Te Huringa ō Te Ao

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Reporting Guidance

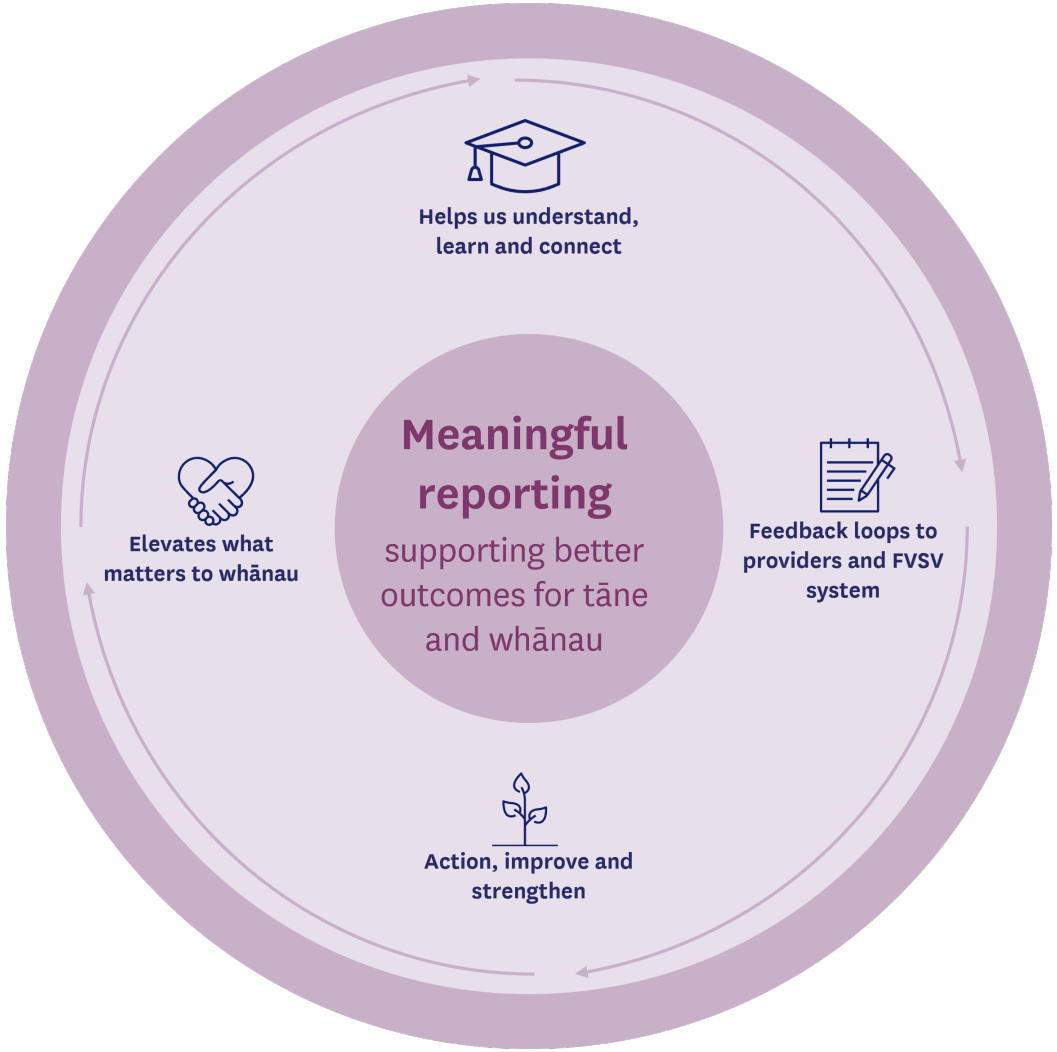
Strengthening our collective understanding Of outcomes, reach and learning

