



24 June 2024

Tēnā koe

Official Information Act request

Thank you for your email of 24 May 2024, requesting information about funding provided to Ōtākou Health Limited. I have considered your request under the Official Information Act 1982 (the Act).

I note that you have asked about details pertaining to Ministry funding of a specific position (Family Harm Social Worker) with Ōtākou Health Limited (Ōtākou Health).

Please see attached a copy of the Outcome Agreement between the Ministry and Ōtākou Health in response to your request.

In reviewing this Outcome Agreement (contract) it is important to note that while the Ministry provides funding to Ōtākou Health for delivery of family violence response services; this funding is intended to support the organisation to deliver the services as contracted.

While funding is provided at a Full Time Equivalent (FTE) rate, this represents a range of costs associated with service delivery, including administration, office facilities, and client and staffing costs (for example support, training and salaries).

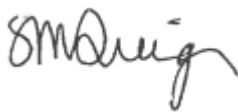
While the Ministry may fund a provider for a certain number of FTE, decisions pertaining to all aspects of service delivery, such as the number of staff employed, roles or job titles, and salaries are operational matters for the provider to determine.

Therefore, the Ministry cannot specifically confirm that the Family Harm Social Worker position you enquire about is funded through Ōtākou Health's contract with the Ministry.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course. If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

01 June 2023

Matt Matahaere
Ōtākou Health Limited
PO Box 5626
Dunedin 9054

Tēnā koe Matt

Re: Outcome Agreement number 331987_1

Please find attached your Outcome Agreement Variation for the period 01 July 2023 to 30 June 2026 for your consideration.

Please review this Outcome Agreement Variation and if it is satisfactory, arrange to have it signed in accordance with the rules of your organisation. Please ensure:

- the Outcome Agreement Variation is signed (refer to page three), scanned and emailed as a PDF to national_contracts_admin_hub@msd.govt.nz
- E-signatures are acceptable
- the signed document includes the whole Outcome Agreement Variation with all pages in order
- you do not annotate the Outcome Agreement Variation other than in the designated areas. If you have any additions please contact me.

When forwarding your invoice please ensure:

- the invoice is completed with the specified amount as per Inland Revenue guidelines
- if you have not done so previously, a blank bank deposit slip is supplied.

This Outcome Agreement Variation will not come into force until it is signed by both Parties. A copy will be emailed to you at matt.matahaere@ohl.nz once signed on behalf of the Crown.

The Ministry of Social Development cannot guarantee the on-going funding of services or otherwise make more money available after the expiry of the attached Outcome Agreement Variation.

Further information

Some services in the Outcome Agreement Variation have corresponding service specifications and/or guidelines. The latest versions are available online as follows:

www.msd.govt.nz/about-msd-and-our-work/publications-resources/service-guidelines/index.html

If you have any queries about the contents of this letter or the Outcome Agreement Variation, please contact me. If you do not wish to enter into this Outcome Agreement Variation, please let me know as soon as possible.

Nāku noa, nā

Alison Lynch
National Contracts Advisor
national_contracts_admin_hub@msd.govt.nz



Outcome Agreement Variation (Outcome Agreement)

between

Ministry of Social Development

and

Ōtākou Health Limited

Outcome Agreement Number	331987
Outcome Agreement Variation Number	331987_1
Commencement Date	01 July 2022
Commencement Date of Outcome Agreement Variation	01 July 2023
Term	Four years
Expiry Date	30 June 2026
Annual Outcome Agreement Price (excluding GST)	\$407,500.00 – F2023 \$407,500.00 – F2024 \$227,500.00 – F2025 \$227,500.00 – F2026
Total Outcome Agreement Price (excluding GST)	\$1,270,000.00

Please note these payments exclude GST. However, payments for GST registered providers will have GST added subject to the terms and conditions of this variation to the Outcome Agreement.

Outcome Agreement Variation

Parties

Ministry of Social Development The Sovereign in right of New Zealand acting by and through the Chief Executive of the Ministry of Social Development (**Purchasing Agency**).

Ōtākou Health Limited incorporated under the Companies Act 1993 and having its registered office at 25 College Street, Dunedin 9012 (**the Provider**).

1 Background

1.1 On 01 July 2022 the Provider and the Purchasing Agency entered into Outcome Agreement number 331987 (as part of the streamlined contracting with Non-Government Organisations (NGOs) framework) for the provision of Services detailed therein (the Outcome Agreement).

1.2 Clause 1.1 of the Outcome Agreement incorporates the Framework Terms and Conditions (3rd edition) into the Outcome Agreement and is available at:

www.procurement.govt.nz

1.3 The Parties wish to vary the Outcome Agreement by:

- extending the term for Family Violence Response services from 01 July 2023 to 30 June 2026.

