



# CANTERBURY



**CANTERBURY**  
**REGIONAL PLAN FOR 2008/2009**  
MINISTRY OF SOCIAL DEVELOPMENT




# CANTERBURY REGIONAL PLAN FOR 2008/2009



Chatham  
Islands



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# WELCOME



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

The Ministry's aim is to help New Zealanders live better lives. We do this by putting people at the centre of all we do – we support people to build their economic security and their welfare. We know that strong people build strong families and that strong families make strong communities and regions. It all starts when we value people.

During 2007/2008 we introduced a number of innovations that are focused on people. We feature the achievements arising from some of these on the next page. All of these initiatives are beginning to pay dividends.

The Social Report 2007 portrays Canterbury as economically and socially prosperous. Compared to other parts of the country our population enjoys good life expectancy, is safe, generally well educated and participates in physical activity. The 2007 Positive Ageing Indicators found that many older people are positively participating in society. The number of people participating in the labour force has increased, unemployment is down – and, with two large scale residential developments underway in Christchurch, these optimistic trends are likely to continue.

Of course, these encouraging results are the product of more than the Ministry alone. The many healthy working relationships we've established with businesses, government and non-government agencies and communities are critical in truly making a difference.

***"The many healthy working relationships we've established with businesses, government and non-government agencies and communities are critical in truly making a difference."***

I'm proud of the efforts of the Ministry's staff as they've worked to build these partnerships and I thank all our stakeholders for their support.

Continuing our joint work to help all people be successful in their lives is what this Plan is about. Over the next few pages we've set out the priorities and activities for the coming year, which reflect our contribution to the Ministry's priorities.

I wish to acknowledge the continuing hard work of the Ministry's staff in our region. Their efforts and commitment have helped make a contribution to our region's economic and social successes. Thank you for your commitment.

We're looking forward to the coming year as we continue to work together towards the goals of this Regional Plan. I'm confident our combined efforts will continue making a real, tangible difference to the lives of individuals, families and communities in Canterbury.

A handwritten signature in black ink, appearing to read 'Michelle Mitchell'.

Michelle Mitchell  
**Regional Commissioner for Social Development**

# HIGHLIGHTS OF 2007/2008

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

In partnership with other government agencies, individuals, community organisations and local councils, we developed and implemented a variety of initiatives to address Canterbury's important social and economic issues – and to help build a strong, healthy society for the people living here.

Highlights of our work include:

- **The opening of the Linwood Community Link.** This new office takes an integrated client-centred approach to helping people access the wide range of services and support available through government agencies and non-government organisations.
- **The Children's Day celebration held in Hagley Park, Christchurch.** This large-scale event was organised by Child, Youth and Family, the Christchurch City Council and Work and Income together with partners such as The Salvation Army, Barnardos, the Open Home Foundation, the New Zealand Police, Sport Canterbury and Presbyterian Support Services.
- **The successful introduction of the Strengthening Families lead-agency initiative.** Positive feedback on the initiative has been received from families, communities, government agencies and the lead agents.
- **The launch of the Christchurch Interagency Strategy for Young People from a Refugee Background.** We developed the Strategy in collaboration with young refugees and the Christchurch City Council, Hagley High School, the Canterbury Development Corporation (ActionWorks) and the Canterbury Refugee Resettlement Service.
- **The appointment of two youth justice managers, a youth justice practice advisor and dedicated youth justice teams.** These resources will provide increased management and practice guidance and enhance services to young people involved in the youth justice system and the victims affected by youth crime.
- **In the Selwyn District, special funding for the Pumanawa Atawhai/ Nurturing Potential Adventure Therapy Programme, which is delivered by staff from the Waipuna Trust.** The funding provides peer leadership opportunities for 16 young people each year, helping them to achieve their potential as strong, resilient and self-confident members of our community.
- **A reduction of 34 per cent in the number of working age people receiving an unemployment-related benefit since March 2007.** This significant achievement represents an increase in people's skills and more people in work – both factors are critical to achieving a high performing economy.



