



AUCKLAND
REGIONAL PLAN FOR 2008/2009
MINISTRY OF SOCIAL DEVELOPMENT

**AUCKLAND
REGIONAL
PLAN
FOR
2008/2009**



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WELCOME



I'm delighted to present the Ministry of Social Development's 2008/2009 Regional Plan for Auckland.

The Ministry's aim is to help New Zealanders live better lives. The way we seek to do this is by valuing people and putting them at the centre of our thinking and action as we support them to build their security and their welfare. We know that thriving families and communities will contribute to building a stronger Auckland region, which will in turn build a stronger nation.

Auckland has unique challenges, which demand unique responses. These challenges relate to demographic issues that include size, rate of growth, ethnic diversity and youthfulness. This Regional Plan reflects our contribution to addressing these challenges and helping Auckland people to be successful in their lives.

We have been working to support families and communities, give children and young people the best start in life, ensure everyone is safe from violence and abuse, encourage and support older people to live in their communities, and continue to help people gain sustainable employment and build skills for the future.

Given the scale and complexity of the challenges in Auckland, we need to work collaboratively in an organised and co-ordinated fashion. This is both across the Ministry and with our partners in other social sector agencies, councils and community groups.

The key achievements for 2007/2008, which are detailed in the Plan, illustrate what can be achieved by working together

across the Ministry, with other agencies and community organisations.

The Ministry has more than 2,000 staff working in the Auckland region. Most are involved in day-to-day service delivery whilst others work with many different agencies and communities – all are investing daily in making a significant difference to people's lives.

We're looking forward to the coming year as we continue to work together and with others in contributing to the development of a sustainable and vibrant Auckland region.

A handwritten signature in black ink, appearing to read 'Isabel Evans'.

Isabel Evans

Regional Commissioner for Social Development

"Given the scale and complexity of the challenges in Auckland, we need to work collaboratively in an organised and co-ordinated fashion."

HIGHLIGHTS OF 2007/2008

Our goal for last year was to work with individuals, families and their communities to drive positive change – to make a real difference to the lives of children, young people, working age people, older people, families and whānau.

In partnership with other government agencies, individuals and organisations, we developed and implemented a variety of initiatives to address Auckland's important social issues – and to help build a strong, healthy society for the people who live here.

Some highlights of our work include:

- **The Auckland Youth Support Network** continued to work to improve the lives of young people in Auckland. You can read more about this on page 12.
- **An agreement across the Ministry** to align our focus to increase young people's participation in education, training and employment.
- **Our Early Years package**, featuring the introduction of the Early Years Service Hubs, and includes the Teenage Parent Co-ordinators, an extension to Family Start and the pilot of our Roots of Empathy Programme.
- **Our collaboration with non-government organisations** in helping young people make the transition from care to independence. Page 12 has more on how we're helping these young people.
- **The establishment of youth justice teams working with communities** to help develop local strategies for reducing offending rates. An example is the Hot Spots initiative with the Papakura District Council and the New Zealand Police.
- **Significant progress in developing community profiles and action plans** as part of our Local Services Mapping initiative.
- **The establishment of a plan for five new Child, Youth and Family offices in Auckland** with a community-focused approach that will allow us to better meet families' needs.
- **We continued to achieve significant reductions in the number of people receiving an unemployment-related benefit** – with a reduction from 31,554 working age people in March 2003 to 5,879 in March 2008.
- **Enhanced services for people receiving a Domestic Purposes, Sickness or Invalid's Benefit** to help them plan for their future and participate more fully in their communities. This includes people who are willing and able to prepare for, or make the move to, work or training.
- **The opening of the Helensville Heartland Service Centre.**

OUR REGION



AUCKLAND AT A GLANCE

AUCKLAND IS THE FASTEST GROWING REGION IN THE COUNTRY

GAINING AN EXTRA 79 PEOPLE, 21 HOUSES AND 60 VEHICLES EVERY DAY

THE REGION IS HOME TO MORE THAN 1.3 MILLION PEOPLE

WITH APPROXIMATELY A THIRD OF NEW ZEALAND'S POPULATION LIVING IN 2% OF THE COUNTRY'S LAND MASS

OVER 70% OF THE COUNTRY'S IMPORTS AND 40% OF ITS EXPORTS

ARE MANAGED THROUGH AUCKLAND PORTS

AUCKLAND HAS A RELATIVELY YOUNG POPULATION WITH 37% (OR 482,135) AGED UNDER 25 YEARS

THE EQUIVALENT TO THE POPULATION OF WELLINGTON, THIS INCLUDES A HIGH NUMBER OF MĀORI AND PACIFIC YOUNG PEOPLE



FACING CHALLENGES, BUILDING ON OPPORTUNITIES

Why we do what we do

Social sector government agencies must work closely together to achieve the best results for New Zealanders. Often agencies' priorities don't always fit neatly together so we are contributing to the priorities of other agencies where we have shared interests. Sometimes this involves us as a working partner, at other times we lead by co-ordinating, streamlining and monitoring services.

