



# TARANAKI KING COUNTRY & WANGANUI

TARANAKI, KING COUNTRY AND WANGANUI  
REGIONAL PLAN FOR 2008/2009  
MINISTRY OF SOCIAL DEVELOPMENT

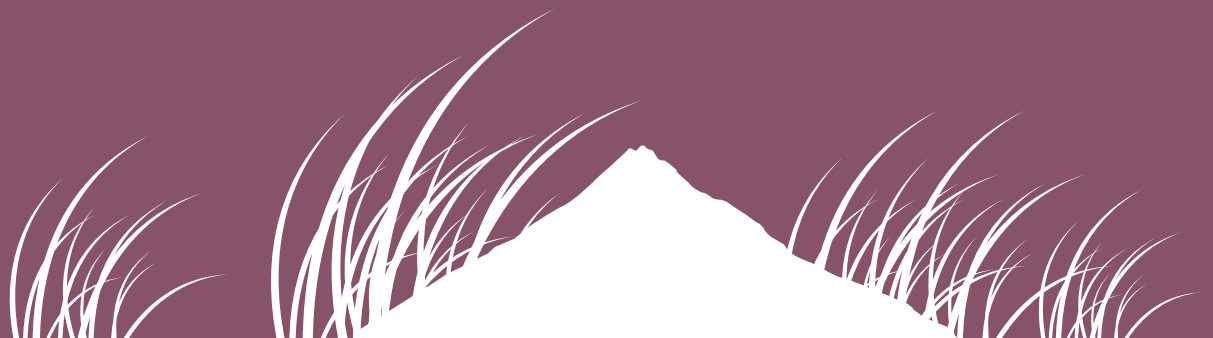


# TARANAKI, KING COUNTRY AND WANGANUI REGIONAL PLAN FOR 2008/2009



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# WELCOME



Greetings! Welcome to the Ministry of Social Development's 2008/2009 Regional Plan for the Taranaki, King Country and Wanganui region.

The Ministry's aim is to help New Zealanders live better lives. This requires us to put people at the centre of all we do as we support them to build their security and their welfare. We know that strong people build strong families and that strong families make strong communities and regions.

The work we outline in this Plan is set against a background of economic growth and a buoyant labour market which, boosted by our employer partnerships, means more people are working. We're continuing to experience low unemployment.

However, some people are still disadvantaged, and access to services continues to be a priority – as does helping people with health or disability needs to find work. By supporting people to live independent lives, we're also helping to address skill and labour shortages.

We've made considerable progress in helping young people to make successful transitions into work, consistently achieving zero youth unemployment in many of our smaller service centres. However, we're still concerned about the 'invisible' young people in our communities who remain unconnected with education or work. We need to work collectively to help them achieve their potential as the workers, leaders, teachers and parents of tomorrow.

*"We've made considerable progress in helping young people to make successful transitions into work, consistently achieving zero youth unemployment in many of our smaller service centres."*

Supporting families is one of our most important roles. We want to ensure everyone is safe from family violence and abuse, and that older people are supported to live in their community as they wish.

All this work focuses on overcoming challenges and helping people be successful in their lives. That's what this Plan is about – over the next few pages we've set out our priorities and activities for the coming year.

The achievements of last year pave the way for our progress in 2008/2009. A strong contributor to our success is our ability to work together to develop fresh approaches and utilise the strengths and talents of our people and communities. I'm proud of the efforts of our staff as they've worked to build such partnerships – and I thank all our partners for their continued support.

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 to make a real, tangible difference to the lives of individuals, families and communities in the Taranaki, King Country and Wanganui region.

A handwritten signature in black ink, appearing to read 'Gloria Campbell'. The signature is fluid and cursive, with a long horizontal line extending to the left.

Gloria Campbell  
**Regional Commissioner for Social  
 Development**

# HIGHLIGHTS OF 2007/2008

Our goals for last year were 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 important social issues in the Taranaki, King Country and Wanganui region – and to help build a strong, healthy society for the people who live here.

