



CENTRAL

A decorative graphic overlay at the bottom of the page. It features a white wind turbine on the left, a lighthouse in the center, a person fishing with a line, and two deer on the right. The word 'CENTRAL' is written in large, white, stylized letters across the middle of these elements.


CENTRAL
REGIONAL PLAN FOR 2008/2009
MINISTRY OF SOCIAL DEVELOPMENT



**CENTRAL
REGIONAL
PLAN
FOR
2008/2009**



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WELCOME



I'm pleased to present the Ministry of Social Development's 2008/2009 Regional Plan for the Central region.

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 as we support them to build their security, wellbeing and independence. We know that strong people build strong families and that strong families make strong communities and regions. It all starts when we value people.

Young people are important to the future of our region. We place a high priority on initiatives to motivate young people to strive for positive futures that build not only their wellbeing and independence, but that of their families and communities.

Independence is important to our older residents too, and we are investing in initiatives that make sure older people remain an active part of the community and continue to be able to make decisions about their lives.

We're working to address the underlying issues preventing people with caring responsibilities, ill-health or disabilities who are keen to be more active both economically and socially. Our aim is to support them achieve the level of independence that suits their circumstances. The rise in family violence is a critical national issue – most particularly because of its effects on children and young people. Locally, we'll be responding to incidents as they arise and addressing the underlying causes.

Sustaining our past success in keeping people in employment, education or other productive activities is also a key part of what we aim to do this year. Helping those in need of additional support, particularly those on low incomes, is a major driver for the initiatives we have planned. In this Plan we've set out in more detail the coming year's priorities and activities.

As we go forward I thank the Ministry's staff for their continued support and hard work. The achievements of 2007/2008 pave the way for our sustained progress. I also thank all the other government agencies, district health boards, local and regional authorities and the non-government sector for their ongoing efforts in our communities. The robust and productive relationships we've developed with you are crucial to what we can achieve.

I know that by working together towards the goals of this Regional Plan our combined efforts will make a real, tangible difference to the lives of individuals, families and communities in the Central region.

A handwritten signature in black ink, appearing to read 'Penny Rounthwaite'. The signature is stylized with a large loop at the beginning and a long, horizontal flourish at the end.

Penny Rounthwaite
Regional Commissioner for Social Development

"Sustaining our past success in keeping people in employment, education or other productive activities is also a key part of what we aim to do this year."