Having nearly one third of the country's population and generating around 30 per cent of the national gross domestic product, Auckland is a region of opportunity. We have a concentration of people and industries and a thriving economy. These opportunities, however, bring challenges. Our region's growth and diversity places pressure on our physical and social infrastructure. It impacts on services such as the availability, affordability and quality of housing, education, health, justice and transport, and creates greater demand for economic and social support.

Our task over the coming year is to address these challenges with innovative solutions; to explore and take maximum advantage of Auckland's opportunities to help people build their lives and livelihoods. A snapshot of some of the challenges facing our region are outlined in the table.

WHAT WE KNOW...

We need more permanent caregivers for children in long-term care, to enable these children to form positive and lasting relationships with adults.

We have the country's lowest early childhood education participation rate – this reflects factors such as long waiting lists and affordability.

Auckland's young people have low participation rates in sports and recreation, which can contribute to obesity and diabetes. Auckland has the lowest rate of 5 to 17 year-olds taking part in at least 2.5 hours of sport and leisure activities a week.

Auckland has a higher truancy rate than the national average and many school leavers have poor educational achievement. Auckland has more than 50% of New Zealand's decile one students, and only 65.7% of school leavers have a qualification higher than NCEA Level 2. Only 34.6% have a Bursary or higher qualification.

Youth gang activity is an ongoing concern for some of our communities.

WHAT WE'RE DOING ABOUT IT...

We'll work with caregivers and service providers in the care and protection sector to ensure vulnerable children are raised in stable and nurturing homes. (Read more on page 10)

We'll work with communities and education providers to address service shortages and ensure the region's children benefit from the lifelong advantages of engaging with education from an early age. (Read more on page 11)

We'll work with health, recreation and community service providers to secure opportunities for our young people to lead more active, healthy lifestyles. (Read more on page 14)

We'll work with schools and youth services to help young people make more positive choices, especially to stay in school or other forms of education and training. We'll also help them make seamless transitions from school into further education, training or work. (Read more on pages 13 and 14)

We'll work with justice and other social service agencies and community providers to support young people and their families and encourage them to make more positive life choices. (Read more on pages 12 and 13)

WHAT WE KNOW...	WHAT WE'RE DOING ABOUT IT...
<p>We're seeing significant disparities between ethnic groups, particularly in the areas of school leavers with higher qualifications, low incomes and household overcrowding. There are also large and growing concentrations of deprivation.</p>	<p>We'll work closely with other government and non-government organisations to create positive opportunities for individuals and families, support the strengthening and revitalising of communities and contribute to regional strategies with both a short and long-term focus.</p>
<p>We have a high proportion of people on low incomes. In Auckland this represents 154,663 people, of which 43,725 are of Māori or Pacific descent.</p>	<p>We'll work to ensure people have sustainable employment, are better off financially and that they receive the right services at the right time. (Read more on page 15)</p>
<p>Many people have high levels of personal debt, owing to the easy availability of personal loans, hire purchase, store cards, credit cards, money lenders and home sellers.</p>	<p>We'll work with other social service agencies and community organisations to help families reduce their financial obligations and manage their budgets.</p>
<p>Auckland has the second least affordable housing in New Zealand. This issue not only affects people's health, education and employment but also restrains Auckland's economy by restricting access for low/medium paid workers and determines whether people will locate or stay in the region.</p>	<p>We'll improve our co-ordination internally to ensure families we work with are receiving all the support and assistance they're entitled to.</p>
<p>The region's growth is impacting on Auckland's physical and social infrastructure, especially transport.</p>	<p>We'll continue to build our relationships with local government and other agencies in the region to improve the way we work together in responding to emerging social issues. (Read more on page 20)</p>

For us to make a difference in Auckland, all our work requires close collaboration – within the Ministry and with our partners in the health, education and justice sectors, local government, industry, employers, community organisations and volunteers throughout the region. Collaboration is a feature of the initiatives we're undertaking in 2008/2009.

