

Whānau Resilience

Long-term healing and recovery services
for people affected by family violence

November 2018



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



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Overview of Whānau Resilience

2

What might Whānau Resilience look like in your community?

3

Procuring & contracting Whānau Resilience

4

Next Steps and Q & As

Whakawhanaungatanga

Introduce yourself to a
someone you don't
know

Wellbeing in one word
or one picture

Introduce your friend to
the wider group

There is appetite for change across the whole sector

“Be bold! Please don't invest more public funds in an outdated model that fails to recognise the complexity and needs of families experiencing violence. We can't continue to push the responsibility on women to take action to become safe.

We need to reach out, connect and engage with families much sooner in order to prevent escalation, and create a kaupapa around family violence that's grounded in hope and possibility rather than stigma and shame.”

We travelled from Kaitaia to Invercargill to hear from family violence providers

“Currently we are funded for 110 referrals per year. This is only a drop in the bucket. We get around 800 referrals per year from Police. There are 100 more clients declined that we could easily help.”

“In the past women would stay in our safe house for around 1 month (until they found suitable accommodation), we’ve got a woman currently who’s been here 5 months.”

“(Our contract) does not recognise the complexity of the work, the amount of co-factors of dysfunction that are needing to be addressed/managed.”

“New influx of people has brought more violence into the area.”

“We are just funded to manage the problem..”

“6 months is only a band aid when there is high risk, or whānau that need more support. 6 months is just like a broker, and have to move them on.”

We also heard collaboration is important, but not easy

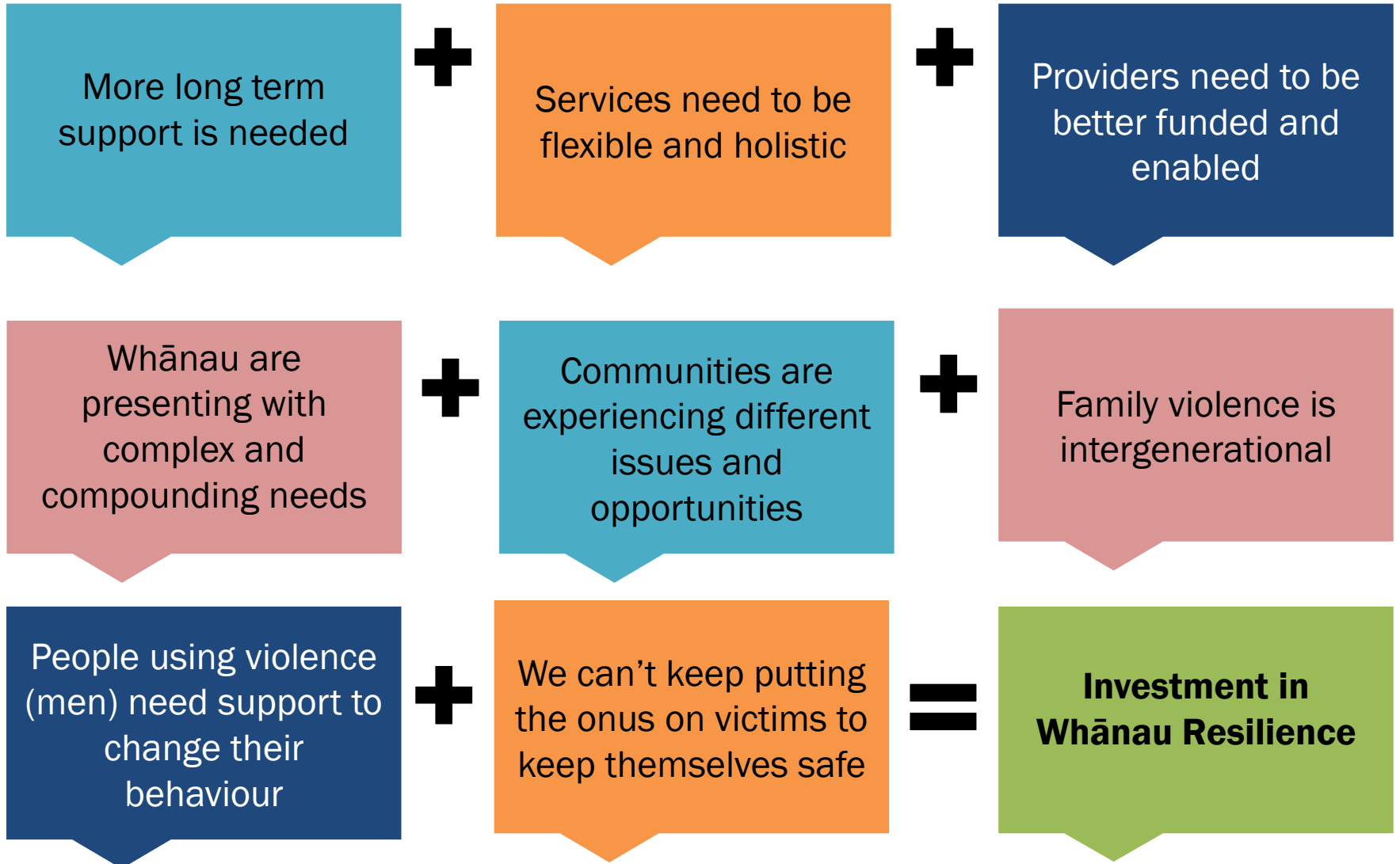
“Some agencies work better with other agencies than others. You could have collaboration as an outcome for reporting then agencies will have to do it. There is a strange sense of competition rather than collaboration in the sector which is not helpful to whānau”