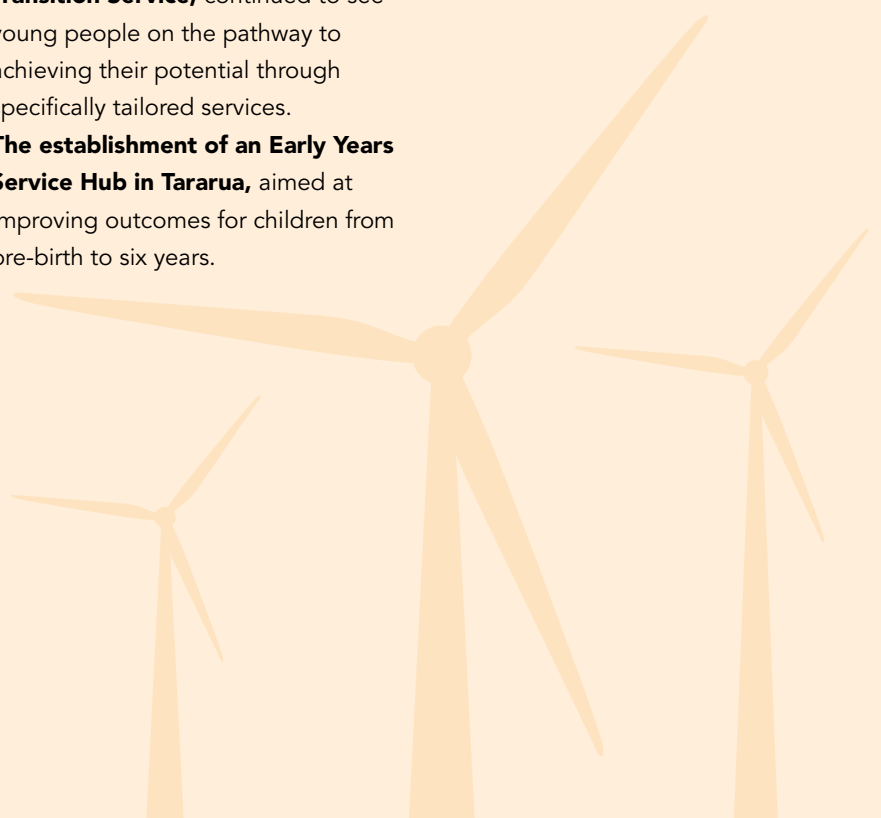
HIGHLIGHTS OF 2007/2008

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 and families and whānau.

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

Highlights of our work include:

- **More people in the region are independent and living successful lives** – we have helped over 3,400 people into work and over 20,000 families have been provided with Working for Families assistance in the 2007/2008 tax year.
- **A Social Work Student Unit is now permanently established** at our Child, Youth and Family Office in Palmerston North following a successful pilot. The Unit will help increase the number of social work students and graduates.
- **The steady progress achieved in addressing youth offending.** Initiatives developed by the Lower North Youth Justice Team in partnership with key stakeholders and service providers are raising the profile of youth justice in the community and with stakeholders.
- **Over 70 people participated in our PATHS (Providing Access to Health Solutions) Programme.** The Programme is a collaboration with MidCentral Health, Compass Health and Whaioro Trust and focuses on reducing the health barriers to employment for people receiving a Sickness or Invalid's Benefit.
- **The establishment of a partnership with the Wairarapa, Otaki and Horowhenua Primary Health Organisations** which is providing people with mild to moderate mental health conditions with support to enable them to move towards employment.
- **START, the Palmerston North Youth Transition Service,** continued to see young people on the pathway to achieving their potential through specifically tailored services.
- **The establishment of an Early Years Service Hub in Tararua,** aimed at improving outcomes for children from pre-birth to six years.



OUR REGION





CENTRAL AT A GLANCE

236,100 PEOPLE
LIVE IN OUR REGION

**AGRICULTURE,
HORTICULTURE,
VITICULTURE**

AND TERTIARY EDUCATION DRIVE
OUR ECONOMY

**THE REGION
STRETCHES
FROM**

MANAWATU IN THE NORTH TO
HOROWHENUA AND KAPITI IN THE
SOUTH; AND FROM WAIRARAPA IN
THE EAST TO TARARUA

**PALMERSTON
NORTH**

IS THE LARGEST CITY IN OUR REGION

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



WHAT WE KNOW...

We have a high number of young people in the region. Some of them face challenges such as teenage pregnancy, mental health issues and drug and alcohol abuse.

Many of our young people need support as they move through the key stages from school to education, training or work. Students living away from home for the first time without the support of their family or young people moving out of Child, Youth and Family care need extra support during these times.

The labour market has changed over the last few years. Skill and labour shortages are evident through most of our region.

We have an ageing population. Older people will become an increasingly large proportion of the population and our clients. Currently over 66% of our clients receive New Zealand Superannuation.

WHAT WE'RE DOING ABOUT IT...

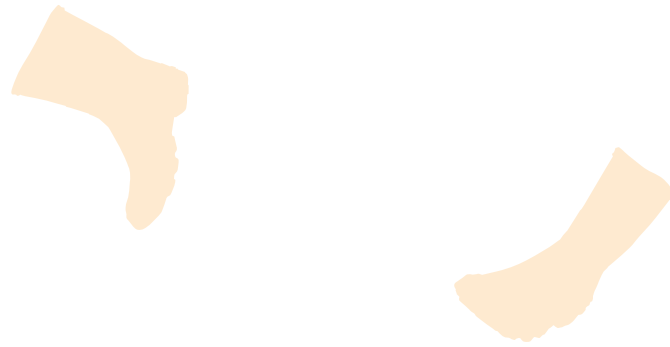
We'll work with youth service providers, health and other services to support young people to address these issues as they move into adulthood. (Read more on pages 12 and 13)

We'll work with education and training providers to support young people to transition into further education, training or work. We'll also help young people who are about to leave our care to make a positive move to independence. (Read more on pages 12 and 13)

We'll work in partnership with employers and industries to help them resolve their labour shortages. Workforce solutions will include opportunities for the wide range of working age people available for work, including those with health concerns or caring responsibilities.

