



WAIKATO

WAIKATO
REGIONAL PLAN FOR 2008/2009
MINISTRY OF SOCIAL DEVELOPMENT



**WAIKATO
REGIONAL
PLAN
FOR
2008/2009**



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WELCOME

**E ngā mana
 E ngā reo
 E ngā kārangaranga maha
 Tēnā koutou, tēnā koutou,
 tēnā koutou katoa.
 Ki a koutou ngā tētēkura kua
 wheturangitia
 haere, haere, haere, oti atu rā.
 Haere ki te tua o te ārai, haere, haere,
 moe mai rā.
 Huri noa ki a tātou te hunga ora, me kī,
 ngā kanohi kitea,
 Tēnā koutou, tēnā koutou,
 tēnā tātou katoa.
 Ka nui aku mihi ki a koutou katoa,
 e hāpai nei, e tautoko nei, e kawē nei
 i ngā kaupapa whakahirahira o
 Te Manatū Whakahiato Ora.
 Na reira, e kī ana, "Mā pango,
 mā whero,
 ka oti ai te mahi."
 Pai Mārire.**

"As a Ministry we'll continue to drive the message that family violence is not, and never will be, OK."

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

The Ministry's aim is to help New Zealanders to live better lives. We do this by putting people at the centre of all we do. By helping a person gain a job, an education, a responsibility or an opportunity, we build their security and their welfare. With the right support, that person then has the foundation to create a more productive family unit. Well-functioning family units are the building blocks of strong and vibrant communities, which in turn create strong regions. It all starts when we value people.

Our work to help children, young people and families to succeed will continue and strengthen in the coming months.

For example, the national launch of the 'It's not OK' campaign last year has sparked widespread community interest in the issue of family violence. We know we each have a responsibility to speak up on this topic; that violence in any form is simply unacceptable. As a Ministry we'll continue to drive the message that family violence is not, and never will be, OK.

We're also focused on helping people with ill-health or a disability who've told us they want to work and participate in the community – but who face significant challenges in doing so. By creating more opportunities and improving pathways that lead to independence, we can help them lead richer, more satisfying lives.

Helping all people be successful in their lives is what this Plan is about. Over the next few pages we've set out the



priorities and activities for the coming year.

The achievements of last year pave the way for our progress in 2008/2009. A strong contributor to our success is the many healthy working relationships we've established. I'm proud of the way Ministry staff in the Waikato region are connecting with their local communities to enhance people's access to services. Our partnerships with businesses, government and non-government agencies are critical in truly making a difference – thank you for your continued support.

Tēnā koutou katoa.

Te Rehia Papesch

Te Rehia Papesch

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 Waikato's important social issues – and to help build a strong, healthy society for the people who live here.

Highlights of our work included:

- **The introduction of our Integrated Service Response**, which supports at-risk families and individuals. Our five Integrated Service Co-ordinators have a critical role in helping families with complex needs to overcome barriers to independence, particularly through connecting them with central and local government partners and non-government organisations.
- **The appointment of advisors and co-ordinators** to enable us to provide more cohesive and co-ordinated support for people with ill-health or a disability so they can realise their work and life goals.
- **A workshop for employers dispelling the myths around employing people with ill-health or a disability** – held in partnership with the New Zealand Mental Health Foundation, the Department of Labour and supported employment agencies. We'll build on this work in 2008/2009 through enhanced relationships with employers, industry and the Waikato Chamber of Commerce.

- **The launch of the Hauraki Economic Development Strategy.** To be implemented during 2008/2009, this exciting interagency collaboration will help to provide employment opportunities for people living in rural communities in the Hauraki District.
- **The launch of the Social Wellbeing Strategy for Hamilton City.** Another interagency collaboration, the Strategy aims to improve the wellbeing of Hamilton's children, young people, families/whānau and communities.



