead, and implement with other agencies as appropriate, to meet the needs of priority populations.	Children's agencies and other relevant agencies as identified.
 Building an evidence-based picture of need	3	In-depth assessment of needs Specific needs will be identified through Oranga Tamariki undertaking in depth assessments of need in housing, education and health with recommendations on how to prioritise access to services for the priority population.	Oranga Tamariki
	4	Evidence Dashboard An evidence and indicator dashboard will be developed for regular, evidence-based discussions at meetings of the Social Wellbeing Board and Child and Youth Wellbeing Strategy Ministerial Group. The dashboards will include insights and data on the needs and experiences of the population of interest, such as the number of children and young people referred for further health assessments, or assessed as having specific education needs.	Oranga Tamariki
	5	Regional wellbeing data and need pictures Evidence and data will be provided to regional leaders to inform community-led planning and the development of community solutions.	 Oranga Tamariki, Social Wellbeing Agency
 Meeting children's and young people's needs and building whānau resilience	6	Access to services Relevant agencies will work in conjunction with Oranga Tamariki to respond to the findings and recommendations discussed in the in-depth assessments of need (action three) to identify options to improve access to services to meet the needs of the priority population. This could include options for expanding or replicating collaborative practices that are already working well, or broader system changes. In-depth assessments will be done on: <ul style="list-style-type: none"> • Health (including mental health) and disability services • Education • Housing 	Oranga Tamariki, Ministry of Education, Ministry of Health, Housing and Urban Development, other relevant agencies.
	7	Learning in residential care The Ministry of Education and Oranga Tamariki will continue to progress a joint work programme to respond to the Education Review Office (ERO) Evaluation of learning in residential care.	Ministry of Education, Oranga Tamariki
	8	Education high needs review As a part of the <i>Highest Needs Review</i> , the Ministry of Education is working with other agencies, including Oranga Tamariki, to consider how to align services and supports to ensure children and young people with the highest learning support needs, and their families and whānau, have access to the right support for learning to occur.	Ministry of Education, Oranga Tamariki
 Community led, regionally enabled, centrally supported prevention	9	Investment in prevention Agencies will build a high-level cross-agency picture of early support/prevention investment to identify gaps and opportunities. This will support informed and coordinated decisions around future investment in prevention. Initially, this action will focus on the proposed approach for developing an investment plan for Te Aorerekura – the National Strategy to Eliminate Family Violence and Sexual Violence. The Te Aorerekura investment plan will identify investment priorities for communities and the specialist family violence/sexual violence sector.	 Oranga Tamariki, Joint Venture Business Unit
	10	A localised, whānau-led system learning approach to the first 1000 days The Social Wellbeing Board will drive further collective cross-agency effort to develop and test an integrated network of health, social services and informal supports for children and whānau in the first 1000 days, through a localised learning system approach, building on the health sector early years prototypes [recently endorsed by the CYWS Ministerial Group]. This includes implementation of Action 24 of Te Aorerekura Action Plan: holistic support for safe early years.	 Ministry of Health, Child Wellbeing Unit, other children's agencies and agencies involved
	11	Support and respond to locally-led prevention plans Agencies will support a co-ordinated, locally led approach with community partners who are looking to lead and work collaboratively on prevention, including an initial focus on community-based and locally-led co-ordinated responses to reports of concern.	 Oranga Tamariki, other children's agencies

MCP's work with Māori, Pacific, FVSV and Youth

Māori Partnerships and Programmes

- Supporting marginalised *E Tū Whānau* communities through COVID-19, including Māori whānau, and former refugee and migrant groups
- *E Tū Whānau* has been supporting and caring for many Afghan people evacuated from Kabul to Auckland in September 2021
- *E Tū Whānau* has been developing its own research and evaluation tools to support and measure community and whānau wellbeing
- Recommitted to He Tapuae (the five-year Tūhoe Service Management Plan), coordinating the Crown commitments between Tūhoe, MSD and the Ministries of Health, Education, Business, Innovation and Employment, Housing and Urban Development, and Oranga Tamariki.
- Kicked off Taihonoa Summer Internship between Te Herenga Waka and MCP, with three interns working in the Pou Tangata, Tūhoe Service Management Plan and Ngā Mātanga initiatives
- Established relationship agreements, through Treaty settlements, with Ngāti Māniapoto and Kahungunu Tamaki nui a Rua to support their wellbeing strategies
- Supported Parihaka partnership with the Crown, Te Kawenata o Rongo, to plan for their community and whānau wellbeing
- Supported Ngā Mātanga Māori to deliver transformational advice on values for the welfare system
- Established Kaupapa Inquiry hub and cross-agency virtual team, giving evidence at the Wai 2570 homelessness hearing and discovery documents and briefs of evidence for the Wai 2575 Disability Inquiry, and taking part in the current urgent inquiry into Government's COVID-19 response.