The work we've outlined in this Regional Plan fits neatly with the Ministry's 'big picture' strategies and goals. As part of a strong, cohesive nationwide team, we work and deliver services to meet the unique needs of Auckland's people.



OUR PRIORITIES FOR 2008/2009

The Ministry of Social Development is all about helping to build successful individuals – and in turn building strong, healthy families and communities.

We know we can't do this alone; that only by working with government and non-government organisations, with communities and with individuals can we really make a positive difference.

That's our focus – and it's reflected in our five key priorities for 2008/2009.



GIVE CHILDREN THE BEST START IN LIFE

Children are New Zealand's future – all children deserve to grow up in a safe and happy environment.



HELP YOUNG PEOPLE ACHIEVE THEIR POTENTIAL

Young people need to be supported to overcome barriers and develop their understanding and ability to make sound decisions about the issues and opportunities they face.





ENABLE PEOPLE TO LIVE INDEPENDENT LIVES

All New Zealanders need to have access to services and the ability to gain skills that will enable them to live healthy and productive lives.



SUPPORT FAMILIES AND WHĀNAU TO BE SAFE AND RESILIENT

Families and whānau should be able to support their members' wellbeing, identity, participation in society and interdependence.



STRENGTHEN COMMUNITIES

We need to build our relationships with, and the capability of, volunteers and community organisations to ensure that New Zealand families and communities are strong and resilient.



GIVE CHILDREN THE BEST START IN LIFE

Strong and loving families are vital to give children the best start in life.

Under this priority we aim to help all children to feel valued and respected, and to be involved in decisions that affect their lives. After all, healthy, safe and active children and their families are crucial to our social, economic and cultural strength.

In the coming year we will:

Work together to protect children at risk

In partnership with health professionals

Toddlers and babies in our society are those most at risk of serious injury or death from abuse and neglect.

To help protect this vulnerable group, we'll implement, in collaboration with paediatric specialists, comprehensive assessments and monitoring regimes, as well as train our Child, Youth and Family social workers on the risks associated with children aged under two.

Improve the health of children in our care

In partnership with the Auckland District Health Board

In 2008/2009 every child aged under 14 years in Grey Lynn, Royal Oak and Otahuhu who comes into our care, will receive a free health assessment. This will ensure any existing health issues are diagnosed, treated and follow-up care is received.

Build stronger relationships for the care of Māori children and young people

In partnership with local whānau, hapū and iwi

We want to reduce the number of Māori children and young people coming into Child, Youth and Family care. In 2008/2009 we'll strengthen the skills of social workers in whānau research by developing closer relationships with local Māori and ensure that, wherever possible, Māori children and young people in care are placed with their extended whānau, hapū or iwi.

Ensure the right response at the right time

In partnership with non-government organisations, families and communities

In 2008/2009 we'll implement the Differential Response Approach in all Child, Youth and Family sites in the Auckland region. The Approach ensures we respond appropriately to notifications of children, young people and families needing our help by collaborating with non-government organisations.

Promote positive parenting

In partnership with non-government organisations

Strategies with Kids – Information for Parents (SKIP) helps parents build their skills to raise their children in a positive way, using limits and boundaries rather than physical discipline. This year, our SKIP providers will establish a forum for those working with SKIP resources to:

- exchange ideas, share knowledge and best practice
- plan events
- offer support and training to each other and the community.

Focus on children

In partnership with other agencies and community organisations

We'll establish and provide services from new Early Years Service Hubs for families in Papakura and Mt Roskill. The Hubs will provide these families with access to a range of co-ordinated and integrated services focused on children from pre-birth to school-entry age. Services will include:

For more information on SKIP and to access the resources visit:
www.familyservices.govt.nz



Differential Response acknowledges that a one-size-fits-all solution isn't appropriate – we need a range of services that take account of each family's specific circumstances

five years access the health, education, government, social and support services they and their children need. This enables them to develop their parenting knowledge and skills and to provide their children with appropriate and effective health checks, childcare and education.

Support families at home

In partnership with community organisations, district health boards and the Ministry of Education

Through our Family Start programme, families with high needs in Waitakere, Auckland, Manukau, Mangere and Papakura will receive intensive, home-based support services. During the year, Family Start workers will visit more homes to give advice and support to parents and caregivers of children from birth to six years. Together they develop a way forward and put in place the supports to improve:

- children's health, education and social achievements
- parenting skills and practices
- children's and parents' personal and family circumstances.