“Collaboration can sometimes be an expensive luxury that may be forced to take a back seat to the day to day client work. If collaboration is to be encouraged it will need additional resource”

“It takes time, trust and relationship to work productively with other agencies and with the above being the reality this is often not achievable because it is quicker and more cost effective to just get on and do things independently as an agency.”

“Would be ideal to get collaboration happening with govt. agencies working as well as it is across NGO providers.”

Some of the things we learnt



Whānau Resilience services are just one element in a wider system response to family violence

Whānau Resilience Services

Focused on the longer-term impacts of exposure to violence, this includes healing from the trauma of violence and developing the skills to become resilient to the patterns of behaviour that lead to violence.

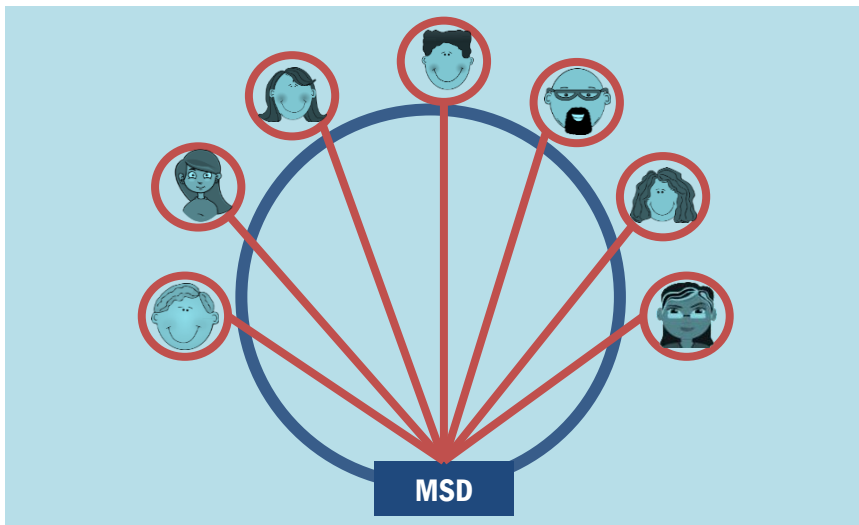
Safety and Stability Services

Focus: meeting immediate needs of people, families and whānau affected by violence.