Last edited: 22 September 2026

Our Reporting Aspiration

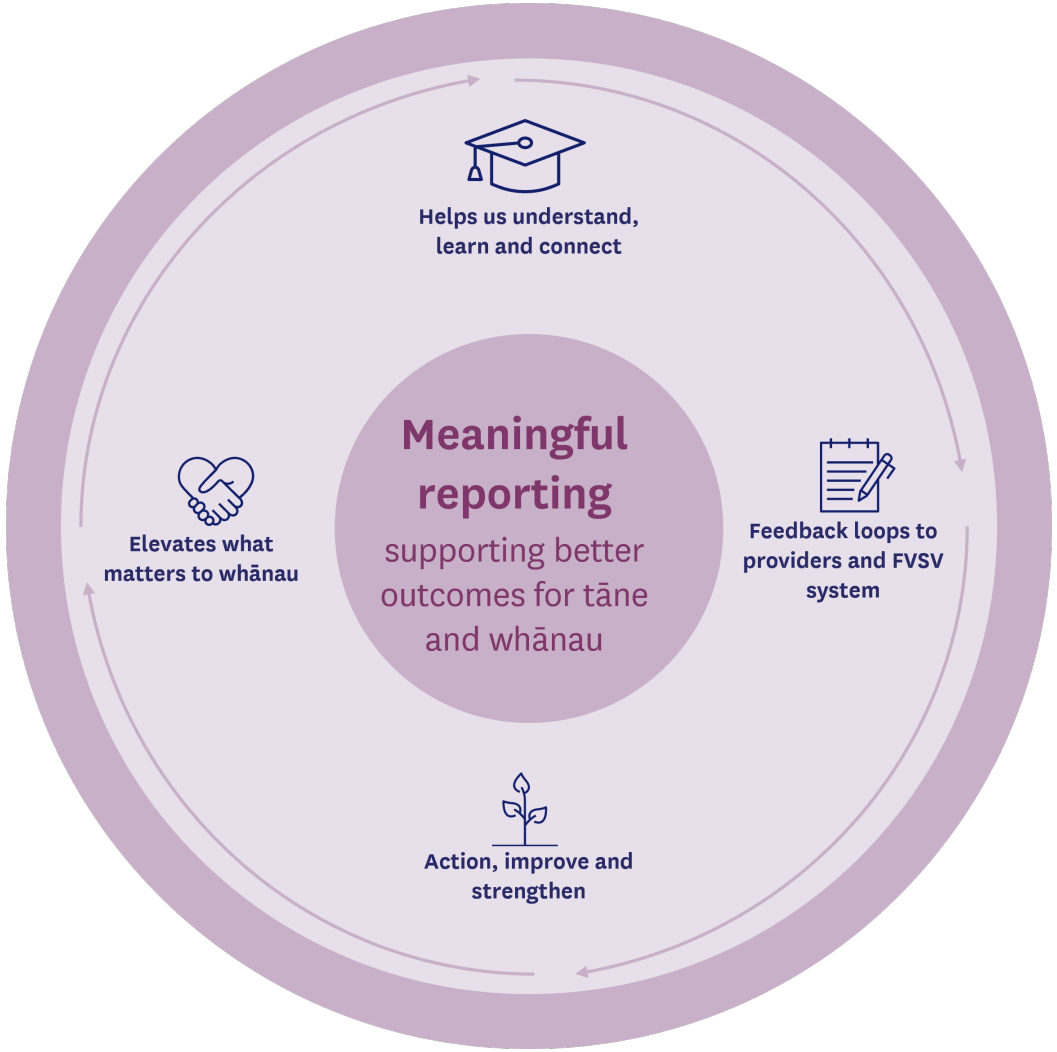
- Values and respects client data
- Centers what matters to whānau
- Helps strengthen the evidence base
- Supports good practice
- Supports learning with inbuilt feedback loops
- Enables continuous improvement over time
- Informs mahi, planning, and decision making
- Generates comparable sector and system insights

"Positive feedback that men want and need this kaupapa. A space for tāne to feel heard. Tāne want to be involved in the design of this"



Our Reporting Aims

- Providers can use whānau voice and local indicators of success to demonstrate outcomes
- Providers can use their own tools to measure outcomes and gain feedback
- We aim to keep the administrative burden of reporting as low as possible – using less measures and shorter narrative reporting, while increasing data quality and feedback loops on these
- We will work with you to improve MSD reporting over time



Te Huringa ō Te Ao Report Measures

Measure type	Reporting measure
Quantitative	1. Number of FTE directly employed
	2. Total number of tāne and men supported this financial year (cumulative)
	3. Percentage of tāne and men who developed or reviewed a safety and healing plan with the service
Narrative	4. Tell us about the outcomes emerging this quarter for tāne and men, victim/survivors, and whānau and what voice or data supports this. **Optional:** Where desired and appropriate, please tell us one whānau story to support this.
	5. **Optional:** Are there any other comments you'd like to add to explain or support your reporting above?