OUR REGION





WAIKATO AT A GLANCE

289,320 PEOPLE
LIVE HERE

OVER 70 ETHNIC COMMUNITIES
LIVE IN HAMILTON CITY

KEY INDUSTRIES INCLUDE
RETAIL, DAIRY FARMING
AND BUSINESS SERVICES

NATIONAL FIELD-DAYS,
THE LARGEST AGRICULTURAL EVENT
IN THE SOUTHERN HEMISPHERE IS
HELD ANNUALLY AT MYSTERY CREEK

HAMILTON IS HOME TO THE
NEW ZEALAND ROUND OF THE
PRESTIGIOUS V8 SUPERCAR CHAMPIONSHIP

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 Waikato's challenges 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 our region. Whether national or local, we need to address all challenges with smart, innovative solutions. We need to explore and take maximum advantage of Waikato's opportunities to help our people build their lives and livelihoods.

WHAT WE KNOW...

A high number of our teenagers are becoming parents – we have a higher number of young parents compared with other parts of New Zealand. We know young parents and their children are more likely to have more needs than other parents.

Too many students leaving secondary school do so with little or no formal educational attainment.

Our unemployment rate is rising – it increased to 4.0% at the end of March 2008 (against a national average of 3.6%).

WHAT WE'RE DOING ABOUT IT...

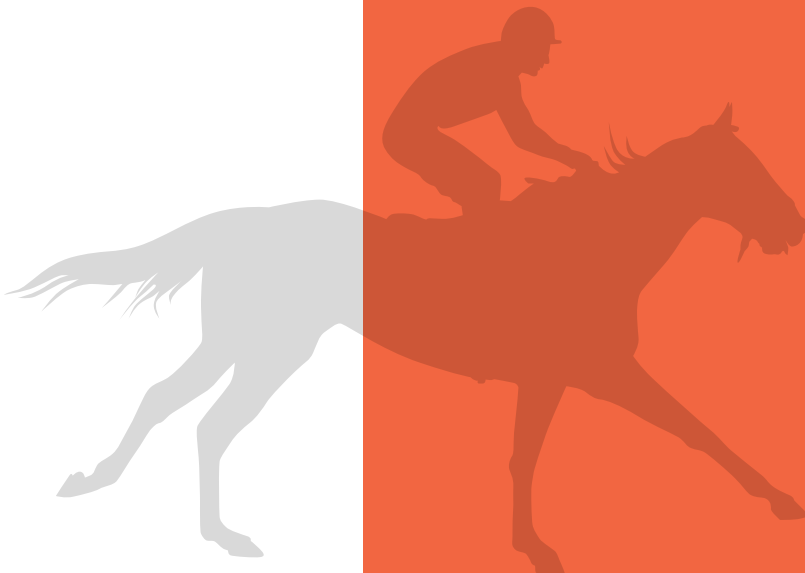
We'll work with schools and service providers to encourage young parents to remain connected with education and to ensure they have access to the services they need so they can meet their life goals. (Read more on page 11)

We'll work with schools and youth services to help our young people make more positive choices, especially encouraging them to stay in school. (Read more on pages 12 and 13)

We'll deliver training programmes to improve the skills and confidence of clients, and partner with employers to meet the demand for skilled workers. (Read more on page 15)

We'll work with communities to build support for new enterprises that generate both community assets and employment opportunities. (Read more on page 18)

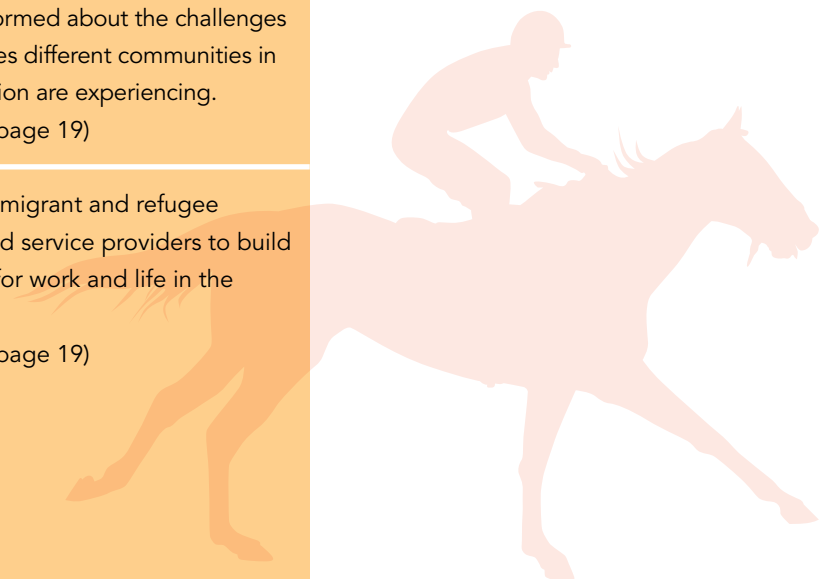
We'll also work closely with health services to develop meaningful supports for people who wish to work but face additional barriers such as ill-health or a disability. (Read more on page 14)