1.4 Pursuant to clause 15.2 of the Framework Terms and Conditions the Provider and Purchasing Agency agree to the changes described below.

2 Changes to the Outcome Agreement:

2.1 Clause 2 **Term of the Outcome Agreement** is deleted and replaced with the following Clause 2:

2.1 This Outcome Agreement will commence on 01 July 2022 and end on 30 June 2026 unless terminated earlier in accordance with the Framework Terms and Conditions.

2.3 Appendix 1 **Services and Outcomes** is deleted and replaced with a New Appendix 1 (attached to this Variation) to extend the term.

2.4 Appendix 2 **Monitoring by the Purchasing Agency** is deleted and replaced with a New Appendix 2 (attached to this Variation) to add monitoring visits.

2.5 Appendix 3 **Regular Reporting by the Provider** is deleted and replaced with a New Appendix 3 (attached to this Variation) to update the regular reporting schedule.

2.6 Appendix 5 **Payment for Services** is deleted and replaced with a New Appendix 5 (attached to this Variation) to update the payment schedule.

2.7 Appendix 10 **Provider Return Reports** is deleted and replaced with a New Appendix 10 (attached to this Variation) alongside new Appendices 11 and 12.

3 General

3.1 The changes made by this Outcome Agreement Variation will be effective from the date this Outcome Agreement Variation is signed by both Parties.

3.2 Subject to the changes made by this Outcome Agreement Variation, the terms and conditions of the Outcome Agreement remain in effect.

3.3 Words used but not defined in this Outcome Agreement Variation have the same meaning as in the Outcome Agreement.

Signatures

Ministry of Social Development

Signed by Rebecca Brew-Harper

General Manager Service and
Contracts Management



28/6/23

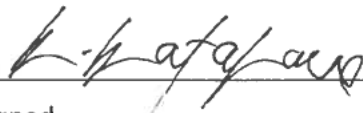
Signed

Date

Ōtākou Health Limited

Signed by Matt Matahaere

Chief Executive Officer



16 Jun 2023

Signed

Date

Appendix 1 – Services and Outcomes

Outcome (Population)
<p>By providing the Services under this Outcome Agreement, the Provider will be contributing towards the following Ministry of Social Development outcomes:</p> <ul style="list-style-type: none"> • Prevention and reduction in vulnerability and harm for individuals, families and communities; and • Reduction in the number of families that experience hardship and adverse life outcomes.

The following Service/s are to be provided in accordance with the relevant Service Specifications and/or Guidelines available online on www.msd.govt.nz/about-msd-and-our-work/publications-resources/service-guidelines/index.html

Detailed Service Description	Service Location	Quantity of Service	Unit of Service	Outcome Agreement Price
For the delivery of long-term healing and recovery for whānau affected by violence to create strong, resilient communities where whānau are supported to live violence free and to eliminate violence for the next generation. <i>Relevant Service Specification / Guideline: Whānau Resilience</i>		1.5 – F2023		\$180,000.00 – F2023
		1.5 – F2024		\$180,000.00 – F2024
Direct services to families/whānau that restore safety and wellbeing/mauri ora where family violence has, or is at risk of occurring; create longer term change needed to prevent family violence from recurring; help families and whānau access additional services needed and draw on wider whānau and community to achieve longer term change; focus on effective, innovative joined up ways to meet family/whānau and community need; reduce service fragmentation, duplication and gaps in frontline services. <i>Relevant Service Specification / Guideline: Family Violence Safety and Stability Services</i>	Dunedin	1.75 – F2023	FTE	\$227,500.00 – F2023
		1.75 – F2024		\$227,500.00 – F2024
		1.75 – F2025		\$227,500.00 – F2025
		1.75 – F2026		\$227,500.00 – F2026
Total				\$1,270,000.00

Please note these payments exclude GST. However, payments for GST registered providers will have GST added subject to the terms and conditions of this variation to the Outcome Agreement.

Appendix 2 – Monitoring by the Purchasing Agency

Services	Financial Year of Visit	Monitoring or Support Visit Due Date
All Services delivered within this financial year	F2023	October 2022 or as otherwise agreed between the Parties.
		April 2023 or as otherwise agreed between the Parties.
	F2024	October 2023 or as otherwise agreed between the Parties.
		April 2024 or as otherwise agreed between the Parties.
	F2025	October 2024 or as otherwise agreed between the Parties.
		April 2025 or as otherwise agreed between the Parties.
	F2026	October 2025 or as otherwise agreed between the Parties.
		April 2026 or as otherwise agreed between the Parties.

