



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Family Violence Wraparound Housing

**For People Using Violence
Service Guidelines**

July 2024



Contents

1. About these Guidelines	4
Who are these Guidelines for?.....	4
What is the purpose of these Guidelines?	4
Relationship Principles	4
Where can Providers go for further information?	4
2. A Cross-agency Approach	5
Working as a Joint Venture	5
3. A Client-Centered Approach.....	6
Applying a client-centred Approach.....	6
4. Wraparound Housing Services.....	7
Who is the client group?.....	7
Support for the family and/or whānau	7
What is Wraparound Housing?	7
5. Outcomes.....	8
What are these Services seeking to achieve?	8
6. Organisational Standards	10
Core principles for Wraparound Housing services	10
Family Violence Specialism	10
7. Best Practice.....	12
What are some key elements of good practice?	12
8. Supporting the Workforce.....	14
Regular access to supervision to better support the workforce	14
External Practice supervision	14
Cultural supervision and capability development.....	14
Safer caseloads	14

9. Service Delivery Nuts and Bolts	15
What are the Services provided?.....	15
Duration	15
Accessibility	15
Entry to Exit Service Mapping.....	15
10. Working as part of a community.....	17
Meaningful Referrals.....	17
Meaningful support	17
11. Accreditation	17
Social Sector Accreditation Standards	17
12. Measuring Results and Reporting	18
Improving the family violence system.....	18
Why is reporting important?	18
What reporting is required?	18
Online Directories	18
13. Feedback to MSD	20
14. Definitions	20
What is family violence?	20
Other Definitions.....	20
Appendix One – The FTE Model	21
What defines a Full Time Equivalent (FTE)?	21

1. About these Guidelines

Who are these Guidelines for?

These Guidelines are for Providers that the Purchasing Agency (Ministry of Social Development, MSD) contracts with to provide the Wraparound Housing services (“Services”).

Outcome Agreements with Providers for these Services require that they are delivered in accordance with these Guidelines. These Guidelines are a living document and may be varied at the discretion of the Purchasing Agency. The Purchasing Agency will inform Providers of any variation to be made.

What is the purpose of these Guidelines?

These Guidelines provide:

- detailed information about Service delivery
- a set of practice principles to guide the Service delivery
- a resource tool to assist in meeting the desired Service outcomes.

These Guidelines provide a minimum standard for Service delivery to assist Providers to deliver the Service according to the Outcome Agreement requirements. Each Provider can develop a Service that reflects their organisation’s philosophical base, incorporating local need and the cultures within which it works.

Relationship Principles

MSD and all contracted Providers agree to the following principles:

- act honestly and in good faith
- communicate openly and in a timely manner
- work in a collaborative and constructive manner
- recognise each other’s responsibilities
- encourage quality and innovation to achieve positive outcomes.

Both parties should acknowledge Te Tiriti o Waitangi and will continuously work towards ensuring tāngata whenua are at the centre of our practices.

Where can Providers go for further information?

Providers should contact their Relationship Manager.

2. A Cross-agency Approach

Working as a Joint Venture

MSD is a committed member of the Interdepartmental Executive Board for the Elimination of Family Violence and Sexual Violence (Te Puna Aonui).¹

Te Puna Aonui is inclusive of thirteen government agencies all working in different ways to address family violence and sexual violence. It uses a coordinated approach focused on transforming the system to better deliver support for whānau and communities.

Te Puna Aonui has developed some key documents to guide the way we all work to reduce family violence and sexual violence.

The Guidelines are guided by the following Te Puna Aonui documents:

Te Aorerekura – National Strategy to Eliminate Family Violence and Sexual Violence (Te Aorerekura)

Te Aorerekura² is the National Strategy and Action Plan setting out a new collective path for government, tāngata whenua, specialist sectors, and communities to eliminate family violence and sexual violence.

The dream and vision (moemoeā) of Te Aorerekura is that all people in Aotearoa are thriving; their wellbeing is enhanced and sustained because they are safe and supported to live their lives free from family violence and sexual violence.