We'll promote our services and those available in the community to older residents to help them live independently and free from abuse. (Read more on page 14)





WHAT WE KNOW...

Domestic and family violence is an issue that faces some people in the Central region. It can occur in families regardless of their cultural background, level of income or age.

Rising living costs and increasing levels of financial commitments are affecting the region's low-income families. These families may require increasing levels of support to be safe and resilient.

The region enjoys significant ethnic diversity, especially in Palmerston North, which is now a recognised refugee resettlement centre. Migrants make up 6% of the region's population, excluding those from the United Kingdom and Australia. These new New Zealanders can often face a range of barriers, including employment, as they settle into their new community.

WHAT WE'RE DOING ABOUT IT...

We'll continue to train our staff to help families, including children and young people to be free from violence. (Read more on page 17)

We'll also continue to fund and provide support for a number of initiatives in the region to help combat family violence and provide more positive solutions for parenting. (Read more on pages 16 and 17)

We'll actively promote the support available to our families from the Ministry and from a wide range of social service agencies and other organisations within the community. (Read more on page 16)

We'll work with other social service agencies, migrant and refugee communities and settlement service providers to build new migrants' readiness for work and life in the Central region. (Read more on page 19)

For us to make a difference in the Central region, all our work requires close collaboration – within the Ministry, with our partners in local and central government, iwi and community organisations throughout the region. Strong collaboration is a feature of the initiatives we're undertaking in 2008/2009.

The work we've outlined here 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.



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:

Focus on children

In partnership with related agencies and community organisations

During the year we'll establish Early Years Service Hubs in Levin and Pahiatua to provide families with young children with access to a range of co-ordinated and integrated services focused on children from pre-birth to school-entry age. 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.

Families will learn about the agencies they can contact for help, without being referred 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.

Promote positive parenting

In partnership with community organisations working with children and families

Strategies with Kids – Information for Parents (SKIP) helps parents build their skills in raising their children in a positive, loving way, using limits and boundaries rather than physical discipline. This year we'll review and update our resources for parents and caregivers of children from birth to five years wanting advice and information.

Through the SKIP Local Initiatives Fund, we'll engage with communities to take innovative approaches to a range of positive parenting initiatives in the region. We're currently funding:

- fathering events
- a community needs-assessment to enhance parenting knowledge
- counselling advice and support.

Care for children of working families

Working alongside childcare providers, parents, caregivers and schools

With more people in work, the demand for childcare is growing and right now there are not enough childcare services to meet the region's needs. In 2008/2009 we'll use OSCAR (Out of School Care and Recreation) Development Grants to provide funding for the establishment of childcare services. There's a need for flexible services, especially those providing for shift and weekend workers. In Kapiti, childcare services are becoming available for longer hours to cater for workers commuting to Wellington.

This year we'll introduce Extended Services, one of the first initiatives of the Out of School Services Five-Year Action Plan. These Services will ensure more children enjoy a wider range of quality activities while in after-school care, including:

- sport
- music tuition
- cultural activities
- educational support, such as tutoring and help with homework.

You can access SKIP resources and information on the Local Initiatives Fund at: www.familyservices.govt.nz



it's important that any actions we take are appropriate to families' circumstances and delivered promptly and effectively.

During 2008/2009 a project team will implement a Differential Response plan at our Child, Youth and Family Palmerston North Office. The goals of the plan are to:

- strengthen our partnerships with both government agencies and non-government organisations
- provide a speedier upfront response to all cases reported to us
- use case management, where needed, to support families with long-term needs.