Appendix 3 – Regular reporting by the Provider

The Provider shall provide national_contracts_admin_hub@msd.govt.nz with the following reports and information as specified in the table below and in accordance with the Service Specifications and/or Guidelines.

Service	Reporting Required	Date Due	Period Covered by the Report
Quarterly Reporting			
All Services delivered within this financial year	Previously attached as Appendix 9	10 October 2022	01 July 2022 to 30 September 2022.
		05 December 2022	01 July 2022 to 30 November 2022.
		10 April 2023	01 July 2022 to 31 March 2023.
		10 July 2023	01 July 2022 to 30 June 2023.
	Attached as Appendix 10	10 October 2023	01 July 2023 to 30 September 2023.
		05 December 2023	01 July 2023 to 30 November 2023.
		10 April 2024	01 July 2023 to 31 March 2024.
		10 July 2024	01 July 2023 to 30 June 2024.
	Attached as Appendix 11	10 October 2024	01 July 2024 to 30 September 2024.

Service	Reporting Required	Date Due	Period Covered by the Report
		05 December 2024	01 July 2024 to 30 November 2024.
		10 April 2025	01 July 2024 to 31 March 2025.
		10 July 2025	01 July 2024 to 30 June 2025.
	Attached as Appendix 12	10 October 2025	01 July 2025 to 30 September 2025.
		05 December 2025	01 July 2025 to 30 November 2025.
		10 April 2026	01 July 2025 to 31 March 2026.
		10 July 2026	01 July 2025 to 30 June 2026.

Appendix 5 – Payment for Services

Payment Number	Payment Date	Instalment Amount
1	Following the signing of the original Outcome Agreement Variation by both Parties, and upon receipt of a valid itemised Tax Invoice.	\$305,625.00 (Paid)
2	20 April 2023 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$101,875.00 (Paid)
3	20 July 2023 following the signing of this Outcome Agreement Variation, provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$101,875.00
4	20 October 2023 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$101,875.00
5	15 December 2023 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$101,875.00
6	20 April 2024 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$101,875.00
7	20 July 2024 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$56,875.00
8	20 October 2024 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$56,875.00

Payment Number	Payment Date	Instalment Amount
9	15 December 2024 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$56,875.00
10	20 April 2025 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$56,875.00
11	20 July 2025 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$56,875.00
12	20 October 2025 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$56,875.00
13	15 December 2025 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$56,875.00
14	20 April 2026 provided that a satisfactory report for the previous period is received by the due date and upon receipt of a valid itemised Tax Invoice.	\$56,875.00
Total		\$1,270,000.00

Please note these payments exclude GST. However, payments for GST registered providers will have GST added subject to the terms and conditions of this variation to the Outcome Agreement.

Appendix 10 – Provider Report and Performance Measures
Ōtākou Health Limited Report Form for Period 01 July 2023 to 30 June 2024
 Reports to be returned to national_contracts_admin_hub@msd.govt.nz

Report Due Dates
10 October 2023
05 December 2023
10 April 2024
10 July 2024

Signed by: _____
 Date: _____
 Name: _____
 Position: _____

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2023 to 30 September 2023	01 July 2023 to 30 November 2023	01 July 2023 to 31 March 2024	01 July 2023 to 30 June 2024
For the delivery of long-term healing and recovery for whānau affected by violence to create strong, resilient communities where whānau are supported to live violence free and to eliminate violence for the next generation.	Total number of FTE workers	1.5				
	Total number of families/whānau (clients) who accessed the services	Report actual				
	Narrative report	Report actual				
Direct services to families/whānau that restore safety and wellbeing/mauri ora where family violence has, or is at risk of occurring; create longer term change needed to prevent family violence from recurring;	Total number of FTEs	1.75				
	Of the clients who started the service, record the number who closed	Report actual				
	Of the total referrals received, record the number of clients who started service	Report actual				

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2023 to 30 September 2023	01 July 2023 to 30 November 2023	01 July 2023 to 31 March 2024	01 July 2023 to 30 June 2024
help families and whānau access additional services needed and draw on wider whānau and community to achieve longer term change; focus on effective, innovative joined up ways to meet family/whānau and community need; reduce service fragmentation, duplication and gaps in frontline services.	Total number of new clients referred.	Report actual				
	Of the clients who closed, record the number who provided formal client satisfaction feedback	Report actual				
	Of the clients who provided client satisfaction feedback, record the number who reported that they were satisfied or very satisfied with the service	Report actual				

Provider Narrative Report – to support the data

What is the “story behind the data”? (eg, environmental factors impacting on client results including issues, gaps, overlaps and trends).