Te Aorerekura outlines six key changes or ‘shifts’ to eliminate family violence and sexual violence in Aotearoa. Each of these key shifts are interconnected and depend on the wider changes across Aotearoa that will help address the drivers of violence.

The Specialist Family Violence Workers Entry to Expert Capability Framework (the E2E Capability Framework)

The E2E Capability Framework³ sets out the knowledge and skills workers require to provide specialist family violence services. It also provides a pathway for specialist family violence workers to develop knowledge and skill at the level required for their practice.

The framework aims to support, grow, and professionalise the specialist workforce and provide career pathways to attract, value and retain skilled and dedicated practitioners.

¹ Te Puna Aonui (2022). [About us](#)

² Te Puna Aonui (2022). [National Strategy to Eliminate Family Violence and Sexual Violence | Te Puna Aonui](#)

³ Te Puna Aonui (2022). [Family Violence Entry to Expert Capability Framework](#)

The Specialist Family Violence Organisation Standards (the Specialist Organisational Standards)

The Specialist Organisational Standards⁴ sets out the organisational capabilities and practises of specialist family violence organisations that support safe, holistic, and effective specialist practice.

These standards aim to support ongoing specialist family violence organisational learning and growth and lift organisational practice through standards.

In the future, the E2E Capability Framework and the Specialist Organisational Standards documents may become part of the formal accreditation and monitoring process. Any changes that impact these Guidelines will be communicated appropriately.

MSD's Family Violence Funding Approach

MSD is working towards a future where providers are sustainably funded, and services are whānau-centred, outcomes-focused, and integrated. This is aligned to the direction of Te Aorerekura.

The 'Family Violence Funding Approach'⁵ was created after significant sector consultation in 2018, including interviews with over 50 providers and a survey with over 100 respondents.

3. A Client-Centered Approach

Applying a client-centred Approach

All services provided for this contract should be tailored to each client using a client-centered approach. To apply this in a practical way, the following client persona will guide us through the Service Guidelines.

Please meet Joe

Joe is a 30-year-old male. He received a Police Safety Order (PSO) and was given the option to come to this house. He is unsure but will give it a go. Anything is better than sleeping in a car.

⁴ Te Puna Aonui (2022). [Specialist Family Violence Organisational Standards](#)

⁵ MSD website, Building a Sustainable Future for Family Violence (2018). [Family Violence Funding Approach](#)

4. Wraparound Housing Services

Who is the client group?

This Service supports people using violence, or at risk of using violence. This is primarily, but not exclusively, support for men over 18, who have been issued with a PSO.

Support for the family and/or whānau

Whilst support is primarily for the person using violence, where appropriate the Service provider should contact their family/whānau to offer support. This will ensure everyone is getting the support they need and maximise the effectiveness of the Service. This support may be provided within this Service or through referral to another appropriate service.

What is Wraparound Housing?

Joe is arriving at the house for the first time having received a PSO. Like Joe, many people have nowhere to go when issued with a PSO. This Service provides an alternative pathway.

A PSO can be issued by Police when they attend a family violence incident. The PSO requires the person served the order to leave the property for up to 10 days, and not contact the protected person during this time. It is designed to allow time for both the person using violence and the victim to seek help. If the PSO bound person breaches the conditions of the PSO they may be charged or sent to court.

When Joe arrives, he will receive 24/7 accommodation and wraparound support. This includes a warm, safe house with wraparound support where people can receive the support they need, when they need it. People from the community can also be referred here or self-refer to this Service.

Even if Joe has a place to stay for the duration of his PSO he can still access the wraparound support service.

The support Joe received will be tailored to his needs, based on a caring response and demonstrate family violence expertise. The aim is for Joe to develop effective strategies to reduce the harm of family violence in the future.

5. Outcomes

What are these Services seeking to achieve?

