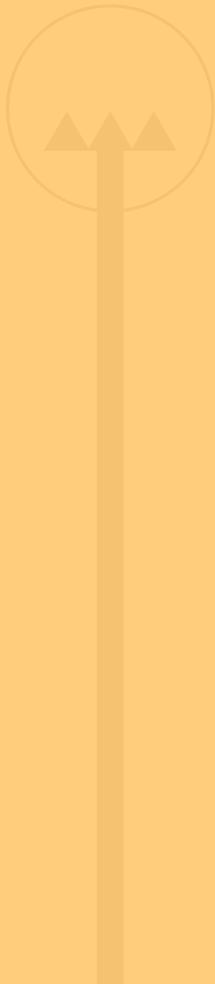
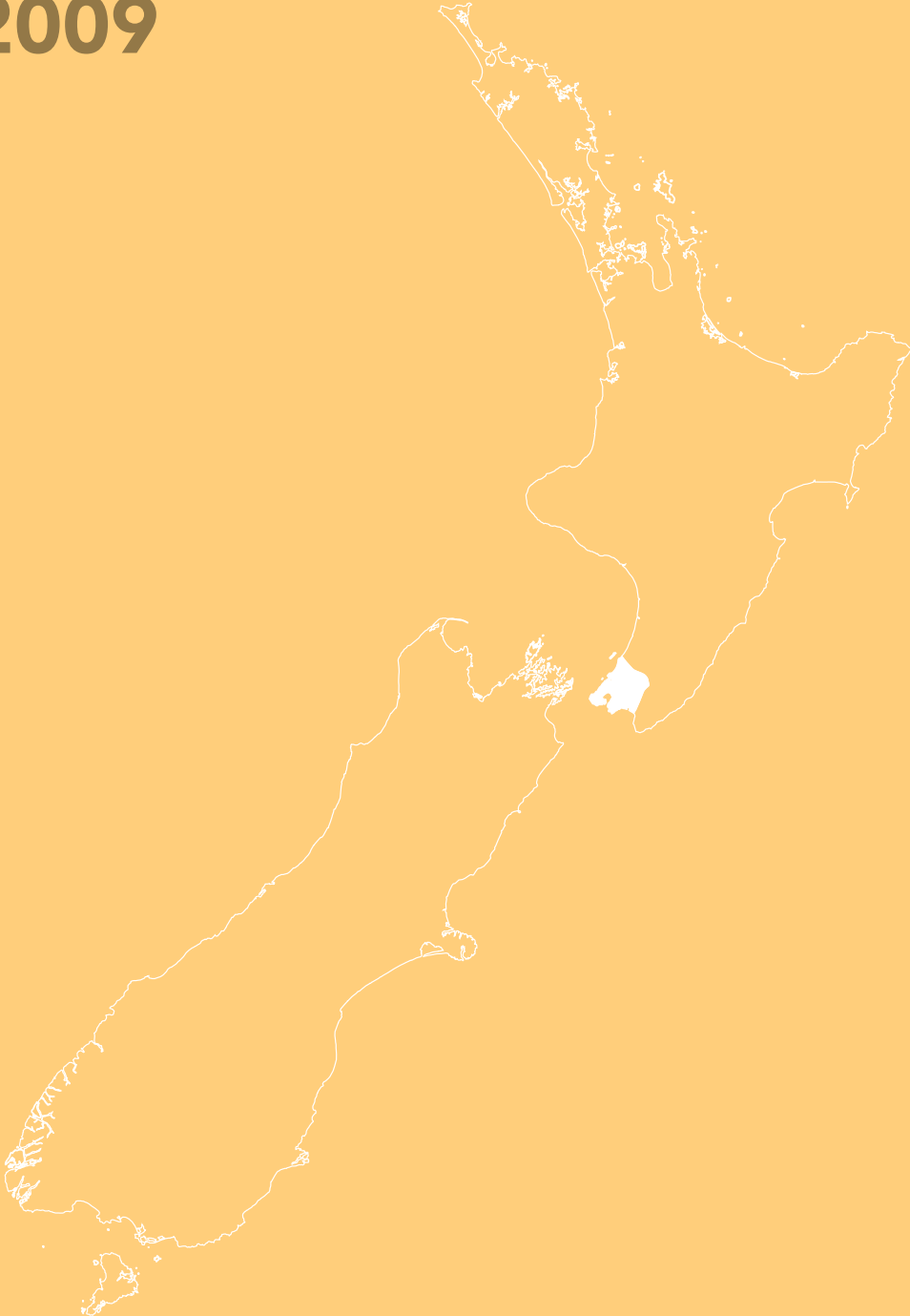