Highlights of our work include:

- **Through intensive case management, active employment assistance, profiling to employers and providing access to training opportunities** – it is common for there to be no clients aged 18 to 19 years receiving an unemployment-related benefit in our smaller service centres.
- **Another successful year for the Otorohanga Trades Training Centre**, established three years ago – it engages the district's young people in positive work and works to eliminate youth crime and activities such as tagging. We fund an Apprenticeship Co-ordinator at the Centre, who helps to source recruits for engineering and construction businesses in the area. Today, the Otorohanga District has reduced youth offending and all of the Centre's engineering and construction graduates are employed locally.
- **Enabling more people receiving a Sickness or Invalid's Benefit to return to work, through a range of initiatives.** As part of Working New Zealand: Work-Focused Support, health and disability advisors and co-ordinators were appointed to help provide the right support and services for people with ill-health or a disability.
- **A prompt and efficient emergency response to the tornadoes that struck North Taranaki two days in a row in July 2007** – a success largely due to our strong relationships with councils and government and non-government agencies in the region.
- **The introduction of our Integrated Service Response** which supports at-risk families and individuals.
- **The appointment of Child Advocates** in New Plymouth and Wanganui.
- **The Taranaki pilot of the Differential Response Approach**, which helps ensure we respond appropriately to the increasing number of notifications of children, young people and families needing our help.
- **Keystone Taranaki, which aims to build leadership and governance** within non-government organisations and ultimately a sustainable non-government sector. Together with local mayors and other local leaders, we've contributed to a full-year's programme of seminars on successful governance principles and practices.



# OUR REGION



TARANAKI, KING COUNTRY  
AND WANGANUI AT A GLANCE

## 193,710 PEOPLE

LIVE HERE WITH JUST OVER HALF  
OF OUR PEOPLE IN THE CITIES OF  
WANGANUI AND NEW PLYMOUTH –  
GIVING OUR POPULATION AN EVEN  
URBAN-RURAL SPLIT

## OUR REGION COVERS

A LARGE AREA FROM OTOROHANGA  
IN THE NORTH, RUAPEHU IN THE EAST  
AND RANGITIKEI IN THE SOUTH AND  
INCLUDES EIGHT LOCAL AUTHORITIES  
AND THREE REGIONAL COUNCILS

## OUR KEY INDUSTRIES INCLUDE

AGRICULTURE, DAIRY/MEAT PROCESSING,  
TOURISM, FORESTRY, MANUFACTURING  
AND ENERGY PRODUCTION

## WE ARE THE WORLD'S LARGEST

EXPORTER OF DAIRY PRODUCTS AND  
ARE THE ACKNOWLEDGED CENTRE  
OF NEW ZEALAND'S OIL AND GAS  
EXPLORATION

## TOURISM BASED

ON ADVENTURE AND CULTURAL  
EXPERIENCES IS A GROWING INDUSTRY

## WE HAVE THREE

NATIONAL PARKS – WHANGANUI,  
TONGARIRO AND EGMONT – WITH  
SOME OF THE MOST SPECTACULAR  
SCENERY AND WINTER WONDERLAND  
PLAYGROUNDS FOR YOUNG AND OLD



# 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 challenges of our region are common to other regions around the country – the need for quality housing, 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 maximum advantage of our region's opportunities to help our people build their lives and livelihoods.

## WHAT WE KNOW...

We have too many children under the age of five in our care:

- As at 31 January 2008, of the 109 children in care in Taranaki, 27 were under five years
- As at 31 January 2008, of the 154 children in care in Wanganui and Taumarunui, 41 were under five years.

We've been particularly successful in reducing unemployment for young people aged 20 years and under. For example, Te Kuiti has achieved zero unemployment in this age group for the past two years. We need to encourage our young people to make career choices that reflect their skills and goals.

Youth offending is a major issue, with increasing community intolerance. We're particularly concerned about young people who are 'invisible' to our services – those not involved in the education system or the workforce. Our challenge is to work with other agencies to identify young people, to help them move away from offending and keep our communities safe.