- antenatal care
- Well Child Tamariki Ora
- early childhood education
- parenting information
- education and support
- home visits
- supported referrals to off-site services
- outreach services to engage and retain families.

Families will learn about the agencies they can contact for help without the frustration of referrals from one agency to

another. The services also benefit children, by contributing to their health, safety, education, mental, emotional and physical development and general wellbeing.

Foster success in teenage parents

In partnership with non-government organisations

In 2008/2009 we'll work with and support Teenage Parent Co-ordinators in Auckland City, Mangere and Manurewa to help teenage parents of children under

Improve access to childcare programmes

Early childhood education provides positive developmental opportunities for children and promotes good health and wellbeing. Our childcare co-ordinators help parents or caregivers of pre-school and school-age children to access childcare and OSCAR (Out of School Care and Recreation) subsidies. This also allows parents to enter employment, training or education or to extend their hours in these activities.

HELP YOUNG PEOPLE ACHIEVE THEIR POTENTIAL

By helping young people to strengthen and develop their self-esteem and resilience, we're encouraging personal development and achievements as well as better health.

Through our own services and with help from partner organisations, we're committed to helping young people to connect to their families and communities and develop pathways to further education, training or employment. This is also an important strategy for reducing re-offending and helping at-risk young people to turn their lives around for the better.

In the coming year we will:

Improve opportunities for young people

In partnership with the New Zealand Police, the Counties Manukau District Health Board, the Ministries of Education, Justice and Pacific Island Affairs, the Department of Corrections, the Housing New Zealand Corporation, Te Puni Kōkiri, the Manukau City Council and the Auckland City Council

The multi-agency Auckland Youth Support Network works to improve the lives of young people in Counties Manukau and the wider Auckland region who are associated, or at risk of being associated, with youth gangs. In 2008/2009 the Network will connect them more closely with their communities by providing integrated employment, education and training services that will lead to lower truancy rates and fewer reported youth gang activities.

Help young people to live independently

Securing the safety of children and young people who can't live at home is vital. Our Transition from Care to Independence Programme helps young people aged 15 years and over to make the move from our care to permanent independent living. Without traditional adult support, these young people need extra help to achieve that independence. Through the Programme we'll ensure they have access to the social services for which they qualify and acquire the essential skills they need to support themselves and make their own decisions.

Support young offenders

In partnership with the New Zealand Police, the Ministry of Education, the Housing New Zealand Corporation, the Department of Corrections, the Ministry of Justice, the Ministry of Health, the Counties Manukau District Health Board and non-government organisations

Young people go through a number of changes, particularly as they move from their teen years into adulthood. Some may be engaged, or at risk of engaging, in low-level offending and harmful behaviours, or face fewer choices because of limited education or social skills. In 2008/2009 we'll work to reduce re-offending rates among young people through:

- The delivery of the Priority Offenders Programme, developed with the New Zealand Police which targets the few-but-frequent young offenders in Papakura. The intention is to significantly reduce the number of offences committed in the community.
- The Reducing Youth Offending Programme – which assists young people aged 10 to 16 who are at risk of increasing their offending behaviour and/or moving into adult offending. It involves a single clinician working one-on-one with each young person and their parents/caregivers to develop a plan that allows them to address the offending behaviour and any difficulties the young person has faced and to set goals for their future.
- The youth residential care facility Korowai Manaaki – where we work in a collaborative team alongside young people with a history of serious



schools plus

For more information visit:
www.schoolsplus.govt.nz

Maximise career opportunities for young people

With partners such as industry training organisations, the Tertiary Education Commission, the Auckland Chamber of Commerce, Modern Apprenticeship Co-ordinators, training providers and the Department of Labour

In 2008/2009 we'll help young people to access career opportunities that are appropriate to their needs and aspirations. We'll do this by:

- Using our local labour market knowledge to assist training and tertiary education providers to help young people decide on suitable pathways to employment, training or education.
- Partnering with the Auckland Chamber of Commerce to offer Cadet MAX to 100 young people in South Auckland. The two-week start-up programme is followed by employment with the Chamber and, later, work experience and trade apprenticeships within the Chamber's membership.
- Working with the Ministry of Education on the Schools Plus initiative, to ensure that young people stay in school or participate in appropriate training until they are 18. Options sought for students leaving school before 18 include training through youth training programmes, modern apprenticeships, local industry training organisations and individual employers.

offending and gang connections who are nearing release from the residence. The team will work with each young person and their whānau to reconnect them to their communities through employment, education or training.