Reporting Feedback loop

We will utilise your reporting to generate a feedback loop to providers and the sector like this (draft):

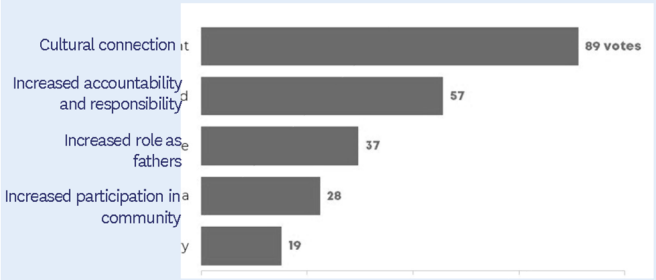
Te Huringa ō Te Ao Reporting Feedback Loop

39 providers across Auckland, Waikato, Bay of Plenty and Wellington. Quarter one: 1 July 2026 till 30th September 2026

67 FTE contracted **73** FTE reported **500** Tāne/Men supported **89%** Men with safety and healing plans

Emerging Outcomes: theme from narrative reporting

Thematic analysis of narrative outcomes reported shows:



Theme and add narrative categorised by key Te Aorerekura outcomes:

- Outcome 9: People who use violence are held accountable and supported to change their behaviour (framework links: responsibility and accountability)
- Outcome 8: people, whānau and families impacted by FVSV get the help they need early and are safe and supported (framework links: healthy relationships, men as fathers)
- Outcome 10: People, whānau, and families are supported to heal and recover in ways that work best for them (framework links: safe and healthy masculinity, healing and connection with whānau, strengthening cultural identity, language, and whakapapa)

Whānau stories illustrating this

One of the tāne showed up overwhelmed. He'd lost his job and had drifted away from his friends. At first he was very quiet but this month he's starting speaking up and sharing his Story with the other boys. The tāne said, "he didn't expect it, but talking helps."
>> Increased engagement in programme
>> Increased peer support / community connections

Tāne and his wāhine live locally. When the tāne started coming along, we reached out to the wāhine to check on her safety, wellbeing and if we could connect her to support too. The wāhine didn't want to engage in a formal programme but she was happy to get phone calls every few weeks from our kaimahi wahine. She said learning about what her tāne was doing on the phone calls helped them have better conversations at home about it. When he's angry now, he jumps in the car or goes outside.
>> Increased victim/survivor safety
>> Increased whānau connection

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Quantitative Measures

Guidance on each reporting measure

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Measure #1 - Number of FTE directly employed

Measure Guidance	
Purpose	A key indicator for how many FTE deliver the Te Huringa ō Te Ao service.
Definition	Full-Time Equivalent (FTE) is used to represent the workload of a full-time employee.
How to count	Report the **actual** number of FTE delivering Te Huringa ō Te Ao during the reporting quarter. The actual number of FTE may differ from the contracted number of FTE if there is over or under delivery – please provide any rationale in measure #5. This measure is **not cumulative**.
Example	For example: • A staff member working a full-time 40-hour week = 1 FTE • A staff member working 20 hours per week = 0.5 FTE • Two staff members working 20 hours per week = 1 FTE
How the data will be used	MSD will use this data to understand and support narratives on service delivery and workforce capacity. Performance management: We appreciate sometimes staff change or turnover, ka pai. If a contracted FTE is not in place for 2 months or more, contract management conversations will begin to ensure there is a mitigation plan. If there is prolonged under-delivery, a contract management plan will be put in place which could result in loss of funding.