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

We'll continue to strengthen our relationships with service providers to build the capability of the care and protection sector.  
(Read more on pages 10 and 11)

We'll work with agencies and community service providers to develop programmes that address the needs of vulnerable families with complex needs.  
(Read more on page 16)

We'll work with schools to encourage young people to remain connected with education so they can achieve their life goals.  
(Read more on pages 12 and 13)

We'll continue working with schools, the justice sector and youth service providers to help our young people make more positive choices, especially encouraging them to stay in school.  
(Read more on page 13)

We'll work with other agencies to help those who are involved with the justice sector or about to leave our care to make a positive move to independence and a safe, satisfying lifestyle.  
(Read more on page 13)

<b>WHAT WE KNOW...</b>	<b>WHAT WE'RE DOING ABOUT IT...</b>
<p>Our region offers some excellent employment opportunities – we're home to the largest exporter of dairy products and are the acknowledged centre of New Zealand's oil and gas exploration. Tourism and recreation are also growing industries.</p>	<p>We'll continue working with industry partners to identify and take advantage of employment opportunities for people currently unemployed who want to return to work. (Read more on pages 14 and 15)</p>
<p>The number of people receiving an unemployment-related benefit has reduced by a massive 82.4% in the past 10 years. Today, the majority of our working age clients are receiving either health and disability or sole parent-related benefits.</p>	<p>We'll work closely with health services to develop meaningful supports for people who wish to work but face additional barriers such as ill-health or a disability. (Read more on page 14)</p>
<p>As a region we're faced with an ageing population; as at 31 March 2008, 28,208 people in our region were receiving New Zealand Superannuation or Veterans' Pensions. Our older population is facing limited mobility, declining health and reduced economic wellbeing.</p>	<p>We'll continuously review our services to ensure we can deliver to the changing needs of the region's older residents.  We'll also work closely with community service providers to ensure older people enjoy the best possible health and safety and continue to participate in their communities. (Read more on page 15)</p>
<p>Many of our residents are living in poor-quality home environments. The Social Report 2007 identified Taumarunui as having disproportionately high levels of household overcrowding, while the Ruapehu District has an estimated 2,000 houses with little or no insulation.</p>	<p>We'll build on a range of initiatives currently underway to ensure families in our region live in warm, dry, comfortable homes. (Read more on page 17)</p>

For us to make a difference in the Taranaki, King Country and Wanganui region, all our work requires close collaboration – within the Ministry and with our partners in the health, education and justice sectors and with community organisations and volunteers 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.



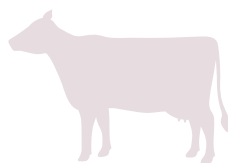
**SUPPORT FAMILIES AND WHĀNAU TO BE SAFE AND RESILIENT**

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:

### **Advocate for children who witness family violence**

*In partnership with community service providers and family violence networks*

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

These children will receive help and support from dedicated advocates, whose role is to:

- ensure the needs of children living in violent family situations are the priority and their 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.

Advocates have recently been appointed in New Plymouth and Wanganui, and work closely with community groups to ensure these children and young people have access to appropriate support and services.

### **Support families at home**

*In partnership with health professionals, midwives and Plunket*

Through our Family Start Programme, families with high needs receive intensive, home-based support services. Family/whānau workers in Taumarunui and Wanganui will liaise with families to identify priorities and help them to achieve them.

Together, they work to achieve improvements in:

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

### **Protect vulnerable infants**

*Working with caregivers and families*

Our Vulnerable Infants Programme was developed in response to the number of children aged under two identified as needing our support – because of factors such as family violence, parents with mental health and/or drug and alcohol issues, and poor parental practices.

As toddlers and babies are the most significant group at risk of serious injury or death from abuse and neglect, it's vital we ensure they are safe and supported. The goals of the Programme are to:

- develop practice triggers to ensure we identify these children and act promptly and effectively
- improve the quality of our assessments
- increase community awareness and knowledge of infant vulnerability
- take a co-ordinated community response to meeting their needs
- ensure all children in our community are safe from harm and neglect.