Ensure the wellbeing of children adopted from overseas

Working with other countries, Inter Country Adoptions New Zealand, social workers, midwives, birth and adoptive parents

One of our roles is to ensure this country has safe, secure and transparent processes and procedures for the adoption of children from overseas. Here in New Zealand, we work with Inter Country Adoptions New Zealand, a non-government agency accredited to arrange adoptions from Thailand, Lithuania, the Philippines, India and Russia. We also work with adoption social workers and midwives for the adoption of New Zealand children.

This year we'll seek to improve the collaboration between local and international parties to ensure:

- adopted children from New Zealand and overseas are placed in nurturing and caring families
- the roles and responsibilities of everyone involved in the adoption are clear
- the children's needs are the priority throughout the adoption process.

Improve the response to vulnerable families

Working with other government and non-government organisations

In 2008/2009 our Differential Response Approach will be implemented in all Child, Youth and Family sites in the Central region. The Approach helps us to respond appropriately to notifications of children, young people and families needing our help. With increasing notification numbers

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.

Visit: www.studylink.govt.nz for more information on StudyLink services.

In the coming year we will:

Develop our young people

Working with the Ministry of Education, schools, education and training providers, employers and young people

Providing young people with opportunities to do better in education and work and participate in their communities builds their life prospects and benefits all people living in the Central region.

The Wairarapa is one of three areas to pilot a new youth-centred service which provides support to 14 to 19 year-olds to improve their educational achievement and work prospects. Through the service we seek to:

- identify young people with additional needs
- reconnect under 16 year-olds with school.

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

We'll also work with the Ministry of Education, through the Schools Plus initiative, 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.

Intervene early with young offenders

In partnership with community stakeholders in Palmerston North, the Wairarapa, Horowhenua, Feilding and Dannevirke

Appropriate intervention early in the

lives of young people who have offended and come to the notice of the New Zealand Police and Youth Justice can reduce the risk of a young person re-offending.

So that we're better able to support young people to stop offending we'll co-locate our Youth Justice team into the organisations that work closely with high-risk young people. This will give us a greater opportunity to build effective collaborative partnerships with community service providers. It will also allow us to develop a one-stop-shop approach within the diverse communities of the region to improve support services and youth justice interventions for our young people.

Provide young people with a voice

Young people need a sense of being valued, of being connected with others; they also need to be included in the decision-making process on issues affecting them. We'll work to find fresh ways to encourage a youth voice and involve the region's young people in their communities.

During 2008/2009 initiatives will include:

- ministerial forums on youth issues such as ethnic diversity, access to transport, how young people can realise their potential, and how they can contribute to their communities
- workshops that will provide practical training on youth participation for youth workers
- the creation of a regional link to ACTIVATE, a Wellington-based youth advisory group
- regional workshops for the PROVOKE, Youth Council, Youth Health Advisory and School Leaders networks.



schools plus

For more information visit:
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 continue to develop and enhance 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.

Help young people transition effectively

In partnership with local authorities, youth service providers and local industry

Most young people move effectively through the key stages in their lives including from school to further education, training or work or from care to independent living. However, these changes can be challenging and some young people need extra support during these transition periods.

We share the Mayors' Taskforce for Jobs goal for all young people to be participating in employment, education, training or other activities that lead to their long-term economic independence and wellbeing. Here in the Central region, several initiatives are progressing the Taskforce's objective and helping young people transition effectively.

- The Palmerston North Youth Transition Service helps the city's young people to make a successful shift from school into further education, training or work. The

Service, called START, provides young people with support in a co-ordinated manner.

- Youth coaches in Palmerston North, Horowhenua and Tararua work intensively with young people and their families to reduce at-risk behaviours, increase their educational and life motivation, develop career plans, and improve family and social relationships.
- Manawatu's Tools for Schools and the Wairarapa Workforce Development Trust promote trades and industry careers to young people, helping them to transition into apprenticeships, training and employment.

We'll also work across the Ministry and with other agencies to support young people transitioning from Child, Youth and Family care into independent living. We'll support these young people with a plan and practical support to help them on their way.

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.