WHAT WE KNOW...	WHAT WE'RE DOING ABOUT IT...
<p>Our region has an ageing population. According to Statistics New Zealand, people aged 65 and over make up 21% of the Thames Coromandel District's total population, compared with the national average of 12%. Our older population is often faced with 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 older residents in the Waikato.</p> <p>We'll 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>The number of reported incidents of family violence within the region is on the rise.</p>	<p>We'll work with other agencies and community organisations to prevent and help eliminate family violence in our communities. (Read more on page 16)</p>
<p>The Waikato region covers a large geographical area with many rural communities. Some of our smaller, isolated communities experience greater difficulty in accessing essential services such as education, health and other social assistance.</p>	<p>We'll improve the way we work internally and with others to ensure people in the Waikato region receive the right services at the right time.</p> <p>We'll continue working with communities to keep well informed about the challenges and opportunities different communities in the Waikato region are experiencing. (Read more on page 19)</p>
<p>Hamilton is home to a growing number of new migrants and refugees. According to the 2006 Census, 21% of people living in Hamilton were born outside of New Zealand. Isolation and difficulty in finding employment can be common experiences for these new New Zealanders.</p>	<p>We'll work with migrant and refugee communities and service providers to build their readiness for work and life in the Waikato region. (Read more on page 19)</p>

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

The work we've outlined 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.

For more information on Enterprising Communities funding visit: www.workandincome.govt.nz or call 0800 779 998

In the coming year we will:

Support families at home

In partnership with Family Start, the New Zealand Police, the Housing New Zealand Corporation, the Ministry of Health, the Ministry of Education, Te Puni Kōkiri and local schools

Our cross-agency Family Start Programme is designed for families with high needs, such as young parents, those needing budgeting help, those with key family members in poor health, those lacking adequate accommodation and those experiencing family violence. It provides intensive, home-based support services that will improve:

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

We have Family Start Programmes operating in Hamilton City and the South Waikato and Hauraki Districts.

Ensure children enjoy a stable home

In partnership with the New Zealand Police, ParentLine, Raukura Waikato, Barnardos, the Open Home Foundation, the Ministry of Education and The Salvation Army

The upheaval of moving between different caregivers – whether family or not – can interrupt a child's development. We want to reduce the number of children and young people in our care. We'll work with these children's families/whānau and others in our community to meet their needs and promote their right to a safe family life.

These efforts will provide children and young people:

- who are at risk of entering our care with an Intervention Options meeting to explore all their care management options while ensuring support is available to them and their families/whānau
- who are already in our care with a Seeking Solutions meeting to explore more permanent options and to set goals for the future.

The goal is always to take a child-centred, family-led and culturally responsive approach to empower families/whānau and the community to meet the needs of their own younger generations.

Improve access to childcare

Working with Kowhai Childcare, the Western Community Centre, the Enderley Community Centre and the Ministry of Education

Children who take part in early childhood education enjoy advantages that can help prepare them to excel in their schooling years. The shortage of childcare facilities in our region means some of our children are missing out on these benefits, at the same time their parents are unable to access and take up work opportunities. Recognising this – and the costs of building new centres – we'll:

- work with the Ministry of Education to identify the areas in need of new facilities
- investigate the ability of local community groups to establish new childcare facilities in their areas
- promote Enterprising Communities funding as a potential source of assistance in meeting the costs associated with setting up a new centre.



Enterprising Communities Grants help non-profit organisations to develop and grow community-owned businesses that will generate employment opportunities for people finding it hard to get work.