**WELLINGTON
REGIONAL
PLAN
FOR
2008/2009**



CONTENTS

- 02 WELCOME**
- 03 HIGHLIGHTS OF 2007/2008**
- 04 OUR REGION**
- 06 FACING CHALLENGES,
BUILDING ON
OPPORTUNITIES**
- 08 OUR PRIORITIES
FOR 2008/2009**
- 10 GIVE CHILDREN THE BEST
START IN LIFE**
- 12 HELP YOUNG PEOPLE
ACHIEVE THEIR
POTENTIAL**
- 14 ENABLE PEOPLE TO LIVE
INDEPENDENT LIVES**
- 16 SUPPORT FAMILIES
AND WHĀNAU TO BE
SAFE AND RESILIENT**
- 18 STRENGTHEN
COMMUNITIES**
- 20 OTHER REGIONAL
PRIORITIES**
- 20 THANKS**
- 21 OUR ORGANISATION**



WELCOME



I'm very pleased to welcome you to the Ministry of Social Development's 2008/2009 Regional Plan for the Wellington region.

This year we're continuing to build our Ministry-wide collaborative approach. This ensures all our services work in a co-ordinated way when we deliver the day-to-day support that helps people be successful in their lives.

A key challenge for us is to ensure Wellington people know about the support available to them. While we're seeing great results in the wellbeing of the region's families and communities, there are still many opportunities and challenges. For example, Wellington has the highest average income levels in New Zealand, but lower paying jobs still persist. Although unemployment levels have reduced, some Wellingtonians are still disadvantaged in the labour market – new migrants often face barriers to employment and some of our young people are falling into gaps between school and work.

Using opportunities to address these and other challenges is what this Plan is about – and over the next few pages we've set out our priorities and activities for the coming year. You'll see our focus is on giving children the best start in life, helping young people achieve their potential, supporting families and whānau to be safe and resilient, strengthening communities and enabling people to live independent lives. The approach we take involves valuing people and putting them at the centre of our thinking and action. We know that strong families and communities build a stronger Wellington region, which in turn contributes to a stronger nation.

"The approach we take involves valuing people and putting them at the centre of our thinking and action."

The achievements of last year pave the way for our progress in 2008/2009. A strong contributor to our success is the many working relationships we've established – across the Ministry, with central government agencies, local government, iwi and community organisations. I thank our many stakeholders, community groups, contract providers, employers and the individuals we have had the chance to work with over the last 12 months. I also thank Ministry staff for the enthusiasm and dedication they show in their work.

Collaboratively your efforts are making a difference in the lives of many Wellington children and families. By continuing to work together, we'll make further progress in 2008/2009 as we all strive to ensure every New Zealander is given an equal opportunity and a fair go.

I wish you all many successes in the coming year.

A handwritten signature in black ink that reads "M R Bryant". The signature is fluid and cursive, with a large loop at the end.