# OUR REGION





CANTERBURY AT A GLANCE

**OVER 460,000  
PEOPLE**

LIVE IN THE CANTERBURY REGION

**KEY INDUSTRIES  
INCLUDE**

MANUFACTURING, AGRICULTURE, RETAIL  
TRADE, FINANCE, BUSINESS SERVICES  
AND CONSTRUCTION

**THE REGIONAL  
BOUNDARY  
SPANS 800KM**

DUE EAST OF CHRISTCHURCH  
TO THE CHATHAM ISLANDS –  
HOME TO 609 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.

Some of Canterbury's challenges are common to other regions around the country – an ageing population and increasing incidences of family violence. Others are more unique to the region. Whether national or local, we need to address these challenges with smart, innovative solutions. We need to explore and take maximum advantage of Canterbury's opportunities to help our people build their lives and future.

## WHAT WE KNOW...

Compared with other areas of New Zealand, we have a high number of teenage parents. These young parents need support and access to education and life opportunities – to raise their children in an enriching, healthy and caring environment.

Through our discussions with youth providers and community support agencies we know that some 16 and 17 year olds find it difficult to access suitable short and longer-term accommodation.

We have a relatively young population – this youthfulness provides many opportunities for the Canterbury region. However, some young people are facing issues such as low educational achievement, drug and alcohol abuse and offending.

Canterbury, like other regions, is facing an ageing population. There are currently just over 62,000 people aged 65 years and over living in our region. Our future focus will be to ensure improved access to information to assist older people's choices about services, their continued independence and participation.

## WHAT WE'RE DOING ABOUT IT...

We'll work alongside service providers and support networks to help these young families live healthy and fulfilling lives. (Read more on pages 10 and 11)

We'll work with government agencies and local service providers to develop more housing solutions for young people. (Read more on page 13)

We're working alongside other government agencies, local government and community organisations to help the region's young people develop a future that allows them to reach their potential. (Read more on pages 12 and 13)

We'll continuously review our services to ensure we deliver these to meet the changing needs of Canterbury's older residents.

We'll pilot a new service approach for older people, and increase the benefits available through the SuperGold Card. (Read more on pages 14 and 15)



WHAT WE KNOW...	WHAT WE'RE DOING ABOUT IT...	
<p>Our economy is largely made up of manufacturing, agriculture and business services. At the end of March 2008, 70.1% of our population were engaged in the workforce and our unemployment rate was 2.6%. However, manufacturing remains under pressure due to the high value of the New Zealand dollar, with some businesses announcing redundancies.</p>	<p>Through our Redundancy Support initiative we'll work with employers and their staff, who are affected by downsizing, to identify other employment opportunities.</p> <p>We're also working with a number of stakeholders on the Canterbury Regional Labour Market Strategy. (Read more on page 14)</p>	
<p>There is a growing awareness of family violence among our communities.</p>	<p>We're working with our communities and with local and central government on initiatives to strengthen family relationships – and especially address issues of family violence. (Read more on pages 16 and 17)</p>	<p>For us to make a difference in Canterbury, all our work requires close collaboration – within the Ministry and with our partners in the health, education, housing and justice sectors and community organisations and volunteers throughout the region. The theme of collaboration is a feature of the initiatives we're undertaking in 2008/2009.</p>
<p>Some of the more rural communities in our region do not have easy access to information about the services and service access available to them.</p>	<p>We'll work with communities to develop appropriate ways to improve service information and access.</p> <p>We'll work closely with other central and local government and non-government organisations to create opportunities for communities and families that don't have easy access to services.</p>	<p>The work we've outlined in this Regional Plan fits neatly with the Ministry's 'big picture' strategies and goals. Working as part of a strong, cohesive nationwide team, we'll also act locally – delivering services that meet our region's unique needs.</p>
<p>Our communities are becoming more ethnically diverse, especially in Christchurch City where there is a growing number of new migrants and refugees.</p>	<p>We recognise the need to ensure our services meet the expectations of different cultures as we continue to support these communities.</p>	
<p>In North Canterbury, Pegasus, a large-scale residential development programme currently underway, will provide housing for 5,000 people. Another planned for Yaldhurst in Christchurch, will provide 1,100 homes. Both developments offer significant employment opportunities.</p>	<p>We're looking at ways to work with these communities to ensure that we take maximum advantage of these opportunities.</p>	