Pacific Prosperity

- Worked with Pacific providers, communities and agencies to support Pacific peoples through COVID-19, improving information and services and standing up a virtual case management team
- Pasefika Proud and the Joint Venture led Pacific workshops nationwide to inform Te Aorerekura, helping prevent family violence and sexual violence
- Pasefika Proud funded 35 cultural and identity initiatives, spanning ethnic-specific, youth, community, Pacific women and girls, and worked with Police to prevent criminal 'hot spots' in Auckland, with youth gangs and churches
- Pasefika Proud supported Nga Vaka o Kaiga Tapu to deliver family violence prevention training in Pacific communities
- Organised three national Pacific fono (a first for Christchurch) with record attendance, strengthening MSD's Pacific capability in line with Pacific Prosperity
- Collaborated with Tupu Toa in the co-design and launch of the Maori and Pacific Youth Service Internship programme
- Engage with Pacific peoples' networks, supporting regional fono and language week celebrations

- Commissioned MSD/MOH Pacific Tangaroa Project research on support for disabled Pacific peoples

Safe, Strong Families and Communities

- Coordinated MSD's input into the Joint Venture national strategy *Te Aorerekura* and helped to communicate the launch
- Expanded services for male survivors of sexual abuse allowing more men to access support
- Tried a new way of contracting Whānau Resilience services, helping a fairer mix of providers to design 89 new community-led services (54% Māori, 24% mainstream, 17% Pacific and 5% refugee and migrant providers)
- Supported Māori specialists and practice leaders to define kaupapa Māori (by Māori, for Māori) sexual violence services and ways of measuring trauma and healing, including for whānau
- Contracted eight community providers to deliver new Sexual Violence Court Support Services in eight regions, developing guidelines to support this new service
- Promoted World Elder Abuse Awareness Day on June 15
- Improved the www.areyouok.org.nz family violence website and piloted 24/7 online help
- Started a children's advocates pilot with nine women's refuges across Aotearoa, appointing specialists to work with children who're seriously impacted by family violence
- Funded NGOs to regularly take part in 46 safety assessment meetings around Aotearoa, making sure family violence specialists inform risk assessments and safety plans
- Used peer-led approaches in two community pilots (in Tairāwhiti and Tauranga Moana) to understand how best to support men to stay violence free
- Worked with communities of barbers to support healing and safe relationships with men in four communities – South Auckland, Tauranga, Hastings and Christchurch
- Successfully implemented year one of a two-year pilot of the Safe Man Safe Family model – an innovative approach to support men to become violence free
- Delivered the Safe Bubble campaign in Auckland during the COVID-19 lockdown
- Delivered longer-term contracts from one year to three years from 1 July 2021 for financial capability providers
- Increased funding for *MoneyTalks* staffing, due to increased service demands (there was a 165 percent increase between July 2019 and July 2020)
- Simplified and streamlined financial capability contract reporting methods
- Promoted *Money Week* for the first time
- Paid \$1.7m in grants to BFC services to support self-identified improvements

Ministry of Youth Development

- MYD's [Ākonga Youth Development Community Fund](#) invested over \$10.46 million in 28 iwi- and community organisations, supporting up to 5,500 ākonga across Aotearoa over two years
- The Minister for Youth hosted an Auckland [Youth Engagement Zoom Hui](#) with over 130 young people and youth providers to discuss COVID-19 challenges due to alert level changes