Mike Bryant

Regional Commissioner for Social Development

HIGHLIGHTS OF 2007/2008

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

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

Highlights of our work include:

- **The additional support now available to families with multiple and complex needs** through the roll-out of our Integrated Service Response.
- **As part of Working New Zealand: Work-Focused Support**, the appointment of health and disability advisory roles to help provide the right support and services to people with ill-health or a disability.
- **Our continued leadership in developing the Wellington Regional Labour Market Strategy** in collaboration with a number of stakeholders across both the public and private sectors.
- **The fantastic results achieved through our local council cadetships with local councils** – 25 people participating in this programme are now in sustainable employment.
- **The opening of a Child, Youth and Family Assessment Centre in Porirua**, which is supporting young men to get involved in constructive activities.
- **The Wellington City Council's securing of Youth Development Partnership funding** to run youth participation projects at ZEAL and BGI (Wellington Boys and Girls Institute). Wellington was the only council in the country to be successful in securing funding for two projects.
- **The Ministry of Youth Development Ministerial Forum held in Porirua in October 2007**. Feedback from the 27 young participants on why young people were failing in education, employment and training is now informing cross-government Schools Plus work.
- **Ongoing initiatives, such as the establishment of the Employment Hub in Porirua** and the further development of TradeStart in Lower Hutt. These, as well as other labour market initiatives, have continued to help people in the Wellington region move into employment.
- **Partnering with Barnardos to develop the new Early Years Service Hub in Taita**.



OUR REGION

WELLINGTON AT A GLANCE

**OVER 350,000
PEOPLE**

LIVE IN THE WELLINGTON REGION

**WELLINGTON IS
THE 12TH MOST
LIVEABLE CITY
IN THE WORLD**

AS IDENTIFIED IN THE 2007 QUALITY
OF LIVING SURVEY

**KEY INDUSTRIES
INCLUDE**

GOVERNMENT ADMINISTRATION,
EDUCATION, HOSPITALITY AND
NEW PROFESSIONS, SUCH AS
INFORMATION TECHNOLOGY

**AROUND
35 MILLION
PASSENGER
JOURNEYS**

ARE MADE ON THE REGION'S PUBLIC
TRANSPORT SYSTEMS EACH YEAR



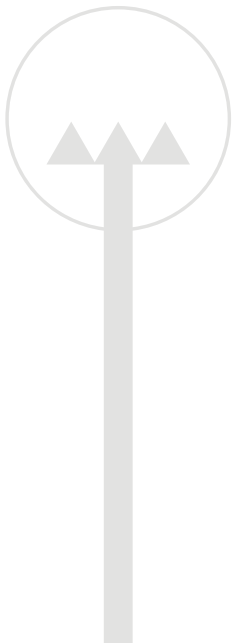


FACING CHALLENGES, BUILDING ON OPPORTUNITIES

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



WHAT WE KNOW...

The shortage of childcare services is evidenced by long waiting lists at many childcare facilities in our region. This lack of childcare options creates barriers for some of our families who are seeking employment or returning to work, particularly sole parents.

A number of teenagers in our region are becoming parents. It is important these young parents continue to have access to education and life opportunities, and are supported to raise their children in a safe caring environment to ensure that they have the best start in life.

We have a relatively young population – around a quarter of the population (22% or 97,440 people) is aged between 10 and 24 years.

The incidence of youth offending is rising. While only a small percentage of our young people are involved in offending, this is a difficult challenge that requires a strong collaborative approach to address.

WHAT WE'RE DOING ABOUT IT...

We'll develop a Ministry-wide approach to working with communities and early childhood education providers. To address this challenge we will use our joint resources, such as childcare co-ordinators and Enterprising Communities funding, to identify opportunities for action.

We'll continue to work with service providers and support networks to ensure that these parents have access to targeted services and parenting programmes that provide support and create opportunities for them and their families.
(Read more on page 10 and 11)

We'll work with education and training providers, youth services and communities to ensure students make seamless transitions from study into further education, training or work.
(Read more on page 12 and 13)

We'll work with justice and youth services to help our young people make more positive choices, especially encouraging them to stay in school.