- The location of youth offending teams in each youth justice facility in Auckland. Representatives from our youth justice unit, the New Zealand Police, the Ministry of Health and the Ministry of Education, meet regularly to discuss local issues and serious cases specific to each facility.

Help young people to successfully transition

Manurewa-Clendon is one of three areas to pilot a new youth-centred service which provides support to young people aged

14 to 19 to improve their educational achievement and work prospects. These young people may be moving out of Child, Youth and Family care, applying for or exiting from the Independent Youth Benefit or leaving school early. Through the service we will:

- identify young people with additional needs
- reconnect under 16 year-olds with school where appropriate
- find work where they can undertake training to gain at least a Level 2 NZQA qualification.

Through this service we'll also seek to identify gaps in available support services and improve our co-ordination of services both within the Ministry and with other providers.

Help tertiary students make good decisions

In partnership with prospective and current students, parents, teachers and influencers

We help current students and potential students to make informed decisions about their study options, the types of financial assistance available and how to keep their borrowing as low as possible. We also provide students with the information they need to understand the financial realities of student life and how to get the most out of their investment.

In 2008/2009 we'll enhance and further develop our programmes, including:

- On Course – an informative presentation helping mainly secondary students take the step-up to tertiary education
- StudyWise – an in-depth session advising on study choice, costs of studying, StudyLink and Work and Income assistance, other funding options such as scholarships and grants, and the impacts of taking on a Student Loan
- StudyLink Expos – an opportunity for prospective students to get advice on the financial options including student loans, and discuss career choices
- MyStudyLink – an online service through which students can view and update their personal details
- two StudyLink scholarship programmes – the Bonded Merit Scholarship for students in their second year of study and the Step Up Scholarship for students in the first year of a degree who qualify for a Student Allowance.

Give young people a voice

In partnership with local authorities and young people

In 2008/2009 we'll continue to offer funding through the Youth Development Partnership Fund toward new and innovative local projects for young people aged 12 to 24. The main focus is on education, training and employment.

Engage young people for the long term

In partnership with non-government organisations

Through the Services for Young People Fund we purchase services that offer personal and learning opportunities to young people aged 12 to 24. The services are designed to:

- teach young people healthy and safe living practices
- help young people to acquire new skills and increase their self-confidence and motivation
- support young people's active participation
- remove barriers to education, employment and training
- encourage participation, inclusion and engagement
- lead to achievements, awards or qualifications, as well as long-term financial and independent wellbeing
- respond to current and emerging local, regional and national issues.

To find out more information on the services available for young people in Auckland during 2008/2009 visit: www.myd.govt.nz





ENABLE PEOPLE TO LIVE INDEPENDENT LIVES

In the coming year we will:

Partner with industry

In partnership with employers and industry

In 2008/2009 we'll strengthen our relationships with local and national industries to reduce skill and labour shortages and maximise job opportunities for the people who we work with.

Through our Regional Labour Market Fora, we'll work alongside industries to address labour market development and opportunities as well as meeting the future employment requirements of the Auckland economy.

We'll work with employers to minimise skill and labour shortages in the Auckland region by entering into partnerships with industries and employers to develop recruitment services and training and support programmes.

Increase opportunities for people with ill-health and disabilities

Working New Zealand: Work-Focused Support ensures that people receiving a Sickness or Invalid's Benefit, who want to work, are given every opportunity to do so. The programme provides people with more opportunities and access to support and services to enter or resume work.

We've introduced a number of advisory roles to provide the right service and support to people with ill-health or a disability. This year advisors and co-ordinators will work with the individual and their health professionals to identify their needs and goals – then establish the most appropriate support and services to help them move into suitable work, as their

circumstances allow. Where work isn't an option, we'll support people to participate in their community.

Support patients and their families in hospitals

In partnership with hospitals and social workers

This year we'll provide case manager support in hospitals throughout the region to ensure patients and their families/whānau who need our support are aware of our services and receive the help that is available to them.

Reintegrate prisoners into the community

In partnership with the Department of Corrections

Work and Income case managers based in the region's prisons (Mt Eden, Spring Hill, Albany and Manukau), will work with the Department of Corrections to administer the Offender Re-integration Programme: Improving Employment Outcomes.