- MYD delivered an [Anime pilot](#) for rangatahi Māori, Pacific youth and others, supporting their COVID-19 vaccination uptake, wellbeing and leadership – it has over 3,000 views so far
- MYD helped develop a youth page called [The COVID Downlow](#) on the 'Unite Against COVID-19' website, about vaccination, wellbeing, exams and education, employment, and community support.
- MYD provided more funding for [Youthline](#) to respond to increased demand and reports of young people feeling isolated, stressed, anxious and depressed due to COVID-19
- MYD and [The Hive](#) (15 young people) highlighted to the DPMC Policy Project Forum key ways in which the youth voice can be involved early in policy development and helpful engagement tips
- MYD supported the release of the [DMs \(Direct Messaging or Deep and Meaningful\) report](#), a partnership initiative with Te Hiringa Hauora and Curative NZ Limited, highlighting how young people (particularly rangatahi Māori and Pacific young people) are adapting to the COVID-19 environment
- MYD supported the [Youth Week 2021](#) grant programme, providing funding for 77 youth events/initiatives with about 9,700 young people taking part across the motu
- Launched [Youth Parliament 2022](#) announcing the Youth Members of Parliament, Youth Press Gallery members, and the first Youth Clerk of the House of Representatives

Contracts and Services

- Successfully transferred Contracts and Services management from Oranga Tamariki to MSD, set up new teams and centralised national contract administration.
-

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Region: *Canterbury*

Best Contact: s9(2)(a)

Current areas of interaction and what practice/protocol do you follow?

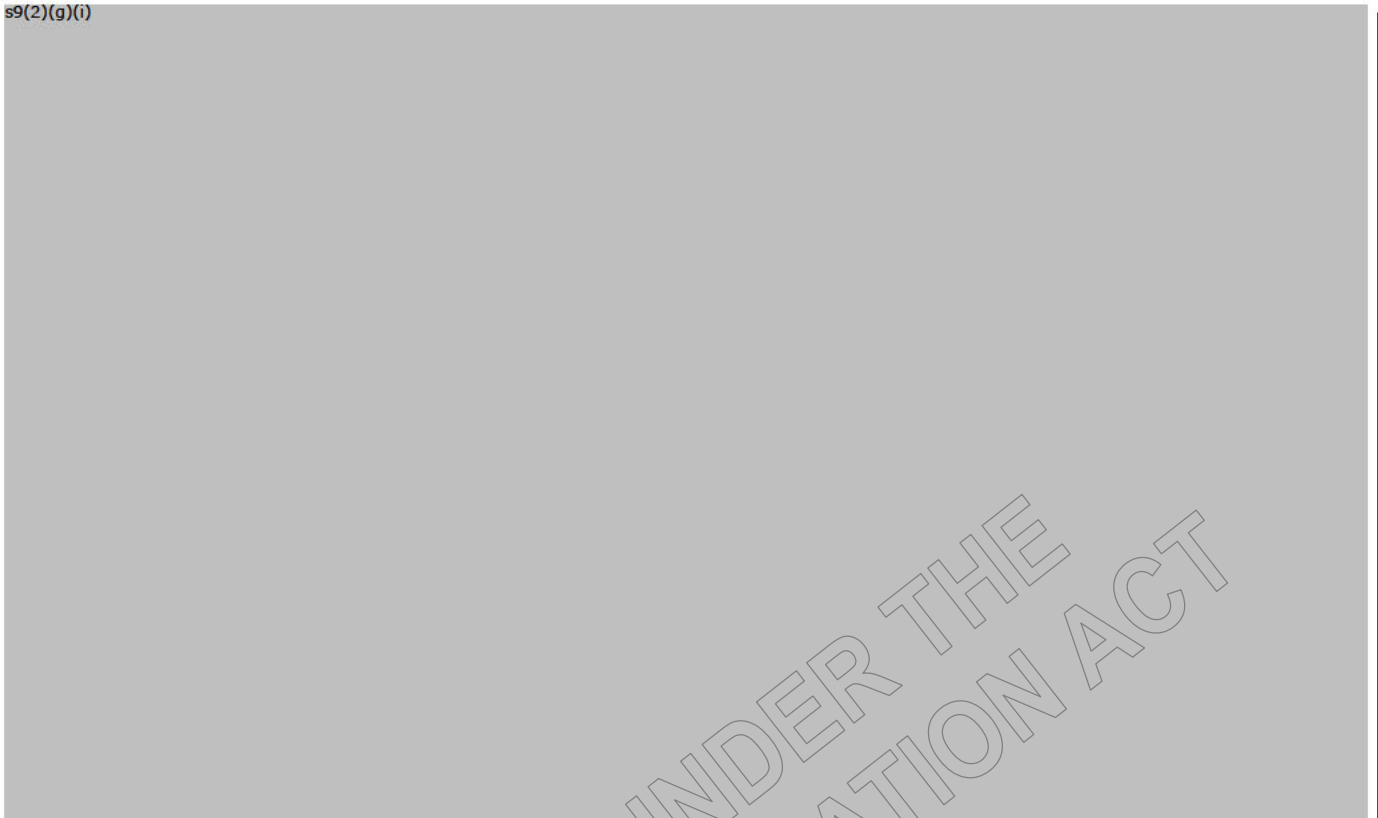
s9(2)(g)(i)