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

*In partnership with families, caregivers and other agencies*

The upheaval of moving between different caregivers can interrupt the development of children and young



people. We'll work to ensure children and young people in our care enjoy the benefits of permanent placement. The Children in Care Programme provides a Permanency Plan for every child in our care. Social workers liaise with their families to ensure:

- children go to a living environment that enhances their sense of belonging, attachment, continuity and stability
- families take full responsibility for the children's safety and wellbeing
- families get the support and services they need to meet their care and parenting responsibilities.

### **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 to raise their children in a positive, loving way, using limits and boundaries rather than physical discipline. During 2008/2009 we'll review and update our resources for parents and caregivers of children from birth to five years wanting advice and information.

This year we'll also provide funding through the SKIP Local Initiatives Fund to support community activities that help parents learn more about positive parenting.

**To access SKIP resources or to find out more about our funding visit:**  
[www.familyservices.govt.nz](http://www.familyservices.govt.nz)

# 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:

## **Encourage the transition to learning or work**

*Working with non-government organisations, secondary schools, training providers, local authorities, iwi, the Ministry of Education, the Tertiary Education Commission and the Mayors' Taskforce for Jobs*

Ideally, all young people should move seamlessly from school into work, further education or training. The reality is that some do not. Through our Youth Transition Services we make it easier, by helping young people aged 15 to 17 to set realistic goals, develop positive plans to improve their skills, and eventually participate in the workforce and their communities.

Specifically designed for school leavers, the Services provide:

- employment support, training and/or mentoring
- drug and alcohol counselling
- literacy and numeracy training
- short- and long-term training services.

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.

## **Link young Māori with work**

*In partnership with the Department of Conservation, Te Puni Kōkiri, iwi, the Taumata Hau Ora Trust and Māori community organisations*

This year we'll build employment opportunities for young Māori, particularly those facing issues of rural isolation, poor access to transport and inadequate accommodation. For these young people employment helps them to build their independence.

Working with the Department of Conservation and others, we're developing an internship programme for young Māori who are either long-term unemployed or who are referred to the programme by iwi or through TOPS courses. The programme will help these young people to assist with the management of a national park, and to care for the environment, while training towards unit standards registered with the New Zealand Qualifications Authority (NZQA). Encouraging stronger relationships with iwi/Māori organisations and trusts is an important part of the programme. This year the aim is to have the first intake of young people commence the programme.

In Wanganui, our Project in Work Programme connects young Māori with full-time work while boosting their self-confidence, self-esteem, motivation and job-search skills – which helps to reduce youth offending and encourage positive participation in the Wanganui community. A Youth Co-ordinator will help these young people by:

- assessing their skills, strengths and weaknesses



*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 will 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.

- aligning their abilities with their individual job choices
- connecting them with training and help with numeracy, literacy, life skills and personal development
- connecting them with full-time work
- providing a work-ready programme that may include whānau support and encouragement
- providing post-placement support to promote sustainable employment.

### Encourage youth participation

*In partnership with government agencies, local government and communities*

The Youth Participation project promotes opportunities for young people aged 12 to 24 years to get involved in their communities through local projects that focus on enhancing their social and economic wellbeing. This year, a collaboration between central and local government and community organisations, will include:

- projects, such as Wanganui's Make it Take it, which offers training and experience to young people in areas such as event management, media and employment training
- co-ordinating the National Youth Workers' Network Aotearoa as a source of professional guidance and support

for community-based youth workers and organisations

- supporting local councils and Mayors in developing effective youth strategies and policies.

### Address youth offending

*Working with schools, the New Zealand Police, the Taranaki and Wanganui District Health Boards, district councils, the Ministry of Education, New Plymouth YMCA, Mahia Mai a Whai Tara, the Youth Court and youth advocates*

In 2008/2009 we'll run a number of initiatives to reduce youth offending and help the region's young people take steps towards a productive life.