Our collaborative work with justice services will support people exiting the justice system so they have the best chance to live a productive and offence-free life.
(Read more on page 12)

WHAT WE KNOW...	WHAT WE'RE DOING ABOUT IT...
<p>An increasing number of people with health-related issues want to work. 45.6% of working age Wellingtonians receiving assistance from us are in receipt of a Sickness or Invalid's Benefit.</p>	<p>We'll strengthen our relationships within the health sector to develop meaningful programmes and services for people who wish to work but face additional barriers, such as ill-health or a disability. (Read more on pages 14 and 15)</p>
<p>People aged 65 and over make up approximately 14% of our region's population. It is predicted that by the end of the next decade nationally one in four people receiving social assistance will be aged over 65.</p>	<p>We'll continue to promote the valuable contribution our older people have to offer our communities and help them to participate in their communities in the way they choose. (Read more on page 14)</p>
<p>There are increasing levels of disparity between high and low-income earners – having the highest average income level in New Zealand is driving up the cost of living for low-income households.</p>	<p>We'll continue to address issues of disparity through our joint services, resources and programmes. In collaboration with other government and non-government organisations we'll support and encourage those who are the most vulnerable within our communities. (Read more on pages 16 and 17)</p>
<p>Our growing migrant and refugee populations present both challenges and opportunities. Migrants and refugees can face barriers to finding work, such as a lack of New Zealand work experience and language difficulties. On the other hand, this diverse group of individuals brings a wide range of skills and talents to our region.</p>	<p>Working with other social service agencies, migrant and refugee communities and settlement service providers we'll seek to remove barriers to employment, as well as harness their skills and talents for the benefit of local industries and employers, and the migrant and refugee communities.</p>
<p>We have a disproportionate number of Māori and Pacific people receiving income assistance – 13% of the population identifies as Māori and 8% as Pacific, while 27% of people receiving a main benefit are Māori and 11% are Pacific.</p>	<p>We'll work closely with other government agencies and non-government organisations, including iwi, to create opportunities that enable all people to participate fully in their communities.</p>
<p>Like many other parts of New Zealand, there is an emerging awareness of family violence in our communities.</p>	<p>We'll develop initiatives with communities that raise the awareness of family violence and build a community response to reducing incidences. (Read more on page 16)</p>
<p>Continued population and economic growth is increasing the pressure on Wellington's physical infrastructure, especially roading and transport. This will, however, present opportunities for employment in certain industries.</p>	<p>We'll target our activities to make the most of opportunities created through economic growth and infrastructure development so that we can respond to the demand for labour, as well as contribute to a skilled workforce.</p>

For us to make a difference in Wellington, all our work requires close collaboration – within the Ministry and with our partners in the health, education and justice sectors and 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

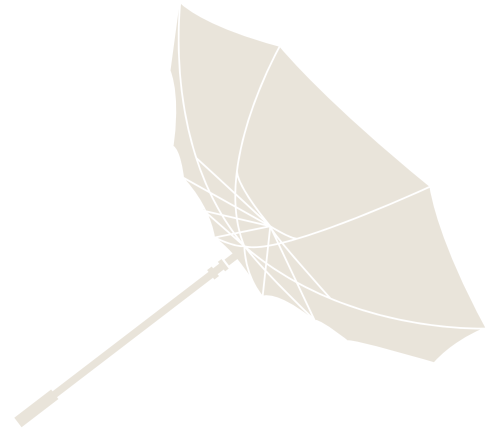
Children are New Zealand's future – all children deserve to grow up in a safe and happy environment.



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.

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

In the coming year we will:

Focus on children

In partnership with related agencies and community organisations

We've recently established an Early Years Service Hub for vulnerable families in Taita. The Hub will provide these families with access to a range of co-ordinated and integrated services focused on children from pre-birth to school-entry age. These services include:

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

Through this initiative, families learn about the agencies they can contact for help without the frustration of referrals from one agency to another. By co-ordinating service delivery, children will benefit through better health, safety, education, mental, emotional and physical development and general wellbeing.

Improve agency and community response

Working with other government agencies and non-government organisations

Our Differential Response Approach helps us to ensure we respond appropriately to notifications of children, young people and families needing our help. With increasing notification numbers it's vitally important any actions we take are

appropriate to families' circumstances and delivered promptly and effectively.