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Any gaps or opportunities?

s9(2)(g)(i)

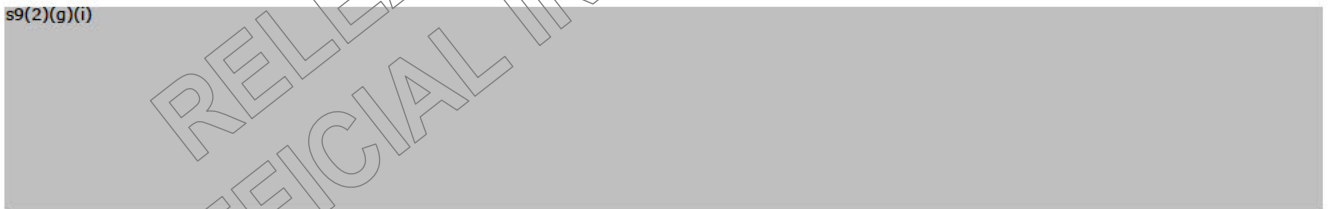
s9(2)(g)(i)



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Any further comments or feedback?

s9(2)(g)(i)



Region: *Taranaki, King Country, Whanganui region*

Best Contact: s9(2)(a)

Current areas of interaction and what practice/protocol do you follow?

s9(2)(g)(i)



Any gaps or opportunities?

s9(2)(g)(i)

Any further comments or feedback?

s9(2)(g)(i)

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OTAP advice for SWB

You are being asked to review and approve the near-final Oranga Tamariki Action Plan (OTAP) and implementation summary. As mentioned in the cover note, finalising the OTAP is just the start of work to prioritise populations of interest. A key component of the OTAP is a commitment from Ministers and Chief Executives to prioritise the population of interest for access to services and supports to meet their needs.

We recommend that you support the OTAP and implementation summary, however we note that current privacy and information sharing practices place considerable restraints on prioritisation. Below we have identified potential opportunities and levers and possible risks and limitations for MSD.

When Child and Youth Wellbeing Strategy Ministers met in December 2021, Minister Davis called for more specificity on the twelve actions that comprise the plan, and for practical, high-impact actions, and Minister Sepuloni asked for guidance on how to ask CEs to prioritise this population. We have considered this in our advice below. Of the 12 actions there are six that have implications for MSD.

Action 1: CE's expectations

Operational guidance could be one of MSD's most useful levers for prioritising this cohort. For example, Service Delivery identified an opportunity to expand on an initiative, to involve children more in the decision-making processes that affect them. We may be able to identify further opportunities once the nature of the expectations is clarified. We will continue to work with Service Delivery to flesh out opportunities.

We recommend that further work is undertaken to clarify this action. Currently, there are the following issues:

- we are unsure how frontline staff would be able to identify the Oranga Tamariki cohort, due to privacy and a lack of data sharing
- there may be potential unintended consequences around discrimination and unconscious bias
- more specificity is required on what the expectations would be, and who would be setting them. It is preferable that MSD (and all agencies) remain responsible for their own messaging. However, consistency of messaging across agencies would also be required
- It would be useful to understand what the reporting process would be and how we would measure success
- communications would need to align with existing MSD communications.

Action 3: Practical, high-impact actions

This action asks agencies to identify practical, high impact actions they can lead, and implement with other agencies as appropriate, to meet the needs of priority populations. Again, lack of access to data potentially precludes some options. Under current settings those that could involve embedding OTAP principles at a higher level are most promising, for example a Relational Approach to Social Sector Commissioning and MSD-led family violence sexual violence prevention programs.