What is the opportunity?

The Government is putting \$15.4 million into Whānau Resilience. This is a new investment. It is an opportunity for MSD to work in partnership with communities and organisations to:

- Think differently, and design tailored approaches that reflect communities' needs
- Look at new and innovative ways to support whānau and strengthen protective factors
- Collaborate, and share ideas and ways of working across the country



The change means that instead of nationally designed services, providers will collaborate regionally to:

- Determine a shared vision
- Understand the needs and strengths of their region
- Use whānau voices and relevant data to design, test and learn about what works for whānau to build resilience.
- Be funded for design and then delivery

This is new, and we are trying to work differently. We will make mistakes, but we want to learn and build a better system. We want partners in this journey



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Whānau Resilience – investing in long term approaches, flexibly available, that support and strengthen whānau to live free from violence



Unfunded



Funded

Potential categories* to frame Whānau Resilience

**Healthy, safe
relationships & skills**

**Long term behaviour
change – men &
people using violence,
peer-to-peer**

**Trauma, healing &
recovery**



**Strengthening social
capability & community
connection**

**Strengthening cultural
identity & whakapapa**

* Informed by international evidence and sector feedback from the workshops

Absolutes

1. Understanding the dynamics of partner & family violence (clear purpose & theoretical base)
2. Informed by Tikanga Māori
3. Whānau-centred (Services for people using violence **and** impacted by the violence)
4. Long-term support that is flexibly available
5. Led by whānau voice
6. Integration with other regional services



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Procuring & contracting for Whānau Resilience services

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We understand the need for change, now it's time to act

CURRENT STATE

Funding directed to crisis support •

Contributory funding model •

Underfunding of the sector •

Programmatic response, not based on outcomes •

Short term contracts, rolled from year to year •

Services are fragmented and uncoordinated (gaps) •

Funding rates across the country are variable •

FUTURE STATE

- More funding directed to prevention and long term recovery and healing

- Clear understanding of what's being purchased and delivered (cost, effectiveness)

