

The Whānau Resilience design phases

Here is a process to help you along through the year if you need it. We've broken it up into four main phases so you can see the kind of things that we think will need to happen so you can get a good end result. Everyone will be at different stages, so the process may not be this linear for some of you, and the pace you work at will vary too.

Stage 1: Get established

Build a strong foundation of working together with a shared vision and understanding of Whānau Resilience.

Includes:

- Sign contract, recruit kaimahi, commit to on-going active participation
- Agree MoU and develop an action plan between everyone involved

Stage 2: Discovery

Discover the needs of Whānau, challenge own assumptions, understand the baseline story of the region, what is already happening in terms of the 5 pou & gaps in your collective knowledge.

Includes:

- Do regional data walk/asset map
- Get ready and build baseline community level data
- Capture whānau voice

Stage 3: Identify opportunities for change

Explore insights and generate opportunities and ideas for where the biggest gains might be. Opportunities may be brand new ideas, building on or refining existing ideas and/or some quick wins or ideas you could try and test before going further

Includes:

- Define opportunities within 5 Pou, prioritised by whānau
- Identify how each provider's ideas or services fit to benefit whānau
- Tell and share a compelling story
- Start to develop measures and feedback loops
- Test ideas with whānau

Stage 4: Test & learn

Make your ideas real. Test your thinking in low cost ways before it goes live, use data to confirm you are on the right track. Start thinking about the next stage and how you intend to refine and adapt services over time.

Includes:

- Determine how services will operate, for whom and when, links, entry and exit points
- Confirm measures and feedback loops

At the end of the design contract, an ideal outcome is a clear service concept that specifies:

- A service or concept that fits within the Whānau Resilience scope and within funding or FTE you have available to you, ensuring it is a fully funded service
- The vision and aims of the service
- Which of the 5 Pou the service aligns to
- How the service is evidenced to contribute to long term recovery
- How the service will work evidenced by whānau voice and data gathered throughout the year
- The geographical coverage of the service and how it links to other services in the area or the gap it fills
- Who the service is targeting and how they access the service
- The shorter term measures and the longer term outcomes that this service is working towards
- A plan of how you intend to live test the service, and refine and adapt the service over time, including the support you need

In order to move to an Outcomes Agreement, providers must meet the above and have actively participated in all round tables, networking and training/capability building opportunities and worked collaboratively to design over the year



ROUND TABLE



ROUND TABLE



ROUND TABLE



ROUND TABLE

3 months

6 months

9 months

12 months

Phase 1: Design contract ends