# 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.



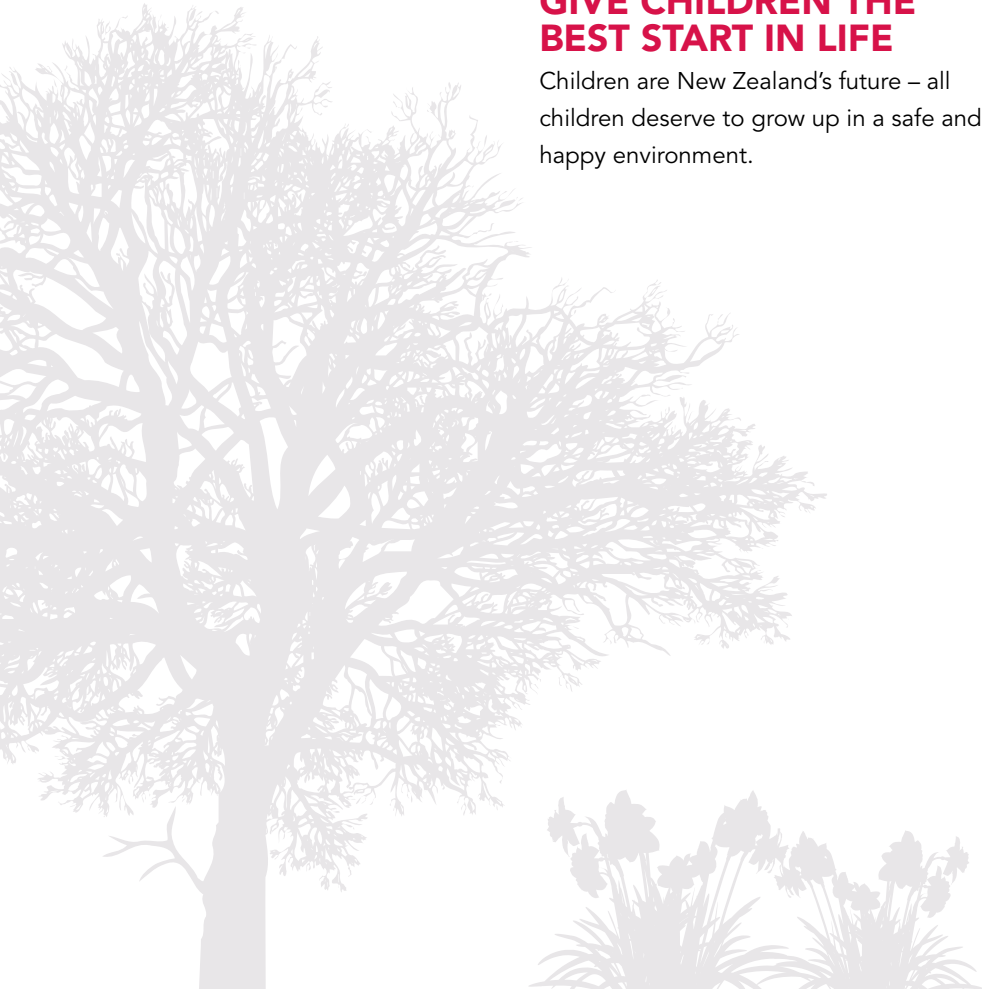
## **GIVE CHILDREN THE BEST START IN LIFE**

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.