- Longer term contracts

- Support available when people need it

- Funding at better rates and working towards outcomes

- Build capability of the sector

- Encourage collaboration in the sector

- Better integrated w/ other govt agencies

**How might we
be the change
we want to
see?**

Collaborate

Whānau Voice

Whānau centred

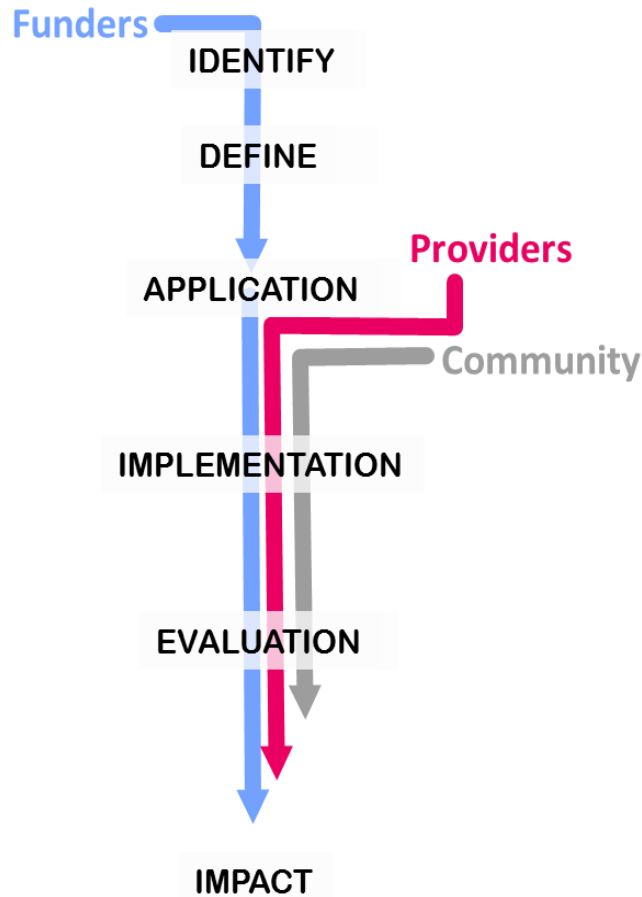
Transparent & adaptable

Learn, reflect & innovate

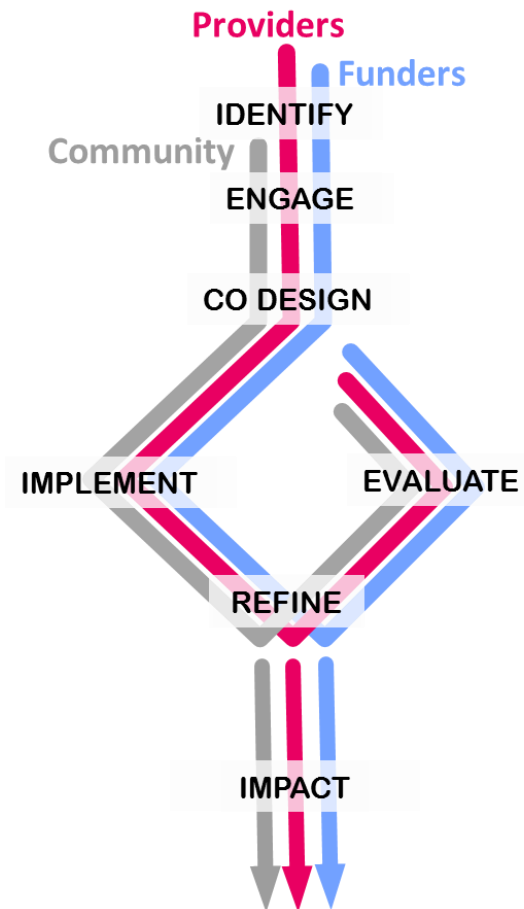
Tikanga Māori informed

Procuring for change

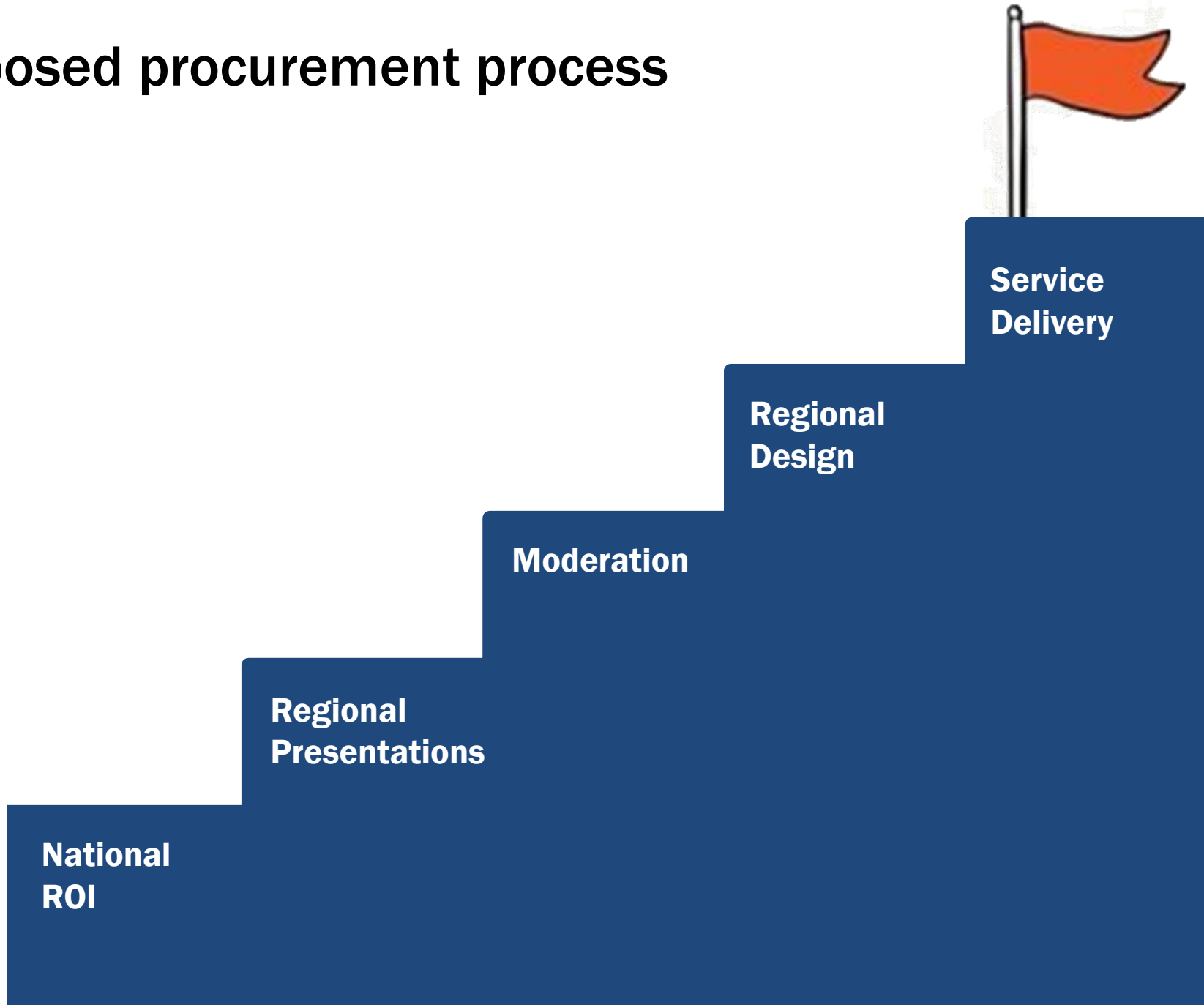
Traditional service approach



Alternative design approach – focusing on collaboration, innovation and reflective learning