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Measure #2: Total number of tāne and men supported this financial year (cumulative)

Measure Guidance	
Purpose	A key indicator of the number of men and tāne engaged with Te Huringa ō Te Ao.
Definition	Count all unique tāne and men who have received support through the service over the year. Support may include programme participation, one-to-one support, group-based engagement, cultural support, or other Te Huringa ō Te Ao activities.
How to count	This measure is reported **cumulatively**. The total should continue to increase across the reporting year as new tāne and men are supported. Do not reset the number each quarter. A financial year goes from 1 July to 30 June.
Example	**Q1:** 15 tāne and men supported → **Report 15** **Q2:** 20 new tāne and men supported → **Report 35** (cumulative) **Q3**: 10 new tāne and men supported → **Report 45** (cumulative) **Q4:** 20 new tāne and men supported → **Report 65** (cumulative) The Q4 reported figure represents the number of tāne and men supported over one year. This measure shows service reach, rather than service depth.
How the data will be used	To measure service reach and demand, to highlight emerging trends, and to support planning and investment decisions.

Measure #3: Percentage of tāne and men who developed or reviewed a safety and healing plan with the service

Measure Guidance	
Purpose	To understand the extent to which tāne and men are engaging in planning activities that support safety, accountability, healing and sustainable behaviour change. This is a proxy output measure which is an indicator of positive outcomes (not an outcomes measure). See next slide for definition.
How to count using an example	Example of how to count - During Q2: • 30 tāne and men were engaged with the service this quarter • 28 developed or reviewed a safety and healing plan Calculation: • (28 ÷ 30) × 100 = 93% Reported result: • 93% of tāne and men who engaged with the service developed or reviewed a safety and healing plan This measure is reported for the reporting quarter only and is not cumulative. A client should only be counted once per reporting period, even if their plan is updated.

Measure #3 Definition: Safety and Healing Plan

What is a Safety and Healing Plan?
Three components required:



Safety
Safety strategies for men, women and children, defined by RSPF.



Healing
Pathways towards client-centered healing and recovery, defined by the Te Huringa ō Te Ao Framework



Plan
A living, active, tailored plan developed with the tāne and captured in client notes.

**MSD is not prescribing a safety and healing plan template. Providers use their expertise to determine their own safety and healing plans.*

A safety and healing plan could include:

- Identification of risk factors and triggers for violence
- Specific strategies the client will use to prevent or de-escalate harm
- Steps toward behaviour change and accountability
- Actions to support partner/whānau safety (e.g. respecting boundaries, no-contact agreements)
- Reflect cultural safety and responsiveness.
- Healing should be strengths-based, reflecting clients' aspirations, community and culture.

Safety and healing plans should align to the Risk and Safety Practice Framework.

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Narrative Measures

Guidance on each reporting measure

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Measure #4: Narrative on Emerging Outcomes

Measure Guidance	
Measure	Tell us about the outcomes emerging this quarter for tāne and men, victim/survivors, and whānau and what voice or data supports this. Optional: Where desired and appropriate, please tell us one whānau story to support this.
Guidance	Tell us what outcomes matter to whānau in their localised context. If possible, draw links from these whānau outcomes to the Te Huringa ō Te Ao Framework and/or Te Aorerekura. Please do not use real names or any identifying information. Around one paragraph is enough.
Purpose	Identify key outcomes being achieved and better understand the difference Te Huringa ō Te Ao is making. Help us continue to learn and grow.

Example Narrative:

This quarter, a top emerging outcome was strengthened connection to culture, which tāne showed through a hīkoi up the local maunga and learning their pēpehā. 8/9 tāne said culture was the highlight of the programme in our survey and several tāne shared it strengthened their connection to themselves and their partners. One tāne shared, “I always felt a bit hazy on where I belong but now I know.” Another emerging outcome was tāne building stronger relationships with each other in the rōpū. Some tuakana stepped up to encourage others, while some of newer tāne took more responsibility for their actions acknowledging how their behaviour affects their partner and tamariki. As a success example, one tāne shared he “rung a brother to go for a walk,” instead of using violence, showing the power of peer support, as well as increased safety and wellbeing for whānau at home.

Tāne story: (optional)
One of our tāne has been struggling with anger, depression and sometimes drinks a lot. He's started showing up to our weekly drop-in sessions and slowly opening up and sharing his story. This week he shared that he took his son to his sports game for the first time. He said "I want to be here for him (my son), not like it was for me."