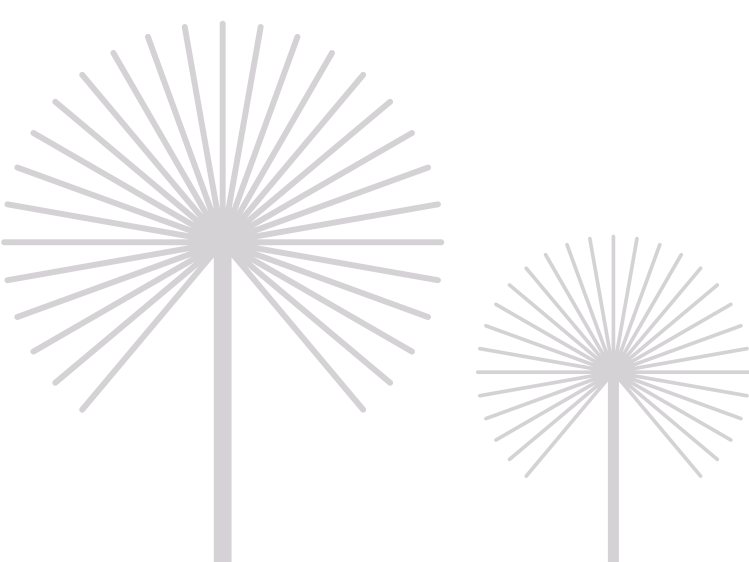
**SUPPORT FAMILIES AND WHĀNAU TO BE SAFE AND RESILIENT**

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:

### **Ensure children enjoy a stable home**

*Working with families/whānau, caregivers, lawyers, Courts and the Foster Care Association*

The upheaval of moving between different caregivers can interrupt a child's development and affect their wellbeing. This should only be contemplated as a way to ensure the child's safety. With a disproportionate number of Canterbury children aged under two years in Child, Youth and Family care, we want to shift attitudes about the need to keep children within their family/whānau. We'll work with families/whānau, lawyers and the Courts to ensure more custodial orders are made to families and caregivers with whom children have developed a psychological attachment. This will provide children with greater stability, a better start to life, and ensure permanency of care during their childhood and adolescent years.

### **Focus on the children**

*In partnership with related agencies and community organisations*

In 2008 we established a new Early Years Service Hub in Shirley, one of Christchurch's lower-income suburbs with a number of families with young children. The Hub provides these families with access to a range of co-ordinated and integrated services focused on children from pre-birth to school-entry age.

These services include:

- 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.

Through this initiative, families learn about the agencies they can contact for help, without the frustration of referrals from one agency to another. The service benefits children by contributing to their health, safety, education, mental, emotional and physical wellbeing.

We recognise that educating teen parents in life skills will help their children realise their potential. One of our Early Years initiatives is the Teen Parent Service Co-ordination Programme delivered by the Waipuna Community Trust. The Programme Co-ordinator brings together a range of health and social services to ensure teenage parents have increased access to all the support they need.

### **Advocate for children and young people who witness family violence**

*In partnership with related agencies*

The Children and Young People who Witness Family Violence Programme ensures that children and young people affected by family violence are identified, assessed and their needs responded to.

As part of the Programme advocates train professionals who work with children, in a range of roles, so they can:

- ensure the needs of children living in violent family situations are the priority and the children's voices are heard by service providers
- assist with referral processes, review



and monitor processes, and identify gaps in meeting children's needs

- ensure the decisions made are in the children's best interests.

In 2008/2009 we'll have three advocate roles covering Selwyn, Ashburton, Christchurch and North Canterbury. These advocates will provide independent advice and assistance to educate families and communities, and to raise awareness about the impact of family violence on children and young people.

#### **Ensure the right response at the right time**

*In partnership with non-government organisations*

In 2008/2009 we'll implement the new

Differential Response Approach across all Child, Youth and Family sites in Canterbury. This will ensure we respond appropriately to notifications of children, young people and families needing our help.

With increasing notification numbers (a 100 per cent rise in the past five years), it's important that families get the right level of service right from the start and that any actions we take are appropriate to families' circumstances and delivered promptly and effectively. The Differential Response Approach will ensure the right services are provided to the client at the right time. It also provides a greater range of responses to better match family circumstances without an over reliance on a statutory intervention.