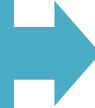


Proposed procurement process



Register of Interest from Feb 2019

Short written application
– maximum of 5 questions



Potential ROI Questions

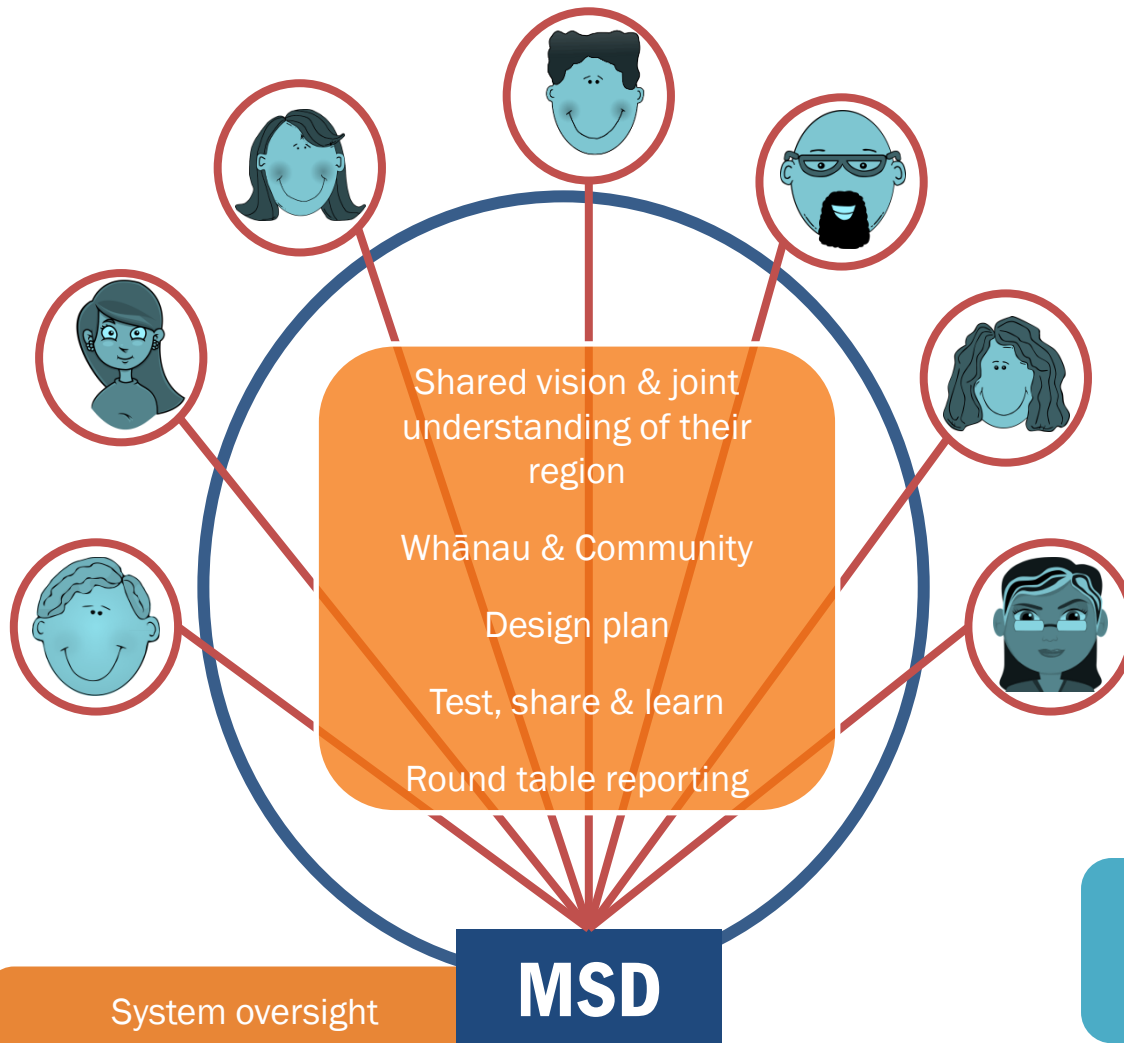
- What is your experience and capability in delivering longer term support for whānau affected by family violence, with a demonstrated analysis of the dynamics of partner & family violence?
- How is your practice framework aligned to Tikanga Maori?
- How does your service reflect and respond to the needs of your community (how has your service evolved based on community voice)?