What are your areas for improvement towards achieving better results for clients (continuous improvement)?

Who are your partners that help you achieve results, and what joint activities have you participated in?

What combination of services do you think is most effective for your clients (if applicable)?

Provide examples of strategies or practices used to encourage ‘hard to reach’ clients to engage.

Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.

Guidance notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and service evaluations.

In providing the narrative, consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community eg, knowledge, skills, attitude, behaviour and life circumstances.

Appendix 11 – Provider Report and Performance Measures

Ōtākou Health Limited Report Form for Period 01 July 2024 to 30 June 2025

Reports to be returned to national_contracts_admin_hub@msd.govt.nz

Report Due Dates
10 October 2024
05 December 2024
10 April 2025
10 July 2025

Signed by: _____

Date: _____

Name: _____

Position: _____

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2024 to 30 September 2024	01 July 2024 to 30 November 2024	01 July 2024 to 31 March 2025	01 July 2024 to 30 June 2025
Direct services to families/whānau that restore safety and wellbeing/mauri ora where family violence has, or is at risk of occurring; create longer term change needed to prevent family violence from recurring; help families and whānau access additional services needed and draw on wider whānau and community to achieve longer term change; focus on effective, innovative joined up ways to meet family/whānau and community	Total number of FTEs	1.75				
	Of the clients who started the service, record the number who closed	Report actual				
	Of the total referrals received, record the number of clients who started service	Report actual				
	Total number of new clients referred.	Report actual				
	Of the clients who closed, record the number who provided formal client satisfaction feedback	Report actual				
	Of the clients who provided client satisfaction feedback, record the	Report actual				

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2024 to 30 September 2024	01 July 2024 to 30 November 2024	01 July 2024 to 31 March 2025	01 July 2024 to 30 June 2025
need; reduce service fragmentation, duplication and gaps in frontline services.	number who reported that they were satisfied or very satisfied with the service					

Provider Narrative Report – to support the data

What is the “story behind the data”? (eg, environmental factors impacting on client results including issues, gaps, overlaps and trends).

What are your areas for improvement towards achieving better results for clients (continuous improvement)?

Who are your partners that help you achieve results, and what joint activities have you participated in?

What combination of services do you think is most effective for your clients (if applicable)?

Provide examples of strategies or practices used to encourage ‘hard to reach’ clients to engage.

Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.

Guidance notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and service evaluations.

In providing the narrative, consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community eg, knowledge, skills, attitude, behaviour and life circumstances.

Appendix 12 – Provider Report and Performance Measures
Ōtākou Health Limited Report Form for Period 01 July 2025 to 30 June 2026
 Reports to be returned to national_contracts_admin_hub@msd.govt.nz

Report Due Dates
10 October 2025
05 December 2025
10 April 2026
10 July 2026

Signed by: _____
 Date: _____
 Name: _____
 Position: _____

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2025 to 30 September 2025	01 July 2025 to 30 November 2025	01 July 2025 to 31 March 2026	01 July 2025 to 30 June 2026
Direct services to families/whānau that restore safety and wellbeing/mauri ora where family violence has, or is at risk of occurring; create longer term change needed to prevent family violence from recurring; help families and whānau access additional services needed and draw on wider whānau and community to achieve longer term change; focus on effective, innovative joined up ways to meet family/whānau and community	Total number of FTEs	1.75				
	Of the clients who started the service, record the number who closed	Report actual				
	Of the total referrals received, record the number of clients who started service	Report actual				
	Total number of new clients referred.	Report actual				
	Of the clients who closed, record the number who provided formal client satisfaction feedback	Report actual				
	Of the clients who provided client satisfaction feedback, record the	Report actual				

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2025 to 30 September 2025	01 July 2025 to 30 November 2025	01 July 2025 to 31 March 2026	01 July 2025 to 30 June 2026
need; reduce service fragmentation, duplication and gaps in frontline services.	number who reported that they were satisfied or very satisfied with the service					

Provider Narrative Report – to support the data

What is the “story behind the data”? (eg, environmental factors impacting on client results including issues, gaps, overlaps and trends).

What are your areas for improvement towards achieving better results for clients (continuous improvement)?

Who are your partners that help you achieve results, and what joint activities have you participated in?

What combination of services do you think is most effective for your clients (if applicable)?

Provide examples of strategies or practices used to encourage ‘hard to reach’ clients to engage.

Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.

Guidance notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and service evaluations.

In providing the narrative, consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community eg, knowledge, skills, attitude, behaviour and life circumstances.