***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***

# 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 reoffending and helping at-risk young people to turn their lives around for the better.**

**Actionworks is a joint venture between Work and Income and the Canterbury Development Corporation. For more information go to: [www.actionworks.org.nz](http://www.actionworks.org.nz)**

In the coming year we will:

## **Inform parents of teenagers**

*Working with the Christchurch City Council and the Canterbury District Councils*

In 2008/2009 we'll distribute an information pack for parents and caregivers of teenagers in the Canterbury region. Launched by the Christchurch City Council, Canterbury District Councils and ourselves in May 2008, the pack covers topics such as:

- cognitive, emotional and physical development during adolescence
- maintaining positive relationships
- safety issues
- substance abuse
- services available for help and support.

The pack provides up-to-date, relevant information about adolescent issues and how to deal with them appropriately. The goal is to help both parents/caregivers and teenagers to develop connections and enjoy mutually positive and rewarding relationships.

## **Support young men leaving prison**

*Alongside Actionworks and in partnership with the Department of Corrections*

Young people who engage with education or employment on leaving prison are more likely to remain offence free. A Prisoner Re-integration Team Youth Advisor helps young men from Christchurch Men's Prison successfully transition to work, education or training opportunities. The Advisor works alongside the Prison's Youth Unit and community organisations to build on existing prison programmes to support the young men released from the Unit each month to achieve better futures.

## **Create pathways to fulfil potential**

*In partnership with schools, the Ministry of Education, other education and training providers, the New Zealand Defence Force and local councils*

For young people to make positive choices for their futures it is important that we help them build their educational achievement, offer learning foundations and ensure we hear their voice.

In Canterbury:

- Through the Schools Plus initiative, we'll work with the Ministry of Education to ensure 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.
- We're co-funding the Aranui Services Academy pilot initiative which provides a pathway for students from Aranui High School to overcome barriers and reach their full potential. The Academy supports students at risk of leaving the education system and ensures they participate in activities that will allow them to make informed decisions about their career pathway. During the one year course at Burnham Army Camp students learn a number of life skills that contribute to their long-term economic independence and social wellbeing.
- We'll work with stakeholders to ensure that young people who are involved in youth councils, youth health advisory groups or represent their


 schools plus

For more information visit:  
[www.schoolsplus.govt.nz](http://www.schoolsplus.govt.nz)

### 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.

school, have the tools, skills and confidence to have their voices heard by decision-makers. This will help them to develop a sense of citizenship and ensure young people's views influence policies and services.

### Provide effective youth justice services

Working closely with young people involved in youth justice processes, as well as with the New Zealand Police and relevant non-government organisations, we'll help young people who offend to access appropriate community and family-based resources. Our goal is to reduce the severity, frequency and rates of re-offending. Victim satisfaction with the results of youth justice processes will be another important sign of success.

### Find accommodation for young people

*With partners such as the Christchurch City Council, the Housing New Zealand Corporation, He Oranga Pounamu, Te Puni Kōkiri and the Canterbury Development Corporation*

A Transitional Housing Pilot is under development for 16 to 17 year-olds receiving an Independent Youth Benefit who are having difficulties finding

somewhere to live. It is being developed after discussions with Christchurch youth providers and community, health and social services organisations. These discussions highlighted a longstanding need for emergency accommodation amid family breakdowns and other crises, and the difficulty young people have in accessing rental accommodation.

A collaborative effort involving a range of agencies, the project will provide these young people with:

- safe, stable, short-term and supervised accommodation
- support during their stay in finding training, education or work
- help with finding somewhere to live for the longer term
- support to progress towards independence.

We're also involved in other pieces of work focusing on youth accommodation. In April 2008, along with New Zealand Aotearoa Adolescent Health and Development, we held a regional forum to discuss the housing needs of young people in Canterbury. The forum has seen the establishment of small projects to look for solutions to some of the opportunities and issues raised.

# ENABLE PEOPLE TO LIVE INDEPENDENT LIVES

## 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.**

**SuperGold freephone numbers are:**  
**0800 25 45 65 for cardholders**  
**0508 65 00 00 for businesses**  
**Dedicated website:**  
**[www.supergold.govt.nz](http://www.supergold.govt.nz)**

In the coming year we will:

### **Offer working opportunities**

*In partnership with health professionals*

Working New Zealand: Work-Focused Support recognises that most people want to work, and can, with the right support. The programme provides people with more opportunities and access to the support and services to enter or resume work.