We're currently funding Kowhai Childcare, which has been established in Hamilton North and employs 10 staff.

Help young parents to achieve in life

In partnership with Hamilton's Fraser High School

The Teen Parent Unit at Hamilton's Fraser High School ensures young parents can continue to participate in education that will enable them to achieve their goals in life. The Unit:

- provides individually tailored personal development programmes
- arms teenagers with academic, life and practical skills
- includes an on-site childcare facility.

As transport is a major barrier to young parents continuing their education, we'll provide financial support to help the Unit to operate a bus to bring students from the wider Waikato region, as well as Hamilton City, to the school to continue their studies.

As the benefits of good nutrition, such as better concentration and health, for both young parents and their children are clear, the Unit will also provide a nutrition programme to ensure the young parents learn cooking skills, menu planning and budgeting.

Ensure the right response at the right time

In partnership with non-government organisations

In 2008/2009 we'll implement the new Differential Response Approach in all Child, Youth and Family sites in the Waikato region. The Approach helps us to ensure we respond appropriately to notifications of children, young people and families needing our help. With increasing notification numbers (a 100 per cent rise in the past five years), it's important families get the right level of service right from the start and that any actions we take are appropriate to families' circumstances and are delivered promptly and effectively. The Approach provides a greater range of responses to better match families' circumstances without an over-reliance on a statutory intervention.

Ensure babies become healthy children

An initiative of the Waikato Primary Health Organisation, the Waikato District Health Board, Pinnacle Population Health, Plunket New Zealand, Family Start, the New Zealand College of Midwives and WINTEC

Y1 is a collaborative strategy focused on integrating our health services to ensure that all Waikato children get the best possible start in the first year of their lives. Our role is to promote to parents and families/whānau the importance of health services and connect them to services that will enable them to ensure babies aged from birth to 12 months develop into healthy young children.

Goals of the strategy are to:

- improve the handover of mothers and babies between general practitioners (GPs) and midwives
 - establish connections with child health nurses to improve access for low-income families
 - identify and prioritise groups that need better access to our services.
- These goals will be achieved by:
- enhancing existing services, and developing further services in primary health care
 - working with our communities, employers and other government and non-government organisations to make decisions that best support parents/whānau.

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:

Address youth offending

In partnership with the New Zealand Police, the Ministry of Education, the Waikato District Health Board, non-government organisations, youth courts, the Ministry of Justice, Te Hurihanga and Hamilton's Fraser High School's Kauri Centre

In an effort to address the serious offences some of our young people are committing and to reduce the number of young people re-offending, we'll:

- work with groups throughout the Waikato region to ensure we effectively co-ordinate our services to youth offenders
- participate in the Hamilton Youth Offending Team, which leads and co-ordinates work to prevent, and respond to, children's and young people's offending
- support Fraser High School's Kauri Centre, which provides alternative education for young people whose behavioural issues prevent them continuing their education in the mainstream schooling system.

Develop our young people

Working alongside the Ministry of Education, the New Zealand Police, Career Services rapuara, local secondary schools and the Hamilton City Council

Building young people's educational achievements and learning foundations provides them with the best opportunity to make sound choices for their futures. In 2008/2009 we'll implement initiatives

to remove barriers to help young people participate in education, training and work.

- We'll 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.
- Hamilton is one of three areas in the country to pilot a new youth-centred service. The goals of the service are to:
 - help young people acquire the skills to gain, retain and advance in work
 - increase the number of young people achieving NCEA Level 2 qualifications
 - increase secondary school participation
 - reduce the number of young people receiving an unemployment-related benefit
 - inform young people of their education, training and employment options
 - help young people to stay engaged with their communities
 - reduce youth offending.
- We want to ensure that we're well prepared as a Ministry to deliver a smooth, seamless experience to young people who access our services. Through the establishment of the Hamilton Youth Practice Group we'll:
 - identify the barriers to young people reaching their full potential
 - discuss case studies that will help



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.

- establish an effective youth service approach
- provide support and share information across the Ministry
- establish best practice models for working with young people.