In the coming year we will:

Provide the right support

In partnership with Inland Revenue, foodbanks and budget advisors

With over 60,000 people in the region receiving some form of financial assistance, it's important they receive the full range of support they're entitled to. Managing on a low income can be difficult so we want people to know what help is available from us and the wider community.

This year we'll:

- promote Working for Families (in partnership with Inland Revenue) to schools, childcare centres and at community events
- promote student and income support at career expos and other events
- promote budgeting and other community services
- work in partnership with foodbanks and budget advisors
- promote drought assistance to affected areas
- work with students and clients to manage their financial commitments.

Address the health and disability needs of people wanting work

In partnership with the Capital and Coast and MidCentral District Health Boards, primary health organisations, the Accident Compensation Corporation and non-government organisations.

Many of our clients tell us they want to work, but need some support to overcome health or disability barriers. Our PATHS (Providing Access to Health Solutions) Programme helps people with medical

issues who wish to work, gain access to a range of health services that will build their work readiness. It identifies the health barriers or disabilities preventing job seekers who are receiving a Sickness or Invalid's Benefit from returning to employment. A Health and Wellness Plan to address the health barriers is developed and implemented with each PATHS participant.

As well as this, we'll implement more services to support clients with mild to moderate mental health conditions and introduce other services for people waiting to access specialist medical assessment, treatment or surgery.

Value our older people

In partnership with community service providers, the local business sector, business associations, local government, health agencies, Age Concern, Grey Power, Inland Revenue and the Accident Compensation Corporation

We value our older community members and want to help them live independently and contribute to their communities. In 2008/2009 we'll:

- fund local SAGES programmes (Supergrans) to enable older people to pass on their expertise and support to families to develop their skills in home management, budgeting, cooking and parenting
- be actively involved in seniors forums (such as Grey Power) to promote our services and support to older people
- provide older people who want to work with job opportunity information
- work towards eliminating elder abuse



- promote the SuperGold Card to service providers so that older people benefit from service discounts.

Offer working opportunities for more people

In partnership with district health boards, primary health organisations, health and disability professionals and community service providers

Working New Zealand: Work-Focused Support recognises that most people want to work, and can, with the right support. Instead of services and opportunities being driven by the type of assistance a person is receiving, the enhanced services focus on the individual and builds services around their goals and the outcomes they can achieve.

Under this programme, we help sole parents or others with caring responsibilities who want to work find opportunities to do so. Contracted providers throughout the region provide one-on-one mentoring and guidance to sole parents to help them arrange their childcare needs and find work that suits their family circumstances.

We've also 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. As a result general practitioners and medical professionals now have a direct link to Work and Income, strengthening the connection between providers, staff and clients. Where work isn't appropriate, we'll support people to participate in their community.

Develop our local labour market

In partnership with the Department of Labour, local industries, employers, training providers, local authorities, economic development agencies and community groups

Many employers are finding the lack of staff is restricting their ability to grow their business. This continuing tight labour market has the potential to constrain the region's economic growth and development. The

seasonal nature of many of our industries is an added complication, creating high demand for workers for condensed periods.

This year we'll work to address this and other labour market issues such as participation, productivity, and skills, through:

- Our regional Labour Market Development team's delivery of local labour market strategies to maximise opportunities for the region's workers, employers and industries.
- Participating in the Seasonal Strategy to get more New Zealanders working in the horticulture and viticulture industries, and provide growers with greater certainty around workforce supply. The Strategy allows for the recruitment of offshore workers, but with first priority given to unemployed New Zealanders.
- Developing Industry Partnerships with employers, such as those in the apparel and textile industry and New Zealand Post. Through these Partnerships, we'll work to address local skills shortages and respond quickly to emerging local employment opportunities where local skills don't match those required for the jobs.

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

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:

Identify families with multiple and complex needs

Working 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 help them receive the right support at the right time.