During 2008/2009 we'll ensure that people receiving a Sickness or Invalid's Benefit, who want to work are given every opportunity to do so. 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.

### **Improve our local labour market**

*In partnership with the Department of Labour, the Chamber of Commerce, the Canterbury Development Corporation, the Christchurch City Council, the Ashburton District Council, the Christchurch Polytechnic Institute of Technology and the Tertiary Education Commission*

The Canterbury Regional Labour Market Strategy seeks to improve conditions in the local labour market. By addressing issues of participation, productivity, retention, skills and talent, it will help people to live independent lives.

To be developed in consultation with a wide range of partners, the Strategy will:

- increase employment opportunities in the region and enable employers to attract and retain skilled staff
- attract and retain migrants to the region through co-ordinated settlement and support services
- increase the investment in workforce training and professional development
- enhance the links between industry and education
- introduce greater flexibility to employment conditions
- address accommodation and transport issues that have an impact on labour growth in some areas
- market the Canterbury region to potential employees.

### **Review our services to older people**

*In partnership with other government agencies, community organisations and local government*

Given the rising numbers of people aged 65 and over, we'll review our services to people in this age group. We'll trial a new service approach, and use the results to develop an appropriate, integrated service that provides older people with:

- improved access to the services to which they're entitled
- improved access to timely, relevant information on our services and support
- information on social services available in their communities
- the ability to stay in their own homes and participate in their communities.



### **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.

### **Encourage communities to create job opportunities**

*In partnership with non-profit community organisations*

This year we'll offer Enterprising Communities Grants to help non-profit organisations develop and grow community-owned businesses that will generate assets and job opportunities for people who are finding it hard to get work.

An example of a project we're currently funding is Noku Te Ao, a bilingual early childhood centre. The investment has enabled Noku Te Ao to employ a full-time kaihautu (trainer), who recruits and supports people to gain early childhood education qualifications and pre-school experience, especially in te reo Māori and kawa (protocol). With their tamariki attending Noku Te Ao many of the parents have been able to enter the workforce, extend their work hours or commence study.

# 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.**

In the coming year we will:

## **Provide in-home help for families with young children**

*In partnership with community-based organisations*

The Early Start Programme provides families with young children with long-term, intensive, home-based support and help from professionally trained family support workers.

The Programme covers child health, maternal wellbeing, parenting skills and family functioning. It ensures that families facing adversity get the support they need to provide a healthy, safe and caring environment for their children. The goals of the Programme include reduced concerns of abuse and neglect, fewer accidental injuries and an improvement in children's health, education and wellbeing.

## **Identify families with multiple and complex needs**

*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 keep families healthy in winter**

*Working with the Canterbury District Health Board and Community Energy Action*

Canterbury's winter climate, and increasing energy costs, can impact on the health and wellbeing of the people living here. Last year the Winter'07 pilot project assisted a group of low-income households with babies and young people, to provide warm and dry living conditions in their homes. Because babies and small children are less able to regulate their body temperature, cold and damp housing can lead to respiratory conditions such as asthma and ear infections. This year we'll build on the pilot by:

- informing clients of the importance of heating their homes, and what changes they can make
- working with the health sector to ensure patients who may suffer illnesses made worse by cold and damp homes, are receiving assistance to better heat their homes
- including the Winter'07 experience into a nationally driven cross-sector programme to understand and respond to fuel poverty, and provide warmer and drier homes in New Zealand.

## **Build support for families experiencing family violence**

*In partnership with family support agencies and community groups*

The number of reported family violence incidents is increasing in the Canterbury region. Our Family Violence Intervention Programme is providing frontline Work and Income staff with training, confidence and



skills to identify family violence and refer people to the services and support they need. The Programme helps to ensure those who experience family violence are identified quickly and supported to keep themselves and their children safe.

We'll also work collaboratively with family support agencies, community groups and others to build an effective support network for families experiencing family violence.