Available on GETS

National Moderation

Successful providers will proceed to
Regional Presentations

Regional Design - 12 regions



System oversight
Stewardship
Contract Management



Draw out and activate ideas

Drive change

Experienced at making things happen on limited resources

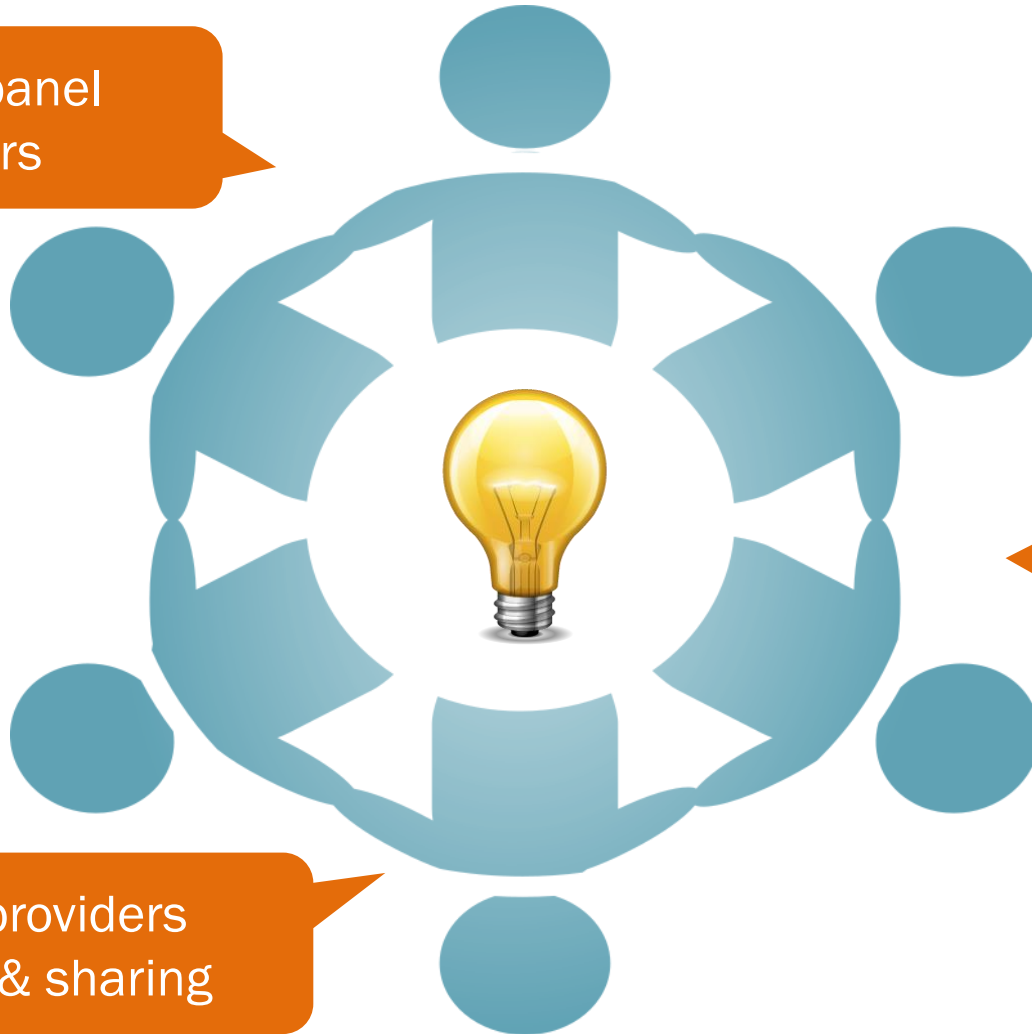
Shared Accountability & Ownership

Regional Open Presentation: Collaboration from the start

Regional panel members

National panel members

Community providers
transparency & sharing

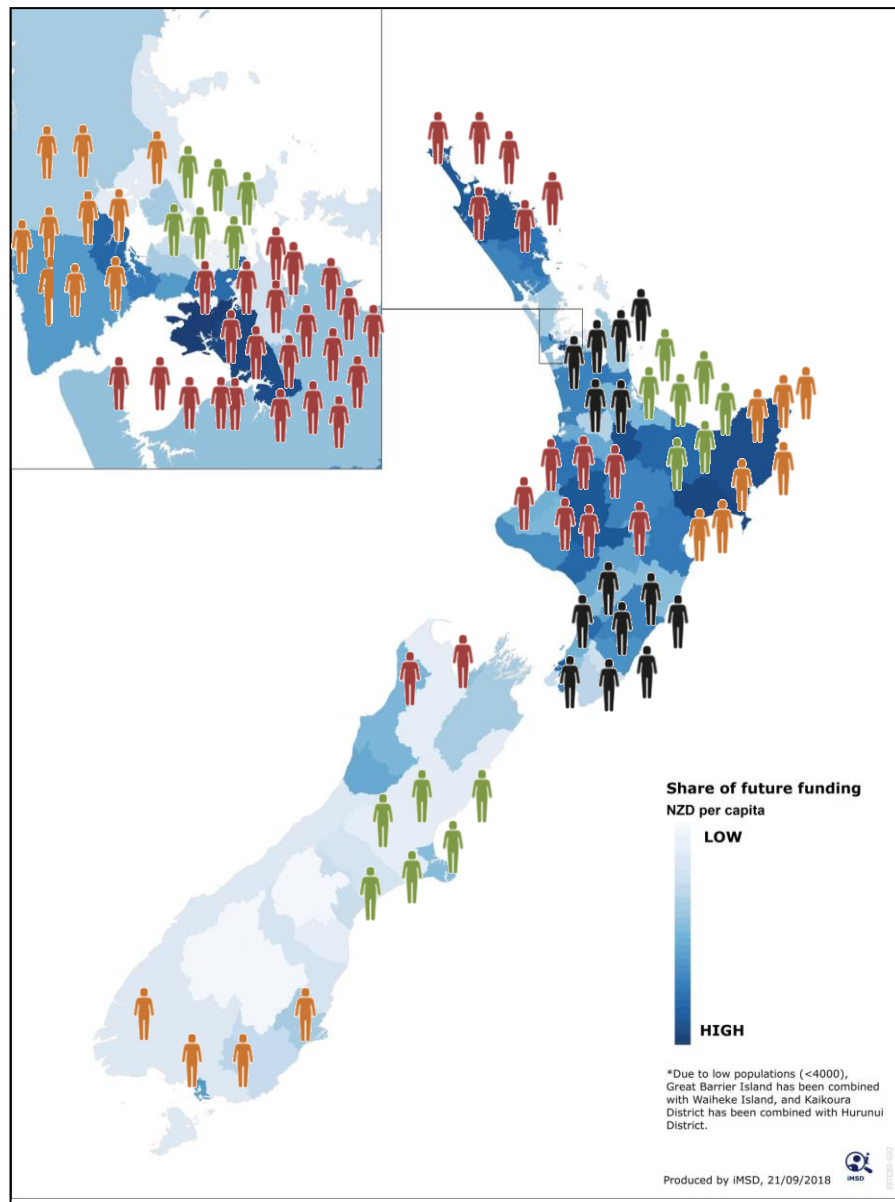


Shifting away from funding for volumes

- Every successful organisation, will have a direct contract with MSD with deliverables to collaborate
- The funding amount is first for the regional design of Whānau Resilience, then for the delivery of Whānau Resilience
- We are using the funding allocation model to determine the level of funding in a region
- We are funding an organisation \$110-150k per FTE (includes overheads)
- There will likely be 91-115 FTEs delivering Whānau Resilience across New Zealand

Approximate spread of Whānau Resilience workforce

Region	FTE potential range
Northland	6 - 8
Waitematā	8 - 10
Auckland	6 - 8
Counties Manukau	22 - 24
Waikato	7 - 9
Bay of Plenty	9 - 11
Eastern	7 - 9
Central	7 - 9
Wellington	8 - 10
Tasman	2 - 4
Canterbury	5 - 7
Southern	4 - 6





Whānau Resilience

What it is

- Enabling whānau & community to have a voice in services designed for them
- Funding providers on an FTE rate to be part of the design & delivery
- Focused on Kaupapa Māori responses & approaches that respond to Pacific communities
- It is an opportunity for providers with open minds, reflective practice & willingness to collaborate

What it's not

- MSD designing the service specifications
- One size fits all approach
- Coming to you with the solution
- Providers working in isolation
- The silver bullet – it is MSD taking a step towards the future system as told to us by communities



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Next steps

- Slides and a question and answer tracker will be published online
- Further details about the ROI will be available by the end of the year
- February 2019 Register of Interest published
- May 2019 Regional Presentations
- July 2019 Regional Service Codesign commences

Upcoming dates

End 2018 Advance ROI notice

Feb 2019 ROI release

Contact us for any pātai or comments:

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