During 2008/2009 we'll implement the new Differential Response Approach in all Child, Youth and Family sites across the Wellington region. We'll also seek to strengthen our partnership with non-government organisations to provide a speedier upfront response to all cases reported to us, and then use case management, where needed, to support families with long-term needs.

Support families at home

In partnership with community organisations and the Ministry of Education

Through our Family Start Programme, families with high needs in our region will receive intensive, home-based support services. This year trained workers will visit more family homes to give advice and support to caregivers of children from birth to six years, develop plans and put in place the supports to improve:

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

Support families to stay together

In partnership with related agencies and community organisations

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 in the region needing placement into our care, and increase the number of children leaving care into supportive, long-term living



arrangements. Working through programmes such as Early Years Service Hubs, Family Start, Strengthening Families and our Integrated Service Response, we'll provide wraparound services to support efforts to find stable, long-term placement options.

Promote positive parenting

Working with non-government organisations

Strategies with Kids – Information for Parents (SKIP) helps parents build their skills so they can raise their children in a

positive, loving way, using limits and boundaries rather than physical discipline. This year we'll review and update our resources for parents and caregivers of children from birth to five years wanting advice and information. Through the SKIP Local Initiatives Fund we'll provide support for activities that help parents learn more about positive parenting. SKIP Champions who promote the positive parenting message have been appointed in organisations, such as Plunket and Barnardos.

You can access SKIP resources at:
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:

Help young people make better choices

Working with local government, the New Zealand Police, the Ministry of Justice, local secondary schools and community service providers

Access to education and employment opportunities is an important factor in connecting young people to their communities and reducing youth offending.

In 2008/2009:

- Two youth justice teams will work alongside the New Zealand Police and youth workers in Wellington, Porirua and the Hutt Valley to identify opportunities to connect young people with education, life skills and other training.
- Child, Youth and Family and Barnardos will run the Youth Assessment Centre in Porirua to provide care, protection and support to at-risk young men aged 12 to 16 years. Young people involved in gangs, using alcohol and drugs, and victims of family violence or sexual abuse will receive support to stabilise their behaviour, learn life skills and reconnect with their families/whānau and communities.
- Under our Nga Ara Kete Programme, a small team of youth workers will use a youth development model to support at-risk young people in Hutt City. Co-ordinating efforts in Naenae and Taita Colleges and in the community, the team will work with young people to:
 - keep them positively engaged in school
 - develop their leadership skills

- give them the tools to make positive life decisions
- motivate them to get involved in their communities
- ensure they get the right support to move from school into training or employment opportunities.

Keep young people on the pathway to learning

In partnership with local councils, community service providers, schools, the Ministry of Education and other education and training providers

Youth Transition Services helps young people make a successful shift from school into further education, training or work so they can build their independence and wellbeing. In our region these Services are provided in Porirua by the Learning Shop and Partners Porirua, and in the Hutt Valley by VIBE. We'll broaden the Services this year to provide career advice and address issues like truancy. We'll also seek to:

- improve local strategic planning to provide better opportunities and services for young people
- raise individual family/whānau and community aspirations for young people
- better meet the needs of young people not participating in work, education or training.

Through the Schools Plus initiative, we'll work with the Ministry of Education to ensure young people stay in school or participate in appropriate training until they are 18. Options sought for students leaving school before 18 include training through youth training programmes,



schools plus

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

modern apprenticeships, local industry training organisations and individual employers.

Build opportunities for lifelong success

In partnership with the Wellington City Council

Our Youth Development Partnership Fund provides support to local councils using effective youth development practices to improve opportunities for young people. In 2008/2009 we'll support:

- The WYPE Participatory Action Research Crew. A by-youth, for-youth initiative, where young people are supported to research youth needs, and develop and run a series of projects over the next three years.
- Wellington City Council's ZEAL initiative which provides young people with a safe environment within which to socialise. This year we'll support the employment of a youth worker to manage the expanded Cutting Edge Programme, as well as progress the other activities and events held at the ZEAL premises.