### **Change the way New Zealanders react to family violence**

*In partnership with the Families Commission, other government agencies and community organisations*

We'll continue our work on the four-year Campaign for Action on Family Violence, which was launched in 2007 with the aim of changing the way New Zealanders think about and act on family violence.

Key elements of the campaign include:

- a series of television advertisements that relay key messages and increase public awareness
- the Family Violence Information Line, which provides information and links to support services
- the Community Action Fund, which provides financial support for community-led initiatives
- a Community Action Toolkit, which provides practical information on getting involved in community activities.

### **Enhance families' home and life skills**

*In partnership with Presbyterian Support (North Canterbury) and Supergrans (Christchurch)*

Through the SAGES (older people as mentors) Programme, volunteers are trained and supported to provide practical assistance for families whose wellbeing is at risk. This year volunteers will provide one-on-one home and life skills mentoring, to strengthen parents' capacity to care for their families through:

- improved home management skills
- positive parenting
- a better understanding of their children's needs
- making the best use of their resources
- community links and a sense of community belonging
- problem-solving skills that enable them to cope with challenges.

***"It is ok to ask for help"***

***Freephone: 0800 456 450***

***Website: [www.aryouok.org.nz](http://www.aryouok.org.nz)***

# 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.**

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.

### **Support local-level planning**

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



Local Services Mapping helps communities identify ways to improve the development, planning, delivery, effectiveness and funding of social services for the community. Working with the various agencies and service providers within communities the process 'maps' the services available and then seeks to build strong links between these services and between community and government.

With profiles for Waimakariri, Ashburton and Selwyn completed, our focus for 2008/2009 is to work with these communities to complete action plans.

### **Help with best practice policy-making**

*In partnership with local government, young people, the Department of Internal Affairs and the Mayors' Taskforce for Jobs*

This year two best practice guides will be launched for local government, providing council staff with information on good practice youth policies and encouraging them to involve young people in the democratic process – whether it's in



making decisions, developing policies or delivering services for people in their age group.

We'll develop the guides in consultation with local government representatives and will evaluate them after their release.

### **Support community organisation participation**

*With partners such as Presbyterian Support, the Waimakariri Community Development Trust, Big Brothers Big Sisters, the Childwise Methodist Mission, the Early Start Project, the Open Home Foundation, the Waipuna Trust, Rehua Marae and the Ashburton Safer Community Council*

We provide lead-agency funding to support community organisations' participation in the whole-of-government Strengthening Families initiative. The 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. It allows families to get better access to information and services to develop their own goals and solutions.

This year we've awarded funding to a number of Canterbury social services organisations to enable them to take the lead in these meetings.

### **Bring services together in one place**

*In partnership with government and non-government organisations*

Established in 2008 the Linwood Community Link provides a wide range of services from a single location – it improves accessibility and efficiency for the people who need them. We work with our partner organisations, to offer a co-ordinated, integrated approach to help people improve their circumstances and change their lifestyles.

From the design of the building which allows clients or families to sit down in a relaxed and friendly environment and have a face-to-face conversation with an

agency representative – to the initial needs assessment when they first walk in the door – Linwood puts the individual's needs at the forefront.

Despite their different services, the agencies at Linwood share the same broad vision and purpose; to understand and meet the needs of people, enabling them to get on with their lives. The agencies and community partners don't just share a roof – they share their specialist sector knowledge, experience and networks, culminating in an integrated service for the client, whatever the underlying need or issue.

**To find out more about Pathway to Partnership visit our website:**  
[www.msd.govt.nz](http://www.msd.govt.nz)

**Local Services Mapping community profile reports are available online at:**  
[www.familyservices.govt.nz](http://www.familyservices.govt.nz)

# OTHER REGIONAL PRIORITIES

## **Co-ordinate efforts to reduce offending**

*In partnership with government agencies, the New Zealand Police, the Canterbury District Health Board and the Christchurch City Council*

The Christchurch Social Policy Interagency Network draws together senior managers from a range of public service organisations providing social services to Christchurch City. Responding to an issue identified by the New Zealand Police in 2006, the Network has established a strategy that brings a multi-agency approach to address the large number of criminally active individuals who come from a small number of Christchurch families. With a goal to improve the wellbeing of these families, the project's next steps involve:

- a review by each service agency of the services delivered to the identified individuals
- development of an interagency team
- creation of a Family Development Programme.