Vision for Aotearoa

Aotearoa New Zealand is a safe, equitable and inclusive society free from violence.

Long-term outcomes

- Improved **safety and stability** for people using violence, as well as their family/whānau, including the impact on any children/tamariki.
- Decreased use of violence.
- Decreased risk of **interaction** with the police/court systems and increased effectiveness of PSOs as it provides somewhere to go.
- An increase in the likelihood that the user of violence will commit to **behaviour change** such as a healthy relationships and long-term healing and recovery.

Short-term results

Improved **safety** for the user of violence, as well as their family and/or whānau:

- A **safe place** for the user of violence to be housed temporarily where they can access the support they need, as and how they need it.
- A reduction in the **immediate risk** for the family of the user of violence of experiencing further violence.
- A reduction in the risk that the user of violence becomes **temporarily homeless** and/or requiring government-funded accommodation.
- Improved **stability** for the family and/or whānau of the user of violence by allowing them to stay in their own home.
- Increased **access** to support for the family and/or whānau of the user of violence.



6. Organisational Standards

Core principles for Wraparound Housing services

The core principles for this Service are guided by the Specialist Family Violence Organisation Standards, developed by Te Puna Aonui. Organisations delivering this Service should adhere to the following standards to ensure that people like Joe receive the best Service possible:

- **Relationships and inclusion (Kotahitanga)** The organisation honours tāngata whenua as First Peoples of Aotearoa and is committed to equitable and inclusive opportunities and practices for diverse individuals, groups, and communities.
- **Protection and Accountability (Kaitiakitanga)** The specialist organisation focuses on increasing the safety of those who are being violated and reducing the possibility of further violations.
- **Collaboration and Advocacy (Mahi tahi)** The organisation challenges systemic, social, and cultural factors that enable family violence to exist in Aotearoa New Zealand and recognises that family violence cannot be addressed in isolation.
- **Wellbeing and Restoration (Ora)** The organisation provides a holistic approach that is shaped by, and reflects the aspirations and restoration of whānau, families and individuals.
- **Innovation and Learning (Koi Mahi)** The organisation engages in growing practice knowledge and is responsive to new approaches to end family violence.

These principles can be used to guide decision making around resource, development, learning and practice so that Joe and other people who access the Service receive the best support possible.

Family Violence Specialism

Providers contracted to deliver Wraparound Housing services should be delivering specialist family violence services. Family violence specialism has been defined by Te Puna Aonui in the Specialist Family Violence Organisational Standards as follows:

A specialist family violence response is a highly skilled one from a person with extensive training and experience working with family violence, and who is supported by an organisation holding expert knowledge of that field of practice embedded at all levels.

Refer to the Specialist Family Violence Organisational Standards for more information on family violence specialism.⁶

⁶ Te Puna Aonui (2022). Specialist Family Violence Organisational Standards



7. Best Practice

What are some key elements of good practice?

The foundational capabilities for this Service and their workers are guided by the E2E Capability Framework. While accessing this Service Joe can expect that all kaimahi will:

Demonstrate:

- Effective communication skills.
- Skill in building rapport, empathy and respect.
- Respect in all professional communication and engagement.
- Ability to clearly maintain professional and personal boundaries.
- Awareness of own personal values and beliefs.
- Awareness of own conditioning in gender, sexuality and ethnicity.
- Culturally safe and responsive practices, including adapting practice and services in the context of continuous cultural learning.
- Practice that does not compromise the protections and safety of those experiencing family violence.
- Awareness of family violence legislation relevant to their role.
- Ability to identify risk factors and immediate safety needs.
- Acknowledgement and respect for diversity and the worldview of diverse individuals, groups and communities.
- Acknowledgement that rights, entitlements, opportunities and access are not equally distributed throughout society.
- Knowledge of the range of specialist services and agencies available to support victims/survivors and offenders in family violence cases.