Expand SuperGold Card benefits

In partnership with the business sector, business associations and local government

The SuperGold Card offers older people discounts and concessions on a range of products and services. We'll work to increase the number, location and value of these products and services.

To find out which businesses in the Auckland region offer discounts to SuperGold cardholders visit:
www.supergold.govt.nz

Paid work provides the foundation to wellbeing for New Zealand families.

Through this priority area we aim to support all New Zealanders in contributing to their own lives and to their communities, the voluntary sector and the economy.

We'll be developing our services to ensure we provide the right support for people starting work or taking up other opportunities – and we'll be learning more about older people's issues, so that we respond with the right services at the right time.

SUPPORT FAMILIES AND WHĀNAU TO BE SAFE AND RESILIENT

Strong, resilient families that know how to look after themselves are vital to New Zealand's economic, social and cultural wellbeing.

While most Kiwi families cope well with the pressures of today's world, some do not – and they need our support.

For information on 'It's not OK' and the Community Action Fund visit: www.areyouok.org.nz

In the coming year we will:

Strengthen families

In partnership with local community service providers, schools, district health boards, the Ministries of Justice, Education and Health, Te Puni Kōkiri, the Accident Compensation Corporation, the Housing New Zealand Corporation, the Departments of Corrections and Internal Affairs, Inland Revenue and the New Zealand Police

The Strengthening Families initiative helps families gain access to the services they need by bringing together a family and all the agencies that play a part in helping them. At an initial meeting, families talk about their priorities and the agencies explain how they can help.

We currently have eight Strengthening Families Co-ordinators in North Rodney, the Hibiscus Coast, the North Shore, Waitakere, Auckland City and Counties Manukau. In 2008/2009 the number of Co-ordinators will increase to 13 and we'll support up to 300 families.

Act on family violence

Working with the Families Commission and community organisations

Stemming the increase in family violence in this country is a key priority for the Ministry. The work we'll undertake in Auckland during 2008/2009 includes:

- Supporting the ongoing development of the 'It's not OK' campaign, to build greater local awareness of the campaign's messages.
- Funding non-government organisations to deliver programmes under the

Community Action Fund. The Fund supports some of the great ideas that communities are developing to stop family violence – such as Violence Free Waitakere, Living without Violence in Waiheke, Pacific Island Safety and Prevention in Auckland and Preventing Violence in the Home.

Partner with others to support those in need

In partnership with The Salvation Army, the Auckland City Mission and foodbanks

We'll work with The Salvation Army, the Auckland City Mission and foodbanks throughout the region to ensure people accessing foodbanks know about and receive all the services and support to which they are entitled. Work and Income case managers are based at The Salvation Army in Manukau and Waitakere.

Provide an integrated response

Partnering with other government agencies such as the New Zealand Police, the Housing New Zealand Corporation, district health boards and non-government organisations

Our recently implemented Integrated Service Response identifies families with multiple and complex needs and provides them with services that aim to reduce their level of risk and build on their strengths. This year, Integrated Service Co-ordinators will work with government agencies and non-government agencies to support our most at-risk families by providing a co-ordinated, interagency response to ensure they receive the right support at the right time.



Help parents provide for their families

In partnership with Inland Revenue

In 2008/2009 we'll work with families region-wide to reduce their financial hardship and to ensure they are receiving all the support available to them. This work will include the ongoing promotion of Working for Families which makes it easier for parents to work and raise a family by providing a financial incentive to those parents who would like to move into paid employment but face challenges such as low income or childcare needs.

Provide a nationwide directory of services

Knowing where or who to go to for support helps families help themselves to meet their needs. Our National Directory provides online information on non-government organisations services available in communities throughout New Zealand. In 2008/2009 we'll work to expand the Directory to ensure it includes all community organisations.

STRENGTHEN COMMUNITIES

This priority recognises and responds to the enormous contribution made by volunteers and community organisations to New Zealand's social, economic, environmental and cultural wellbeing.

By building our relationships with this sector, we can work together to develop strong, resilient New Zealand families and communities.

You can view Local Services Mapping community profiles online at: www.familyservices.govt.nz

In the coming year we will:

Strengthen community providers

In partnership with community service providers

Pathway to Partnership is a long-term plan that will make sure community organisations have the funding they need to deliver high-quality, effective services. At its core are the strong, supportive working relationships between government and the community sector.