What do we mean by outcomes?

An outcome is a positive change that has happened for tāne and men (the primary client) and/or for victim/survivors and whānau (to ensure their ongoing safety) as a result of accessing the service.

Outcomes can be in the own words of whānau, drawing on what matters to whānau in their localised context.

Examples might include:

- Tāne learned about their whenua and whakapapa > outcome: increased connection to culture and identity
- Tāne showed increased awareness of impact of violence on his wāhine and tamariki > outcome: increased accountability and responsibility
- Whānau called a local kaimahi for help when feeling stressed out > outcome: increased whānau safety
- Kids are looking forward to going to school and hanging with friends > outcome: increased tamariki wellbeing
- Tāne took off his hat and spoke for the first time in group kōrero > outcome: increased engagement in services

You can draw from:

- participant feedback
- whānau feedback
- quotes or stories
- kaimahi observations
- attendance or engagement information
- programme reflections
- provider data or evaluation findings

Simple structure example:

- What changed for whānau in their words?
- How do we know this?
- What outcomes does this show?
- What do you think is helping to cause or create positive changes?



Watch a webinar on localised indicators here

What are the outcomes for Te Huringa ō Te Ao?

There are seven outcomes, or service aspirations, for Te Huringa ō Te Ao.

These may change as we learn over time through your reporting.

Te Huringa ō Te Ao Framework

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Te Aorerekura moemoeā

People in Aotearoa New Zealand 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 Huringa ō Te Ao vision

Sustainable behaviour change for men to restore whānau wellbeing through locally-led responses, reflective of the needs and aspirations of men, whānau and communities.

Service Outcomes

Services must align to these evidence-based focus areas to support whānau-led outcomes.

- Strengthened whānau safety and wellbeing
- Increased safe and healthy masculinity
- Increased responsibility and accountability
- Increased positive role of tāne and men as fathers
- Increased healing and connection with whānau
- Increased healthy relationships
- Strengthen cultural identity, language and whakapapa

Underpinning principles

Services must commit to and apply these principles at all levels of their organisation.

- Enacting Te Tiriti in practice
- Whānau-led and whānau-centred
- Take an intersectional approach
- Skilled specialised workforce to effect change
- Free and accessible services
- Actively address collusion (condoning or encouraging abuse)
- Continuous improvement through evaluation and reflective learning
- Culturally, spiritually, and physically safe and responsive
- Prioritise safety and wellbeing of whānau impacted by violence
- Collaboration and integration with specialist services, iwi and hapū

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Measure #5 (Optional): Other Comments

Measure Guidance	
Measure	(Optional): Are there any other comments you'd like to add to explain or support your reporting above?
Purpose	Use this optional section to explain anything that may have influenced your quantitative reporting results, particularly where figures are unusually high or low, or where additional context would help us interpret your data and better understand what is happening in your service.
Guidance	One paragraph maximum This section is optional and only needs to be completed when additional context would be helpful
Examples	"We are delivering two FTE even though we are only contracted for one FTE as there is high need for this service in Whakatāne. We rely on other forms of funding to do this." OR "We reported 93% tāne with safety and healing plans this quarter because two tāne who started the programme left unexpectedly. We are working with our community to see if they wish to engage in other forms of support." OR "We are actively recruiting a new staff to deliver programmes and aim to have someone in place by X date."