Demonstrate an understanding of:

- The relevance of the principles of Te Tiriti o Waitangi.
- The unique status and experiences of tāngata whenua as indigenous people, as underpinned by Te Tiriti o Waitangi.
- The bicultural partnership in Aotearoa New Zealand underpinned by Te Tiriti o Waitangi and the right for Māori to participate in their own language and culture.
- Practice of tikanga Māori beliefs and values, and collective practice.
- The gendered nature of family violence and violence against women and children and the distinctions between violence experienced and perpetuated by men and women.
- The relationship between the gendered drivers and reinforcing factors associated with family violence.
- The range of behaviours that constitute family violence and the forms of family violence.
- Warning signs indicating current or past experiences or perpetration of family and whānau violence.
- The tactics of coercion, power, control, and social entrapment utilised by those who use family violence.
- The health, psychological, developmental, social, and economic impacts of family violence on victim/survivors including children, young people, families and the broader community including tāngata whenua.
- The cumulative and traumatic impacts of family violence on women and children victim/survivors and the impacts on the parent-child relationship.
- The different manifestations and impacts of family violence on diverse individuals, groups, and communities.
- The difference between education, counselling, and therapy.
- The importance of maintaining a violence free lifestyle.
- The prevalence of attitudes and norms in society which condone family violence and gender inequality.
- The myths associated with family violence including myths which lead to victim blaming and the invisibility of victim/survivors and those who use violence.

Qualifications and skills of kaimahi

MSD has not determined a specific qualification requirement for all frontline kaimahi, however, all kaimahi must have at least 'Enhanced Level Family Violence Skills' as defined by the E2E Capability Framework.

Remuneration of kaimahi

The FTE rate for this contract is \$152,000 per FTE per annum. This rate enables you to remunerate kaimahi in alignment with the Social Work Pay Equity Extension Funding⁷ provisions including salary/wages, on-costs and professional support costs where they are carrying out social work or social work equivalent roles. In addition, this rate is inclusive of an additional boost towards housing expenses (see Appendix One – FTE Model).

⁷ [Social Work Pay Equity Extension Funding](#)

8. Supporting the Workforce

Regular access to supervision to better support the workforce

Te Aorerekura outlines how the sector can work towards skilled, culturally competent and sustainable workforces.⁸ An integral aspect of building these capabilities is implementing cultural and clinical supervision.

The E2E Capability Framework outlines that staff 'utilising cultural and clinical supervision to reflect on practice' is a key capability for all staff from entry to expert level.⁹

MSD is working to better support the workforce. The new funding model enables regular access to cultural and clinical supervision. This aims to help strengthen the specialist response to family violence and to ensure workforces have the skills, knowledge and competencies to safely, effectively and consistently respond to the different needs of those impacted by family violence.

External Practice supervision

Kaimahi are expected to receive external practice supervision **at least once per month**.

'External practice supervision' relates to external specialist practice support for kaimahi in working with clients, such as Joe. This is a critical factor to ensure consistent, good practice. These regular sessions should enable kaimahi to explore cases, adopt reflective practice and feel supported in their roles. While most of the workforce will already be practicing external practice supervision, it is to become an essential practice across family violence organisations.

Cultural supervision and capability development

Kaimahi should receive cultural supervision **at least once per month**.

'Cultural supervision and capability development' relates to cultural upskilling for kaimahi and their organisation. This is cultural upskilling, particularly around Te Ao Māori practices and engagement with Māori, which is necessary to ensure, and increase, culturally responsive practices. Due to our Te Tiriti o Waitangi commitments, this should have a primary focus on working with Māori, but also can include support in working with other cultures and diverse communities. This aims to increase the confidence of practitioners offering support, and improve the experience for clients receiving assistance from family violence organisations.

Safer caseloads

Due to the high intensity nature of this Service, a kaimahi should support no more than **5 clients** at any one time.

Safe caseloads ensure kaimahi can focus on consistent, high quality service delivery.