Build families' resilience

Working with the Horowhenua District Council, the MidCentral District Health Board, the New Zealand Police, the Ministry of Education, the Accident Compensation Corporation, Crime Prevention Unit, the Ministry of Health, local schools and community organisations

The Life to the Max Horowhenua Project helps young people aged 10 to 19 years and their families overcome the challenges of drug and alcohol use. The Project is a joint effort with many other agencies and the local community. A multi-disciplined team works intensively with young people and their families in the Horowhenua to resolve their issues and provide them with the opportunity to make more positive choices for their futures.

Connect families and communities

In partnership with The Salvation Army and community service providers

Some families in our region are struggling with a range of issues for which they need more support. Our Family Assistance Programme helps disadvantaged Palmerston North families reconnect with and get more involved in their communities.

The Salvation Army Service Co-ordinators mentor families long-term, and link them to support from community service providers in areas such as budgeting advice, parenting and employment skills. They also help them work through difficult areas such as family violence and custody matters.

Build support for families experiencing family violence

Working with the New Zealand Police, Barnardos, the MidCentral District Health Board, community service providers, family violence networks, the Courts, the Families Commission and the Taskforce for Action on Family Violence

Addressing family violence and keeping kids safe is a key objective for our region. Initiatives for 2008/2009 include:

- The appointment of an advocate in Palmerston North for children and young people who witness family violence – employed by Barnardos, the advocate will make sure children and young people affected by family violence are identified, assessed and their needs responded to.
- The Community Action Fund – to provide financial support for community-led initiatives to raise



awareness of family violence – such as the Manawatu Abuse Intervention Network (MAIN), the Horowhenua Abuse Liaison Team (HALT) in Levin and the Masterton Safe and Healthy Community Council.

- Our Family Violence Intervention Programme – where frontline Work and Income staff are trained to quickly identify family violence and refer people to the services and support they need. Further training will be completed in the coming year that will have a focus on preventing elder abuse and neglect.
- The Te Rito Community Collaboration Fund – to support the collaborative projects that encourage strong working relationships in the family violence sector.

Help families to reach their full potential

Working with the Ministries of Education, Justice and Health, the Accident Compensation Corporation, the Housing New Zealand Corporation, the Departments of Corrections and Internal Affairs, Inland Revenue, the New Zealand Police, Te Puni Kōkiri and non-government organisations

Strengthening Families 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 – together an action plan is developed with interventions to support families to overcome their difficulties. It allows families to get better access to information and services to develop their own goals and solutions.

During 2008/2009, we'll build our connections with non-government organisations and the wider community to improve their understanding of the effectiveness of Strengthening Families as an early intervention process.

We'll also provide lead-agency funding to support community organisations to participate in the Strengthening Families process.

To find out more about our initiatives to address family violence visit:
www.familyservices.govt.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.

For more information about Pathway to Partnership visit: www.msd.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.

Build a responsive, co-ordinated approach

Working in partnership with other government agencies and local government agencies



We're involved in whole-of-government approaches to improve the social and economic wellbeing of the region's communities.

The Regional Interagency Network draws together government agencies working in Palmerston North, Tararua, Horowhenua and Manawatu to improve the way we work together and respond to local issues. One Network initiative is the Life to the Max Horowhenua Project. We also support other whole-of-government approaches like the Regional Intersectoral Forum and the Manawatu-Wanganui Welfare Advisory Group.

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 families. 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. During 2008/2009, we'll:

- complete the Local Services Mapping community report for Horowhenua
- develop an action plan from Tararua's community report
- implement Kapiti's action plan.

Collaborate on community outcomes

Working with the Department of Internal Affairs, and other government agencies in partnership with local government

We share a common responsibility with local government in building the wellbeing of our communities. We'll contribute to local council Long-Term Council Community Plan processes by providing advice and support on Ministry services that will help them achieve their community's goals. An example of joined-up working is our participation in the Regional Community Outcomes Group, which includes local council representatives from the Horizons Regional Council area.

Provide community resources

In partnership with community organisations

Knowing where or who to go to for support is an important step to empower

people to meet their needs. In 2008/2009 we'll expand our National Directory, which provides online information on non-government organisation's services available in communities throughout New Zealand. Our staff will promote the Directory's services to the people we work with.