Provide young people with a voice

In partnership with local councils

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 that affect them. This year we'll develop a programme that provides the region's young people with a variety of ways to connect and communicate with decision-makers. Initiatives will include:

- Involvement in Ministerial forums on youth issues such as how young people can realise their potential and contribute to their communities. We have two forums scheduled in Wellington this year.
- Representation at the local government conference in Christchurch from the Upper Hutt City, Hutt City, Porirua City and Wellington City Councils.
- ACTIVATE, a Wellington-based youth advisory group.
- Hosting workshops with Wellington young people through PROVOKE, Student Decision-Makers, Youth Council and Youth Health Advisory networks.

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 which businesses in the Wellington region offer discounts to SuperGold cardholders visit:
www.supergold.govt.nz

In the coming year we will:

Support local employers

Working with local industry and employers

Some employers in the Wellington region are having difficulty sourcing labour. During the year we'll identify the skill needs of key employers and – through our recruitment services, Industry Partnerships and training and support programmes – we'll ensure job seekers are prepared with the skills to match the region's employment opportunities.

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 Industry Partnerships we'll work to:

- address skill shortages in the region with a tailored approach that meets the needs of key employers 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.

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.

Tap into the skills of older people

In partnership with community organisations

Through the SAGES (older people as mentors) Programme, volunteers are trained and supported to provide practical help for families and individuals in need. During the year volunteers will provide one-on-one home and life skills mentoring to strengthen parents' capacity to care for their families through:

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

We currently provide services through SuperGrans in the Hutt Valley and will be implementing services in the Wellington City area in 2008/2009.

Help more people into paid work

Working with health professionals

We recognise that most people, including those receiving a Sickness or Invalid's Benefit, want to work – and with the right support they can. This requires us to address the barriers these people face so they too can participate more fully in their communities' social and economic lives.

This year, we'll provide more opportunities for people to get or resume work while also giving them access to the support and services they need to do so.



Key initiatives include:

- Working with the Capital and Coast and Hutt Valley District Health Boards to deliver our PATHS (Providing Access to Health Solutions) Programme. PATHS provides access to medical services that help to remove and reduce health problems for people who wish to return to work.
- Advisors and co-ordinators who will work with an 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.
- The introduction of a number of new health and disability services that support people so they can realise their work goals. An example of this work is the mild to moderate health services, which will provide Wellington people with mild to moderate mental health conditions with tailored packages of health services they may not already be accessing, to help them find work.

Support offenders to live positive lives

In partnership with the Department of Corrections

The pathway to employment on

release from prison can be difficult for many offenders who may have little or no work experience. Through our Offender Re-integration Programme: Improving Employment Outcomes we work with people in Wellington's three prisons – Arohata Women's, Mt Crawford and Rimutaka – to support them to find work prior to their release. Case managers and work brokers will help prisoners nearing release find suitable housing, employment opportunities and deal with issues, such as organising financial support and bank accounts.

Through our contracted services and Enterprising Communities funding we'll also look to better equip people sentenced to community service with the tools they need to obtain and remain in employment. Currently, we have employment placement contracts with providers in the region to deliver these services and support.

Some people lack the skills that can help them overcome the socio-economic factors associated with offending. Our Basic Work and Living Skills Programme allows eligible people sentenced to community work to trade off hours for training in programmes such as literacy, Tikanga Māori and other courses already supported by Work and Income.

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.

This year we'll continue to develop our programmes including:

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

SUPPORT FAMILIES AND WHĀNAU TO BE SAFE AND RESILIENT

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

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

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

In the coming year we will:

Build support for families experiencing violence

Working with the New Zealand Police, Women's Refuge, other family violence networks and community organisations

Reducing family violence is a key priority for us and we're involved in family violence networks across the Wellington region. These networks are community driven and help to raise community awareness of the resources available to eliminate family violence.