⁸ Te Puna Aonui (2022). [National Strategy to Eliminate Family Violence and Sexual Violence](#) | Te Aorerekura

⁹ Te Puna Aonui (2022). [Family Violence Entry to Expert Capability Framework](#)

9. Service Delivery Nuts and Bolts

What are the Services provided?

This Service is 24/7 accommodation and wraparound support for people using violence, including:

- a 24/7 safe house
- a risk and needs assessment
- responsive formal and informal support
- information and education about family violence
- options to ensure clients have ongoing support after exiting the accommodation
- options for family/whānau.

While these above key service components are mandatory, each Provider may deliver this in its own way, aligned to their organisation's philosophies.

Duration

The duration of the Service is not specified, however, the Service should aim to support people for the full duration of their PSO, if relevant, and ensure they have access to ongoing support once they leave.

PSOs are issued for up to 10 days, however, a kaimahi can recommend that a client stay for a longer duration if they have safety concerns or think it will be beneficial to the client.

For self-referred or community-referred clients, the Service practitioner will determine the duration of the Service based on the risk and needs assessment.

Accessibility

Increased participation is supported by enhanced accessibility and recognises the diverse needs of all people. Providers are required to consider and respond to the accessibility needs of their clients.

Entry to Exit Service Mapping

The Service delivery should occur as follows:

Entry into the Service

A client starting the Service must include a risk and needs assessment.

Re-entering the Service

If a client exits the Service and/or accommodation and returns later to access additional support, their file should be re-opened as a new client. The Provider will refer the client on to other services when required.

Exiting the Service

A planned exit from the Service ('closed') measures a client who either stays for the duration of their Police Safety Order, OR, clients who have exited the Service according to their needs and risk assessment as agreed with their practitioner. If a client leaves the Service unexpectedly, the kaimahi will attempt to contact the person at least twice and advise the police if and where relevant based on practitioner discretion.

If the provider has not heard from the client for 10 days, the casefile may be closed.

If a client stays in the safe house for over one month, the kaimahi should document sufficient rationale for this.

Any referrals must be done with a warm handover.

Ongoing Support

A key aim of this Service is to ensure that clients have ongoing support after they leave the Service and/or accommodation. Ongoing support can also mean clients accessing the organisation's other services or being referred to another community service provider, such as mental health.

An important aspect of this is having an open door, so clients can self-refer back to the Service if they wish to.

10. Working as part of a community

Meaningful Referrals

All contracted providers should be well connected within their community and maintain strong working relationships with other relevant stakeholders, such as other service providers, the Police and other agencies such as for housing, mental health, education and addiction.

Joe can expect a warm handover to and from any organisation. This means ensuring that providers give information and follow up when the client is referred, providing an effective response for the client with minimal disruption.

Providers must recognise which services they are able to provide and consider where it would be appropriate to decline the referral and instead refer to another specialist service.

Kaimahi may choose to decline a referral if there are significant needs that they cannot address with this service, such as critical mental health issues.

Meaningful support

These service delivery specifications aim to ensure clients, such as Joe, receive the services they need, when they need it, and how they need it.

11. Accreditation

Social Sector Accreditation Standards

Providers delivering Wraparound Housing services are required to meet and maintain **Level Two**, Te Kāhui Kāhu – Social Services Accreditation standards. You can find details about these accreditation standards here [Accreditation Standards -Te Kāhui Kāhu Social Services Accreditation](#).

12. Measuring Results and Reporting

Improving the family violence system

This Service is part of a work programme to improve support for people experiencing and using family violence to achieve greater safety, stability and long-term healing and recovery.

As a result, this is a learning opportunity for the wider family violence system as well as for the specific Providers and communities involved. Providers are expected to engage and collaborate with other relevant Providers and MSD to maximise our collective learnings for the benefit of all New Zealanders.

This may look like occasional hui, meetings, reflection and sharing insights as required. MSD will cover the actual and reasonable costs of this participation.

Why is reporting important?