Keep young people on the pathway to learning

In partnership with Whai Marama Youth Connex

We'll work to address the high number of Waikato young people (particularly young Māori) who are leaving school with little or no qualifications. Our Youth Transition Services located in Hamilton, Huntly, Raglan and Ngaruawahia help 15 to 17 year-olds from diverse backgrounds and cultures to successfully transition from school into training, work or other activities so they can build their independence and wellbeing.

Working with schools and others in the community, the Services include access to one-on-one coaching and advocacy, and innovative programmes that provide the tools and environment for young people to determine their futures. The Services also work with young people to:

- inform them of their options when they're ready to leave school

- encourage them to develop goals
- emphasise the importance of staying at school.

Provide young people with a voice

In partnership with youth councils, local government and schools

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. With young people making up a significant proportion of our population (nearly 19 per cent), we'll work through our Youth Engagement Channels Programme to provide them with a variety of ways to connect and communicate with decision-makers.

During 2008/2009 the Programme will:

- deliver PROVOKE training to encourage young people to be proactive in getting their voices heard
- work to raise the profile of the PROVOKE network
- help to strengthen the Youth Council Network
- provide leadership development to young people on Youth Councils
- form a steering group that will have representatives from each Youth Council.

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 every New Zealander 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:

Help more people into paid work

In partnership with the Leading Edge Foundation, the Waikato District Health Board, the Waikato, North Waikato and Hauraki Primary Health Organisations, the Toiora Primary Health Organisation Coalition, supported employment agencies and the mental health and health and disability sectors

Some people receiving income assistance are willing and able to work to support their families but are hindered by health and disability issues. Working New Zealand: Work-Focused Support ensures that people receiving a Sickness or Invalid's Benefit, who want to work, are given every opportunity to do so. The programme provides people with more opportunities and access to support and services to enter or resume work.

We've introduced a number of advisory roles to provide the right service and support to people with ill-health or a disability. This year advisors and co-ordinators will work with the individual and their health professionals to identify their needs and goals – then establish the most appropriate support and services to help them move into suitable work, as their circumstances allow. Where work isn't an option, we'll support people to participate in their community.

In 2008/2009, we'll raise awareness of these roles and other health and disability services among health professionals through meetings, forums, written information and group presentations.

We'll also support people with ill-health or a disability to realise their work goals through:

- The introduction of new health and disability services. Initially, these services will be limited to a mild to moderate mental health service and a service for people waiting for access to specialist medical assessment, treatment or surgery. In the Waikato region, our LNK 2WRK initiative helps people whose mild to moderate mental health conditions are preventing them from retaining, resuming or entering full- or part-time employment or training.
- Working with employment agencies and disability organisations to dispel the myths surrounding what people with ill-health or a disability can achieve in the workplace.
- Connecting with the Employment Interest Group, which seeks opportunities to help people with ill-health and disabilities into employment.

Enhance environmental and cultural awareness

Working with the Kanae Kākāriki Trust

The Manaaki Tangata Programme was developed in response to the high number of young Māori in Huntly and Ngaruawahia receiving income assistance.

The goals of the Programme are to:

- connect young people with their environmental and cultural heritage by providing life and skills training in conservation and environmental protection specific to their local areas



- help young people to gain self-confidence and inspiration from their successes
- enable young people to achieve New Zealand Qualifications Authority unit standards and certification relevant to the industries for which they are training.

During 2008/2009, we expect 50 per cent of the participants to enter full-time work and a further 40 per cent to move into training that will enhance their employability.

Promote healthy smiles

In partnership with the Waikato Primary Health Organisation

Some low-income families are unable to afford regular dental care, which has downstream impacts on their self-esteem and employment opportunities. To improve people’s access to oral health services, we’ve established 100 Healthy Smiles, through which we provide free dental treatment to 100 low-income adults aged over 18 who want to get back into work but can’t because of poor oral health.

Support local employers

In partnership with employers and local industries

Industry Partnerships are an effective way of working together to minimise skill and labour shortages for local employers and industries while also maximising job opportunities for our clients.

- Through our Industry Partnerships we’ll:
- address skill shortages in the region with a tailored approach that meets the needs of key employers – especially

those in the equine, aviation and care sectors, who often find it difficult to attract and retain staff

- improve opportunities for people looking for work by providing training that directly relates to these local industry needs.