- Our Youth Offending Team will work with local community services to address the issue in a community-owned way.
- Our Supported Bail Programme works with youth offenders in the community – to reduce offending and re-offending as well as the number of young people being held in Child, Youth and Family residential facilities. Through targeted activities, monitoring support and therapeutic work, the programme specifically addresses multiple bail breaches by those who've previously been detained by the New Zealand Police.

# 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.**

**To find out more about our Employer Services call 0800 778 008 or visit: [www.workandincome.govt.nz](http://www.workandincome.govt.nz)**

In the coming year we will:

### **Offer working opportunities**

*Working with the Taranaki and Wanganui District Health Boards, primary health organisations, employers, drug and alcohol counselling services and mental health services*

People receiving a Sickness or Invalid's Benefit make up about 47 per cent of the working age people we work with – and many have told us that they, given support, are able to work. Key initiatives in 2008/2009 that will help people overcome their health and disability issues and realise their goals for increased independence include:

- Providing support to people with ill-health or a disability who wish to work through our Providing Access to Health Solutions (PATHS) Programme. PATHS Co-ordinators will work with people receiving a Sickness or Invalid's Benefit to help them get the health treatments they need. Then, with the support of partner health providers, the Co-ordinators, will work with the individuals to develop a wellbeing plan to address their health needs with a view to returning them to work that suits their capability and circumstances.
- Working New Zealand: Work-Focused Support which 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 the 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. Other initiatives include:

- employment-focused drug and alcohol counselling services
- assessments and treatment for stress-related disorders.

### **Partner with industry**

*In partnership with employers, industry training organisations and industry associations*

In 2008/2009 we'll strengthen our relationships with local industries – notably the meat industry – to minimise skill and labour shortages and maximise job opportunities for the people we work with. The meat industry is a particular focus given that it contributes approximately \$1.3 billion to the regional economy through 12 processing plants which employ 3,400 people during peak seasons (excluding suppliers, support maintenance and service businesses).

We'll work with employers to develop training and support programmes, such as Straight 2 Work, to ensure we train people to a standard that meets employers' expectations. We're currently running a NZQA-approved Straight 2 Work Meat Processing course, which trains up to 50 participants a year.



### **Work with the sport and recreation industry**

*Working with Sport Wanganui and sporting codes*

Recognising the growth of the sports industry in the Taranaki, King Country and Wanganui region, in 2008/2009 the Sport Wanganui Cadetship will provide five to six unemployed young people (including sole parents) with paid work in the sport and recreation industry. The goal is to ensure long-term, full-time employment opportunities in this exciting environment and its related fields.

### **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.

### **Enhance services to older people**

*In partnership with older people, kaumātua and positive ageing groups*

The projected rise in the number of people aged 65 plus means we need to focus on helping them to access the services they need to ensure their continued independence and participation in their communities.

We'll work with positive ageing groups and organisations who provide services to older people to ensure they have the information and services they need. In 2008/2009, this will involve raising awareness of:

- changes to the law on enduring powers of attorney
- the Home Equity Conversion Code of Practice
- the services and support we offer.

Our focus is always to ensure that older people have:

- improved access to the services to which they're entitled

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

# 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 an integrated response**

*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 other government agencies and non-government agencies to support our most at-risk families by providing a co-ordinated interagency response so that they receive the right support at the right time.

## **Take the message to the workplace**

*Working with the Future Taranaki Facilitation Group (comprising representatives from the New Plymouth, Stratford and South Taranaki District Councils, the Taranaki District Health Board, the Taranaki Regional Council and Venture Taranaki)*

Safe Families, Safer Communities recognises that violence in the home doesn't just happen among low-income families – it's also prevalent among professional communities. This initiative seeks to address family violence through workplace education and support, to build a safer community that, in turn, will attract more people and investment to our region.

During 2008/2009 we'll pilot the programme initially among employers

with 50 plus employees but with the aim of including all employers with a 20 plus workforce. Led by our Family Violence Response Co-ordinators, it will include:

- appointing worksite champions and voluntary family violence resource officers in workplaces
- developing an education package designed to facilitate a workplace culture of non-tolerance of family violence
- implementing a long-term monitoring and evaluation programme to measure gains in productivity, staff retention and staff wellbeing
- providing employees with access to family violence agencies and resources.