## **Build financial independence of Māori**

*Working with Te Puni Kōkiri and Te Rūnanga o Ngāi Tahu*

We're contributing to a programme to help Ngāi Tahu whānau achieve greater financial freedom and independence. The programme being developed offers:

- one-to-one financial planning to individuals
- wealth creation seminars
- support for home ownership.

# THANKS

## **The details in this Plan reflect one aim: to help people in the Canterbury region find solutions to live better lives.**

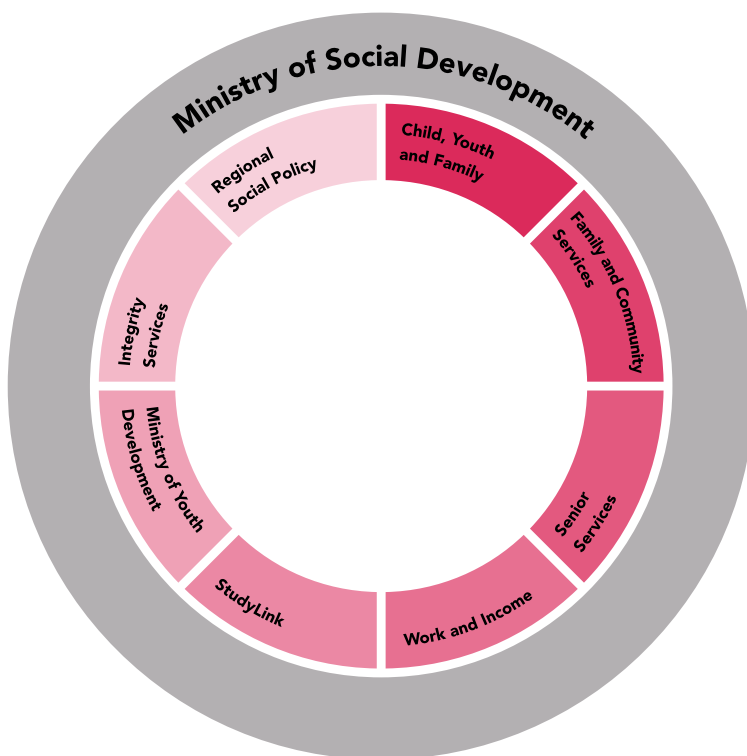
This is not always a simple job. There are no quick-fix solutions to the many issues some people face – and it's not a job we can do alone. Success requires our combined efforts with other government agencies and non-government organisations, along with communities and individuals. Working together provides New Zealand families and communities with the benefit of our many skills and resources.

For the great results we've already achieved here in the Canterbury region I thank the Ministry's staff and our partners in Ministries such as Education, Pacific Island Affairs, Health and Justice, Te Puni Kōkiri, the New Zealand Police, Inland Revenue, the Departments of Labour, Corrections and Building and Housing, Career Services rapuara, Workbridge and the Housing New Zealand Corporation. Ngāi Tahu, district health boards, employers and businesses, primary health organisations, local government, the youth sector, and numerous voluntary and community-based organisations have all contributed hugely to making a difference in the lives of people in Canterbury.

Thanks for your efforts. We look forward to working with you in 2008/2009!

# 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:

- 1 Service Centre
- 4 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:

- 4 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:

- 12 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:

- 4 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**

Canterbury Regional Office

Level 2

7 Winston Ave

Papanui

Christchurch

[www.msd.govt.nz](http://www.msd.govt.nz)

**Community Services Card**

0800 999 999

**Child, Youth and Family**

[www.cyf.govt.nz](http://www.cyf.govt.nz)

0508 326459

**Family and Community Services**

[www.familyservices.govt.nz](http://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](http://www.myd.govt.nz)

**StudyLink**

[www.studylink.govt.nz](http://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](http://www.workandincome.govt.nz)

0800 559 009

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