We also offer our free Community Resource Kit to anyone wanting to set up a community or voluntary organisation. The Kit provides practical advice on everything from organisational structures, governance and financial management to fundraising, communication and information technology.

As well, our Keeping it Legal resource kit – produced jointly by the Office for the Voluntary and Community Sector and the New Zealand Federation of Voluntary Welfare Organisations – provides easy-to-read information on the legal responsibilities of voluntary organisations.

Support new business enterprises

Working with community organisations

We offer Enterprising Communities Grants to help non-profit organisations develop and grow community-owned businesses that will generate employment opportunities for people finding it hard to get work. These can include projects that help refugees and migrants settle as readily as possible into the local workforce.

Currently, we're funding:

- A co-ordinator at the Palmerston North Ethnic Centre who assists migrants with job-search activities, including connecting them with employment opportunities.
- The recycling and export of second-hand

You can access the resource kits at:

www.community.net.nz

www.keepingitlegal.net.nz

clothes through Methodist Social Services, which has already employed 10 people in sorting and processing roles, as well as reducing material going to local landfills.

- The Te Iwi o Ngati Tukorehe Trust's native tree and plant nursery which will provide training and employment in the first year for up to 15 people.
- The Nga Kanohi Marae maintenance and development programme and trade training programme. The project involves 11 marae in the Wairarapa, who will sponsor local young people to obtain pre-apprenticeship building and construction skills.

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 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.

THANKS

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

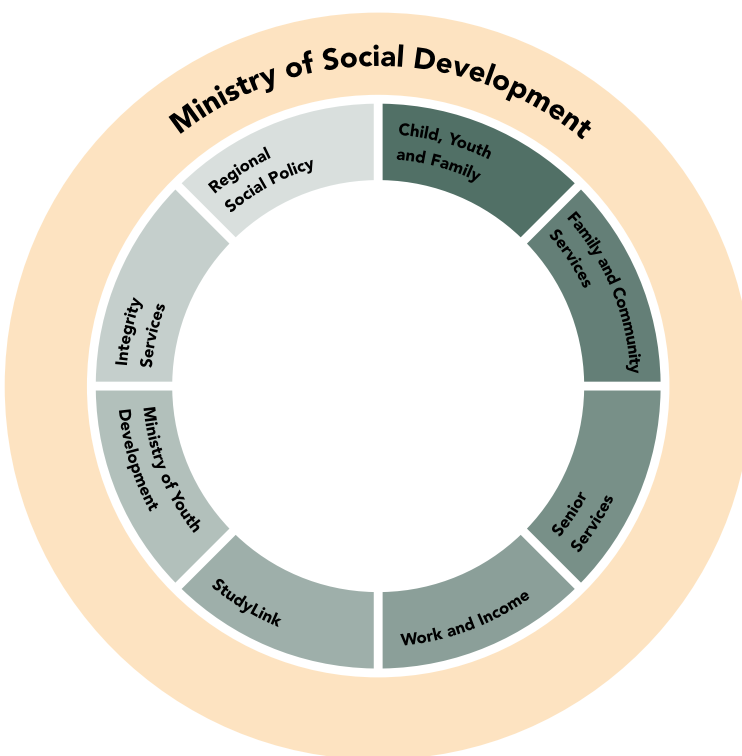
This is not always a simple job. There are no quick-fix solutions to the many issues some people face – and it's not a job we can do alone. Success requires our combined efforts with other government agencies and non-government organisations, along with communities and individuals. Working together provides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

For the great results that have already been achieved here in the region I thank the Ministry's staff and our partners in central government such as Ministers of Education, Health and Justice, the New Zealand Police, the Accident Compensation Corporation and the Housing New Zealand Corporation. Local iwi and hapū, district health boards, primary health organisations, local government and numerous voluntary and community-based organisations have all contributed hugely to making a difference in the lives of people in the Central region.

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
- 2 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:

- 1 Heartland Service Centre
- 3 Heartland Outreach 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:

- 9 Service 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:

- 3 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

Central Regional Office
32 Victoria Avenue
Palmerston North
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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