## **Provide a collaborative response to family violence**

*In partnership with government agencies, non-government organisations and organisations with Te Rito contracts in Wanganui and Taranaki*

We'll work with community services, local government, and government agencies such as the New Zealand Police, the Ministry of Education and Te Rito Co-ordinators and their organisations to develop an effective, timely and integrated response to incidents of family violence. Our focus is to ensure quality services are available and accessible, as well as culturally appropriate, to those who need them.

## **Support community organisation participation**

*Working with the Ministries of Justice, Education and Health, the Accident Compensation Corporation, the*



*Departments of Corrections and Internal Affairs, the Housing New Zealand Corporation, Inland Revenue, the New Zealand Police, Te Puni Kōkiri and service agencies such as Barnardos, Manaaki Oranga and Women's Refuge*

During 2008/2009 we'll provide lead-agency funding to support community organisations' participation in the whole-of-government Strengthening Families initiative. 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, the family talks about their priorities and the agencies explain how they can work together to help the family achieve its desired outcomes. It allows families to get

better access to information and services to develop their own goals and solutions.

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

*Working with non-government organisations*

In 2008/2009 we'll implement the Differential Response Approach in all Child, Youth and Family sites in the region. The Approach helps to ensure we respond appropriately to notifications of children, young people and families needing our help. With increasing notification numbers, it's vitally important that any actions we take – and services we and other agencies provide – are appropriate to families' circumstances and delivered promptly and effectively.

### **Warm our homes**

*Working with the Ruapehu District Council, the Waikato District Health Board, the Waikato Primary Health Organisation, the Taumarunui Community Kōkiri Trust and Taumarunui Enterprises*

Many families in the Ruapehu District are living in homes with no insulation and poor air quality due to the use of domestic wood burners. These two conditions have been medically proven to contribute to premature deaths and can exacerbate respiratory illnesses, particularly among young children, older people and those already in ill-health. In addition, low-income levels mean that some residents often can't afford to keep their homes warm over winter.

The Taumarunui Warm Homes Project aims to ensure warmer and more energy-efficient homes in the District by insulating and upgrading systems in homes owned by low- to middle-income earners. The goal is to reduce hospital admissions and doctor visits, absenteeism from school and work, and the inability of households to meet energy costs.

***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***

# 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.**

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.

## **Develop Māori enterprise and skills capability**

*In partnership with the Hinengakau Development Trust, Te Puni Kōkiri, the Department of Conservation and local government*

The Taumarunui area suffers from a lack of skilled, qualified pest controllers and a local Māori organisation is seeking to develop an enterprise which improves the skills and capability of its people.

A new initiative with the Hinengakau Development Trust will work to resolve both issues by training unemployed Māori (as well as people in rural areas or who are long-term unemployed) to become employed as pest controllers and, ultimately, to be industry leaders in pest management and control.

The programme will initially focus on Crown and Māori-owned land within the Wanganui iwi boundaries. However, the long-term goal is to offer pest-control services nationwide.

## **Collaborate with communities**

*Working with other central government agencies, local government and communities*

Building strong, resilient communities requires a range of solutions – often from a number of providers – applied in a co-ordinated, co-operative way. This year we'll work to address complex social issues and build the region's communities through:

- Taking a collaborative approach to local leadership. The forums with which we work include the Wanganui-Rangitikei-Ruapehu Labour Market Advisory Group, which shares region-specific labour market information and

discusses how to address employment issues facing Māori, Pacific peoples, young people, people receiving a Sickness or Invalid's Benefit and people in rural communities.

- Involvement in the Wanganui-Rangitikei-Ruapehu Regional Intersectoral Group, which comprises senior managers of local and central government agencies. The Group discusses areas of common interest, identifying opportunities for collaboration that can make a significant difference to our communities.
- Our Regional Governance Group, which ensures our services are delivered (and results achieved) according to the Ministry's priorities and standards, and that they meet the needs of the communities we serve. It identifies opportunities for improvement, as well as policy areas that may need adapting or changing to remain relevant to the people and communities with which we work.