The funding package – \$446 million nationally over four years – will be progressively introduced from July 2008. The new funding will enable us to:

- begin to move essential children, young people and family-focused services to full funding by 2011
- provide for annual cost adjustment payments
- address forecast volume increases
- focus more on achieving results and less on inputs or programmes
- enable providers to build their workforce capability and capacity
- support organisations to work more closely together to reduce duplication and get more resources into services.

The funding also builds on work that we're already doing, like simplifying our funding and contracting processes, moving some contracts to grants to reduce compliance costs and providing organisations with multi-year funding.

Improve local-level planning

In partnership with local government, community organisations, central government agencies and iwi

Local Services Mapping identifies community priorities, strengths and gaps in the delivery of social services. Local Services Mapping results in an action plan to target the issues identified by the community. We work with communities to prioritise the issues, develop solutions and identify the social services and resources required.

Our focus for 2008/2009 is completing and implementing action plans for Manukau, North Shore and Waitakere Cities and Papakura and Franklin Districts. We'll also complete Local Services Mapping for Auckland City.

Enhance rural access to government services

In partnership with government agencies, non-government organisations and local communities

Heartland Service Centres offer residents in provincial and rural New Zealand one-stop access to a range of government and other community-based services. In 2008/2009 we'll increase the number of agencies delivering services in our Heartland Service Centres in Pukekohe and Helensville.

Help migrants and refugees

In partnership with local councils and non-government agencies

We'll work with migrant and refugee communities to identify gaps and opportunities in existing services and develop new initiatives in response. Our focus will be to:

- improve the settlement process for migrants and refugees through a Ministry-wide Leading for Outcomes Group

- work with migrants and refugees who are experiencing difficulty finding work through Migrant Employment Assistance funded projects
- provide support – through Settling In – an initiative to help migrant communities build their capacity and capability to provide their own services to meet their needs.

Bring services together in one place

We often work with people at critical times in their lives. Our research and experience tells us that the best results are achieved when these individuals are the ones making informed choices about how to make their lives successful.

At our new Linwood Community Link in Christchurch – government and community agencies work together to achieve positive results for these individuals and their families. Community Link wraps the right mix of services and supports around individuals and their families in a way that suits their particular needs and circumstances. The approach we're testing at Linwood is a new way of working which enables us to address the underlying needs of our clients. While it's early days and there's still a lot to learn, we're committed to using the aspects of the approach that are effective in our region.



The Auckland region is represented by 180 different cultures – with more than one third of the population born overseas and over 70 per cent of new migrants to New Zealand choosing to live in Auckland.

For more information on Pathway to Partnership visit: www.msd.govt.nz

OTHER REGIONAL PRIORITIES

The scale and complexity of Auckland is immense. Our success depends on applying a whole-of-Ministry approach to meeting the challenges and opportunities. Success will also rely on our continued commitment to working with social sector partners and other central and local government agencies, as we seek to address both the immediate needs and the long-term direction that will ensure sustainable improvement for Auckland's people. In the coming year we'll:

Integrate thought and action in Auckland

The Government Social Sector Office will improve our understanding of Auckland's long-term strategic trends and their social impacts. It will build stronger links between social, economic, urban and environmental factors. In 2008/2009, the Office will work to:

- co-ordinate and influence regional strategies, decisions and planning
- strengthen the relationship between policy decisions and the innovative implementation of specific services.

Contribute to One Plan for Auckland

Our contribution to the development of the One Plan for Auckland builds on the importance of putting people at the centre of the region's thinking and action. The One Plan for Auckland involves a wide range of central and local government agencies joining forces to plan for and to enable effective decisions on the development of a sustainable and

prosperous Auckland region. Evolving over time, the Plan will build on a number of existing strategies and frameworks to develop an integrated action plan.

In 2008/2009 we'll continue to build new ways of collaborating with partner agencies in order to improve long-term, sustainable social futures for people of the Auckland region.

Build communities

The multi-agency Tamaki Transformation Programme builds on community strengths and addresses the challenges facing many in the Tamaki community – which include poor standards of living, low education achievements, low incomes, high unemployment, issues of crime and safety and a high dependency on the benefits we provide.

The Programme takes a multi-level approach involving the community, central and local government, non-government organisations and the private sector. The resulting redevelopment aims to make Tamaki a better place to work and live for current and future residents through integrated physical, economic and social redevelopment initiatives.