Relational approach to Social Sector Commissioning

MSD and Oranga Tamariki are leading cross-government work to implement a relational approach to commissioning services delivered by non-government organisations. This initiative is intended to

enable NGO providers, including those providing support to youth, children, families, and whānau to work more collaboratively with government agencies, other providers, and communities.

In November 2021, Cabinet agreed for government departments to align commissioning policies, processes, and practice with foundational principles for the relational approach, with a pathway for changes over six years, to 2028. The Social Wellbeing Board will provide oversight of implementation, with annual reporting on progress and issues to Cabinet. A relational approach to commissioning will ensure that services are grounded in the needs and aspirations of young people and their whānau. This includes using data and insights from the lived experience of children and young people. The Social Sector Commissioning change programme is being led by the Social Wellbeing Board. This common point of oversight will reinforce synergies between the initiatives.

MSD family violence sexual violence prevention programs

As a Joint Venture agency MSD works with other agencies on addressing Sexual Violence and Family Violence. MSD has three core programmes, each with their own framework: It's Not Ok, Etū Whānau and Pacifica Proud. It may be possible to embed OTAP objectives into these programs, which would not be restricted by a lack of access to data.

Action 6: Regional Wellbeing data and need pictures

This action involves Oranga Tamariki sharing wellbeing data at the regional level. The sharing of data at a regional level could enable MSD to prioritise the Oranga Tamariki cohort, without having access to data directly, within the numerous MSD-supported, locally-led programs. For example, the Safe, Strong, Families and Communities team is currently supporting a number locally-led prevention plans in the family violence space. We will continue to scope these options.

Action 7: Access to health, disability and education services

This action requires Oranga Tamariki, The Ministry of Health and Ministry of Education to continue to work together in order to advise ministers on options to access education, health (including mental health) and disability services to meet the needs of the priority populations.

There is an opportunity for MSD to play a role in the provision of disability support services (vocational as well as community participation) for disabled young people once they leave school.

Several new income and welfare-related initiatives will benefit disabled children and young people (and/or disabled households), for example, Temporary Additional Support/Disability Exception work, and Stay Connected seed funding.

It is important to ensure that a disability perspective is incorporated into the Action Plan, consistent with the NZ Disability Strategy's vision of making New Zealand a non-disabling society. For example, ensuring services for disabled children and parents that are inclusive and accessible is in line with the Government's commitment to introduce accessibility legislation. This legislation will enable a progressive approach to identifying, preventing and removing barriers for disabled people.

Another area of our work that could contribute is the Disability System Transformation work programme, which aims to transform the wider system for disabled people, based on the Enabling Good Lives approach. This will ensure that disabled people have greater choice and control over their individual supports and that these are effective.

Action 10: Housing

MSD is working with HUD to review the emergency housing system. Advice will be provided to Housing Ministers in February 2022 on a proposal to reset and redesign the system. The work provides a chance to take a strategic and long-term approach to the Government's response to support for the growing number of people in urgent housing need.

Within the Emergency Housing System Review we have identified those transitioning from government care settings as a key cohort within the prevention space. Any practical high-impact actions coming out of this work are yet to be determined as the advice is yet to be put up to Ministers (so we are yet to seek their direction on this work).

Action 12: Support and respond to locally-led prevention plans

This action calls for joint agency commitment to whanau and children in the first 1000 days of their life, with an initial focus on support for those with early risk factors for future involvement in the care, protection and youth justice systems.

We have been scoping options for MSD to support the First 1000 Days work program and have been actively looking for synergies. We have recommended embedding a First 1000 Days objective into:

- the welfare overhaul work program, specifically through the Review of Childcare Assistance and the Review of Working for Families
- the Emergency Housing Review and Public Housing Tenancy Review; and
- the Relational Approach to Social Sector Commissioning.

Next steps

- Minister Davis intends to take the Action Plan for approval to:
 - a. the CYWS Minister's meeting, early March 2022
 - b. the Social Wellbeing Cabinet Committee, 30 March 2022
 - c. Cabinet, 4 April 2022
- We will continue to scope ways which MSD can contribute to the OTAP and provide you with further advice in advance of the CYWS Minister's meeting, in early March 2022.