### Support local-level planning

*In partnership with community leaders*

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, it 'maps' the services available and then seeks to build strong links between these services and between community and government.

We've already developed community profiles for South Taranaki, Stratford and



New Plymouth. Our focus for 2008/2009 is to complete action plans for these communities.

### Improve 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 will increase the number of government and non-government agencies delivering services in our Heartland Service Centres in Hawera, Taihape and Taumarunui.

### Help to implement council plans

*In partnership with the Future Taranaki Facilitation Group and the Regional Community Outcomes Group (comprising the Horizons Regional Council, the Department of Internal Affairs and the Rangitikei, Ruapehu, Wanganui, Palmerston North, Horowhenua and Tararua District Councils)*

This year, we'll support our local authority partners in overseeing and progressing the goals articulated in their Long Term Council Community Plans. We'll:

- contribute to, advise and provide resources for the Future Taranaki

Facilitation Group in its work on developing a secure and healthy, skilled, connected, sustainable, together and vibrant community

- participate in, and inform, the Manawatu-Wanganui region as part of the Regional Community Outcomes Group, which is working with its community to formulate the region's strategic direction.

### 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.

# THANKS

**The details in this Plan reflect one aim:  
to help people in the Taranaki,  
King Country and Wanganui region  
find solutions to live better lives.**

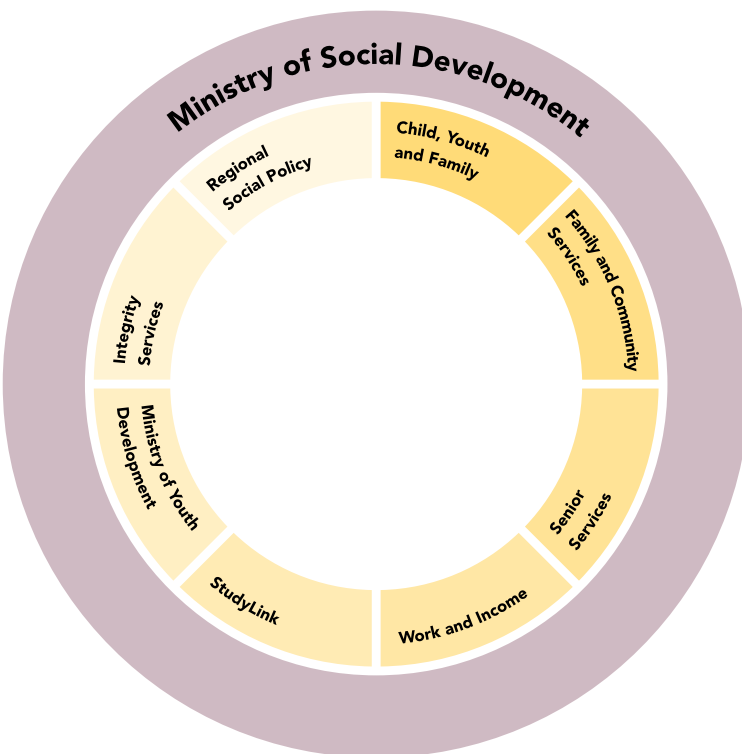
This is not always a simple job. There are no quick-fix solutions to the many issues some people face – and it's not a job we can do alone. Success requires our combined efforts with other government agencies and non-government organisations, along with communities and individuals. Working together provides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

For the great results we've already achieved here, thanks must go to the Ministry's staff and our partners in central government such as the Ministries of Health, Education and Justice, the New Zealand Police and the Housing New Zealand Corporation. Local iwi and hapū, district health boards, primary health organisations, local government, industry and training providers plus numerous voluntary and community-based organisations have all contributed hugely to making a difference in the lives of people in the Taranaki, King Country and Wanganui region.

Thank you 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:

- 3 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:

- 10 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

Taranaki, King Country and Wanganui  
Regional Office  
4th Floor Tasman Towers  
Gill Street  
New Plymouth  
[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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