Our regional Labour Market Development team will also lead employer forums to identify and respond to key employment issues in our region.

Value our older people

Working with the Waikato District Health Board, Age Concern and Grey Power

To ensure the older people in our region are (and feel) valued, enjoy the best possible health and safety and continue to participate in our communities, we’ll:

- work closely with Age Concern to promote activities suitable for older people
- support the Tainui Tribal Development Unit’s Kaumātua Strategy, which aims to increase kaumātua wellbeing
- continue our role in the AGEWISE Advisory Group to support the Waikato District Health Board.

Develop the SuperGold Card

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.

Review our services to older people

Working with other government agencies, community organisations and local government

Given the rising number of people aged 65 and over, we’ll trial a new service approach for this age group. We’ll then use the results to develop an appropriate, integrated service that provides older people with:

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

To find out which businesses in the Waikato 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.

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

In the coming year we will:

Act on family violence

In partnership with the New Zealand Police, the Ministry of Education, non-government organisations, the Hamilton City Council, the Housing New Zealand Corporation, the Waikato District Health Board and Te Runanga o Kirikiriroa

Our family violence work involves a collaborative approach through which we seek to:

- reduce the incidence of family violence to ensure that children and young people are safe in their families
- reduce the number of children and young people who witness family violence
- address the impacts of family violence on children, young people and their families
- ensure preventive programmes are available to families at risk of experiencing domestic violence
- ensure a co-ordinated and effective interagency response to families experiencing domestic violence
- improve the community's understanding of family violence and its impacts.

In 2008/2009 initiatives will include:

- working collaboratively with government and non-government agencies
- a training programme for Work and Income staff on the Child, Youth and Family notification process
- participation in the Hamilton Safety Team to share information on families experiencing domestic violence

- the 'It's not OK here' campaign (part of the national campaign), which aims to raise awareness and reduce the incidence of family violence
- the Community Action Fund, which provides financial support for community-led initiatives
- the Family Violence Intervention Programme, through which Family Violence Response Co-ordinators provide training to frontline staff so they can identify family violence and refer people to the services and support they need.

Provide an integrated response

Working with the New Zealand Police, the Housing New Zealand Corporation, the Ministry of Education, Te Puni Kōkiri, local schools and non-government organisations

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

Encourage healthy living

In partnership with Waikato Population Health, the Hamilton City Council and Sports Waikato

Successfully addressing the health needs of our communities requires a holistic approach. Our Vibrant Living



Programme encourages healthier lifestyles among low-income families with children under the age of 12 in Hamilton East and Melville. Co-ordinating the efforts of a range of agencies, this Programme:

- enhances practical cooking skills
- increases physical activity
- raises awareness of the importance of healthy eating and healthy action
- enhances and promotes positive parenting strategies.

Strengthen families

Working with other government and local government agencies and community 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. It allows families to get better access to information and services to develop their own goals and solutions.

During 2008/2009 we'll provide lead-agency funding to support community organisations to participate in the Strengthening Families process.

Protect the older generation

In partnership with Age Concern and other community organisations

We'll work with a number of agencies to reduce elder abuse in our community. This work will include:

- training frontline Work and Income staff to identify victims of elder abuse and connect them to the appropriate support agencies
- providing funding for elder abuse and neglect protection services.

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.

For more information on Pathway to Partnership visit: www.msdc.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.

Support new business enterprises

In partnership with the Desert Spring Ministries Trust and Te Puni Kōkiri

We're committed to supporting social

enterprises that provide training and work experience to those who need it most. Through Enterprising Communities we're funding the Desert Spring Ministries Trust's Te Kaakano Nursery Project to provide work experience and training in a commercial plant nursery for people receiving a Domestic Purposes Benefit as well as ex-prisoners in the Fairfield area.

Encourage young people into business

Working with the Hamilton City Council, Youth Connections, the Agora Trust and the Hamilton Youth Education Trust

Our youth-focused Enterprise Programme helps our young people to realise their potential as members of our business community. Through the Programme we:

- work with agencies that specialise in, and engage with, young people to maximise their potential
- work with businesses to promote the benefits of young trainees
- link businesses and young people
- highlight potential employment opportunities to young people.