During 2008/2009 we'll:

- Support the ongoing development of the 'It's not OK' campaign, to build greater local awareness of the campaign's messages. We're already seeing great results – a local festival, Porirua's Creekfest 2008, used the campaign for its theme.
- Use the Community Action Fund to support community-led activities that promote social environments for families free of violence. One such initiative is the Cannons Creek Fanau Centre in Porirua project which is raising awareness of family violence and the community's responsibility to stop family violence.
- Train staff through the Family Violence Intervention Programme to have the confidence and skills to identify family violence and refer people to the services and support they need. Our Family Violence Response Co-ordinators will build on the working relationships we have with other family violence service providers and support

agencies. The Programme will help to ensure those who experience family violence are identified and supported to keep themselves and their children safe.

- Provide prompt intervention to incidents of family violence. Our Early Response Teams, based in Wellington, Lower Hutt, Upper Hutt and Porirua, will ensure Child, Youth and Family and Women's Refuge make contact with families close to the occurrence of violent events.

Prevent elder abuse and neglect

In partnership with Age Concern

Our Elder Neglect and Abuse Programme promotes the rights and wellbeing of older people and ensures they are safe from abuse and other harm. This work includes raising the public's awareness of elder abuse and neglect and providing a range of services focused on preventing abuse and neglect and helping those older people who experience it. This year we'll work to build the consistency of services offered by the Programme's service providers and ensure good practice is applied.

Bring families and support agencies together

Working with other government agencies, non-government organisations and other community service providers

Strengthening Families helps families to 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



During the year we'll expand the Integrated Service Response through our involvement in The Exchange, an Upper Hutt programme providing the local community with a one-stop-shop of social services.

Help parents provide for their families

In partnership with Inland Revenue

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

how they can help. It allows families to get better access to information and services to develop their own goals and solutions.

Here in Wellington we have three Strengthening Families Local Management Groups – in the Hutt Valley, Wellington Central and Porirua. Co-ordinators within these groups oversee the day-to-day work of the initiative. At a higher level, the Wellington Regional Social Development Executive Group will monitor the initiative's progress.

Provide an integrated response

In partnership 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. The programme builds stronger links with a range of existing processes and services, including our Family Violence Intervention Programme, the work of our Strengthening Families Co-ordinators and our Family Start Programme. This year, Integrated Service Co-ordinators will work in partnership across the Ministry, with other government agencies and non-government organisations 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.

To find out more about Working for Families visit:
www.workingforfamilies.govt.nz

STRENGTHEN COMMUNITIES

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

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

To find out more about Pathway to Partnership visit our website: www.msd.govt.nz

In the coming year we will:

Strengthen community providers

In partnership with community service providers

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

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

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

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

Here in Wellington we also provide support to community organisations through Enterprising Communities Grants which are designed to help community organisations implement projects that create skills and job opportunities for

people finding it hard to get work. Our support of KITES – a temping agency for mental health consumers – is an example of this work. We're contributing to the costs of a key worker and overheads while the operation is being established.

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 the community and government.

In 2008/2009 our focus is to complete the Local Services Mapping in the Hutt Valley.

Build a responsive, co-ordinated approach

Working in partnership with other government agencies and local government

Collaboration between all the government agencies involved in social service delivery is vital to our effectiveness, particularly when working with the same groups of people. Often better results are achieved from joint solutions. We're involved in a number of forums across the region to establish a joint cross-government and community approach to local issues.

Focusing on practical results these forums include: the Hutt Housing Steering Group, the Hutt Valley Inter-sectoral Pasifika Steering Group, the Porirua Strategic Forum and the Wellington



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.

Leaders Forum. As an example, the Hutt Housing Steering Group provides a forum for agencies to work co-operatively to provide safe, healthy and sustainable housing. One of the Group's key projects retrofits the houses of low-income households with insulation and provides basic house maintenance. This project also educates home occupants on running an energy-efficient home and puts them in touch with any necessary health and social services.

Improve our accessibility

Working in partnership with communities and community organisations

While many of the people we work

with come to us, not everyone knows where to go to get the help they need. In an effort to increase our effectiveness, we'll go out into Wellington communities to build people's awareness of the support available to them. During the year we'll:

- provide outreach services to the region's more disadvantaged communities, working through the Refugee and Migrant Service, and in community centres in Taita, Cannons Creek and Stokes Valley
- participate in community expos and events to promote the services of Work and Income, the benefits of the Community Services Card, and StudyLink services.