THANKS

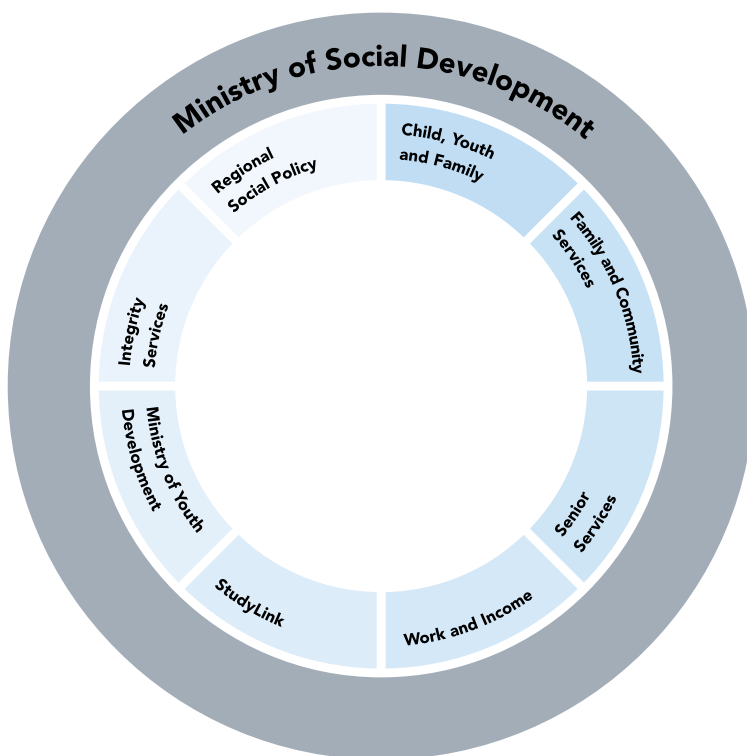
Finding solutions to the many issues facing us is not a job we can do alone. Success requires combined efforts across all organisations and working together with individuals, families and communities. The details of this Regional Plan outline our way forward.

For the great results we have already achieved, acknowledgement must go to the Ministry's staff, our partners in central and local government and the many community organisations, employers and industry organisations we have worked alongside. You have all contributed to making a positive difference in the lives of the people of Auckland.

Thank you very much for your individual and collective efforts. We look forward to working with you over the next year.

OUR ORGANISATION

How the Ministry operates in our region



● Child, Youth and Family

Helps children and young people who are abused or neglected, or who commit offences by working with their families to help make them safe or to keep them from re-offending. We also provide adoption services. We have:

- 2 Service Centres
- 8 Sites.

● Family and Community Services

Helps to build connected communities and strong, resilient families by co-ordinating government and non-government organisations to support families to be well resourced, violence-free and connected to their communities. We have:

- 2 Heartland Service Centres.

● Senior Services

Administers the Community Services Card and the SuperGold Card and includes International Services and War Pension Services.

● Work and Income

Offers a single point of contact for people needing work-search support to secure employment; in-work support that assists people to stay in employment; and income support to people who require temporary assistance or additional income to supplement their earnings. We have:

- 36 Service Centres
- 4 Super Centres.

● StudyLink

Administers financial assistance to students and works in co-operation with secondary schools, tertiary education providers and student bodies to ensure students get the finance they are entitled to so they can complete their study. We have:

- 6 Outreach Sites.

● Ministry of Youth Development

Promotes the interests of young people aged between 12 and 24 years so that they are valued, nurtured, and challenged to reach their full potential.

● Integrity Services

Helps to ensure people are receiving their correct entitlements to financial assistance with an emphasis on preventing and minimising overpayments and fraud.

● Regional Social Policy

Connects the regions and National Office by providing early warning of the big risks that are emerging on the ground, supporting Regional Commissioners to achieve regional priorities and bringing issues to National Office that require a national policy response.

Ministry of Social Development

Auckland Regional Office
Building A
65 Main Highway
Ellerslie
Auckland
www.msd.govt.nz

Community Services Card

0800 999 999

Child, Youth and Family

www.cyf.govt.nz
0508 326459

Family and Community Services

www.familyservices.govt.nz

Integrity Services

0800 558 008 (Debt Enquiries)
0800 556 006 (Allegation Line)

International Services

0800 777 117

Ministry of Youth Development

www.myd.govt.nz

StudyLink

www.studylink.govt.nz
0800 88 99 00

SuperGold Card

0800 25 45 65 (Card Holders)
0508 65 00 00 (Business Partners)

Work and Income

www.workandincome.govt.nz
0800 559 009

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