In 2008/2009 we'll support:

- The Hamilton Youth Education Trust and its Backbeat FM youth radio station. Backbeat FM provides employment, work experience, training and scholarships for young people interested in a career in the broadcasting industry. It also provides information to help them make informed career and life choices.
- The Agora Trust to establish their café enterprise which will enhance their delivery of youth-focused services in



the Frankton area. Their services include relationship counselling and other activities for young people and their families.

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 Local Services Mapping for the Matamata/Piako and Waikato Districts. This will increase awareness of projects underway in these communities and bring social service providers together to work more collaboratively on improving their communities' social wellbeing.

Help migrants and refugees

Working with migrant and refugee communities and service providers

Together we'll work with migrant and refugee communities to identify gaps and opportunities in existing services and develop new initiatives in response.

Our focus is to:

- ensure service providers receive appropriate funding
- increase employment opportunities for migrants and refugees
- improve the settlement process for migrants and refugees.

Specific initiatives in 2008/2009 include:

- services that help migrants and refugees to find work by identifying and marketing their skills and experience and connecting them with businesses through a brokerage model
- an English for Speakers of Other Languages Programme that helps migrants and refugees to develop language skills and to gain insights into New Zealand workplace behaviour
- working with communities to address social concerns such as youth issues, the isolation of women, parenting in the New Zealand context, and family and community violence.

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.

You can view the Local Services Mapping reports at:
www.familyservices.govt.nz

THANKS

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

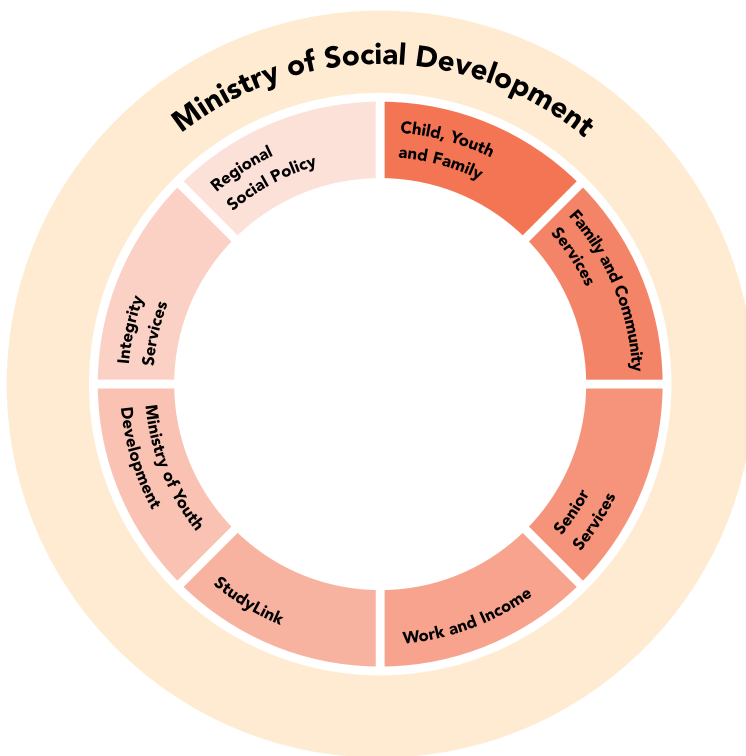
This is not always a simple job. There are no quick-fix solutions to the many issues some people face – and it's not a job we can do alone. Success requires our combined efforts with other government agencies and non-government organisations, along with communities and individuals. Working together provides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

For the great results we've already achieved here in the Waikato, I thank the Ministry's staff and our partners in central government such as the Education, Health and Justice Ministries, the New Zealand Police, the Housing New Zealand Corporation and Te Puni Kōkiri. 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 Waikato.

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
- 3 Sites.

● **Family and Community Services**

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

- 4 Heartland 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:

- 14 Service Centres
- 1 Super Centre.

● **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:

- 1 Outreach Site.

● **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

Waikato Regional Office
9th Floor Anglesea Tower
Corner Collingwood and Anglesea Streets
Hamilton
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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