OTHER REGIONAL PRIORITIES

We're also working on other initiatives in the Wellington region that extend beyond our five priorities.

The Wellington Regional Labour Market Strategy

This Strategy seeks to improve conditions in the local labour market. Among the results we're working towards is a greater diversity and higher value of business activity and employment opportunities in Wellington. By addressing the issues of participation, productivity, retention, skills and talent, the Strategy will help us enable people to live independent lives and improve the availability and quality of social and health services.

During 2008/2009 we'll work with:

- schools and Modern Apprenticeship Co-ordinators to progress actions identified at the Skills Development Summit held in April 2008
- the Employers and Manufacturers Association and the Department of Labour to identify and work with three businesses to lift their productivity
- the State Services Commission to encourage central government's adoption of the internship programme that has worked well in the region's local councils
- the Ministry of Pacific Island Affairs and the Pacific Business Trust to support the growth of Pacific enterprise
- the Ministry of Education to increase the number of trained Pacific early childhood educators
- the Tertiary Education Commission to identify centres of excellence within the region to design programmes to address the region's skill needs.

THANKS

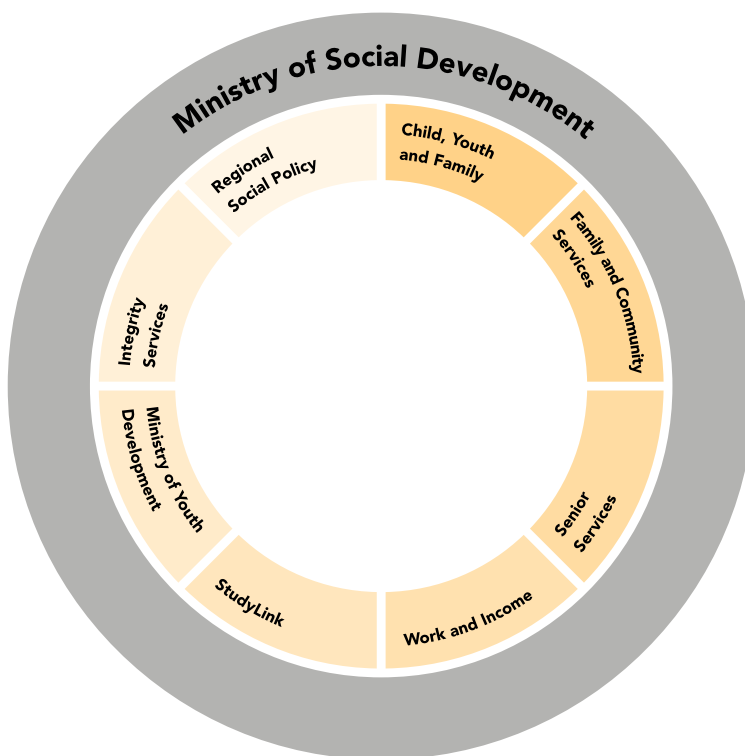
The details in this Plan reflect one aim: to help people in the Wellington region find solutions to live better lives.

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 region I thank the Ministry's staff and our partners in central government such as the Education, Health and Justice Ministries, the New Zealand Police and the Housing New Zealand Corporation. Local iwi and hapū, district health boards, primary health organisations, local government and numerous voluntary and community-based organisations have all contributed hugely to making a difference in the lives of people in Wellington.

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.

● Senior Services

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

● Work and Income

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

- 9 Service Centres.

● StudyLink

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

- 6 Outreach Sites.

● Ministry of Youth Development

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

● Integrity Services

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

● Regional Social Policy

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

Ministry of Social Development

Wellington Regional Office

Level 1

Freemason House

195–201 Willis Street

Wellington

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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Ministry of Social Development
Bowen State Building
Bowen Street
PO Box 1556
Wellington 6140
New Zealand

Telephone: +64 4 916 3300

Facsimile: +64 4 918 0099



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