Reporting is important to Providers and MSD to:

- create feedback loops which ensure we can continuously learn and apply these learnings to improve practice
- be accountable to stakeholders
- create evidence about what works and what doesn't work
- meet contractual obligations set out in the Outcome Agreement.

These contribute to the ultimate outcomes of ensuring our work achieves the best outcomes for individuals, families/whānau and communities.

What reporting is required?

The reporting required is:

- Statistical reporting (quarterly)
- Narrative reporting (biannual)

These reports must be completed and sent to the National Contract Administration Hub.

Online directories

Through the term of the Outcome Agreement, providers must ensure that information about their organisation and services they offer is easy to find. This will ensure that those experiencing family violence or wanting help with their violent behaviour can easily find support in their area and know what to expect from those services.

This includes ensuring their organisation is listed on the following directories and that necessary information is updated when required:

- Healthpoint (<https://www.healthpoint.co.nz/>)
- MSD's Family Services Directory (www.familyservices.govt.nz/directory/)



13. Feedback to MSD

MSD is committed to delivering upon these Service Guidelines. We would like to take a proactive approach to receiving feedback.

- If you would like to provide verbal feedback, please email your Relationship Manager as identified in your Outcome Agreement to organise.

14. Definitions

What is family violence?

For MSD, family violence refers to any violence inflicted against someone by a person who is, or has been, in a family relationship. This includes Intimate Partner Violence in same and different sex relationships, child abuse and neglect and elder abuse and neglect. Family violence can involve any pattern of behaviour, including physical, sexual, financial, or psychological abuse.

Refer to MSD's '**Family Violence Funding Approach**'¹⁰ for more information.

Other Definitions

In these Guidelines, the following terms are defined as follows:

- "Accreditation" - The Social Services Accreditation team ensures that providers have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers meet a consistent set of standards that meet legislative and policy requirements.
- "Outcome Agreement" means the contract entered into by the Provider and the Purchasing Agency for these Services.
- "Provider" means the organisation the Purchasing Agency has contracted with to provide these Services.
- "Services" means the Services to be provided under the Outcome Agreement, and "Service" has a corresponding meaning.

¹⁰ MSD website, Building a Sustainable Future for Family Violence (2018). [Family Violence Funding Approach](#)

Appendix One – The FTE Model

What defines a Full Time Equivalent (FTE)?

One FTE is based on one employee or worker working on a full-time basis (approx. 40 hours per week). This person(s) is a frontline worker with a caseload who is delivering the Service for this contract.

This FTE can be made up of one full-time employee, multiple part-time employees, or contracted support. For example, if a frontline worker works for 20 hours per week, this equates to 0.5 FTE. Therefore, one FTE can be made up of two frontline workers who are employed part-time at 0.5 FTE each.

Managers or administrators who do not have a caseload are not counted as FTE, however management and administration costs are apportioned to each FTE to acknowledge their roles.

What is the FTE Rate?

The FTE rate represents all associated costs with delivering the Service, including staffing costs, support and supervision, direct costs such as vehicle expenses, IT or running a safe house, as well as overheads such as administration, management, rent and utilities.

The FTE rate of \$152,000 per FTE per annum enables you to remunerate kaimahi in alignment with the Social Work Pay Equity Extension Funding provisions including salary/wages, on-costs and professional support costs where they are carrying out social work or social work equivalent roles. This FTE rate is inclusive of costs associated with housing.

MSD has provided guidance for the following costs and service delivery:

- Both external practice supervision and cultural capability support and development at least monthly.
- A salary that is reflective of the pay equity settlement for those in social work or equivalent roles.

The remainder of the funding can be spent at the provider's discretion. MSD does not require providers to report on the full breakdown of their funding.

What is the FTE Volume?

Contracted providers are responsible for employing or contracting their FTE, as well as the continuous management and support of these kaimahi.

The contracted number of FTE shows the **capacity of service delivery** which is being contracted.



MINISTRY OF SOCIAL DEVELOPMENT

TE MANATŪ WHAKAHIATO ORA