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Feedback loops

Sharing insights to providers and across the system

We want to generate trends, insights, and elevate provider and whānau voice

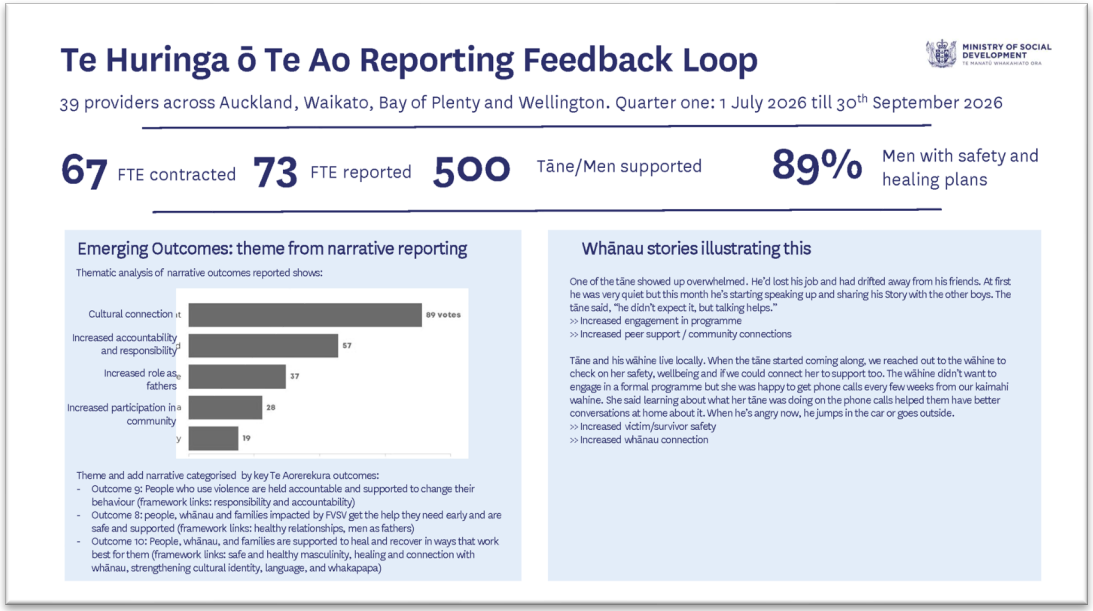
Providers told us the most important aspects of reporting is that it is being read and utilised.

We plan to produce a reporting feedback loop which we will send to Te Huringa ō Te Ao providers and across the family violence sector as useful. This will help us elevate your mahi, what works for whānau, and share learnings to contribute to positive systems change.

The feedback loop will include:

- Key reported data metrics
- Thematic analysis of key outcomes that providers are reporting
- Some example tāne and whānau stories (anonymised).

This feedback loop is a work in progress and we would like to partner with you to improve this over time.



* Draft format – visual template will iterate over time as we learn

Te Huringa ō Te Ao Reporting Feedback Loop

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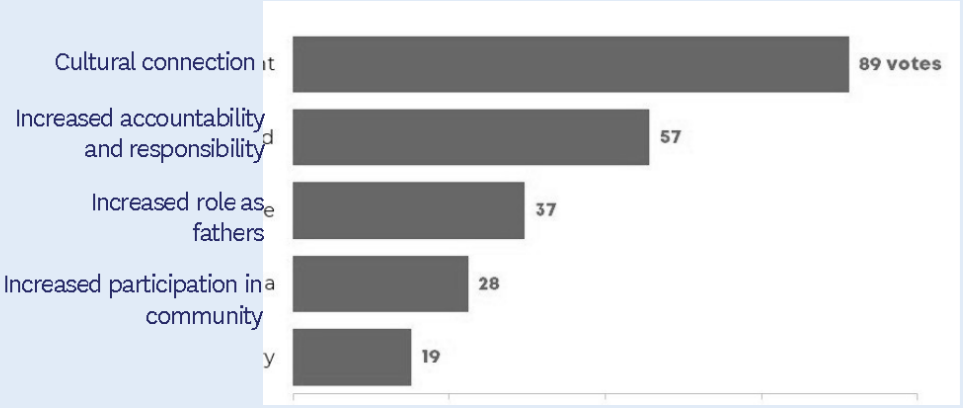

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>> Increased victim/survivor safety
>> Increased whānau connection

Data safety

We value your data safety. MSD follows the Government Data Protection and Use Policy (DPUP).

We are clear on the purpose of data collection and transparent with how data is being used:

- We will not share your provider reporting with anyone outside of direct recipients (your Relationship Manager, the MSD reporting team, and the MSD family violence team).
- We will share the sector-wide feedback loop with Te Huringa ō Te Ao providers and across the family violence sector to elevate your voice, trends and insights. This will contain only anonymised data.
- Please ensure that your reporting does not contain any identifiable client data. Please use alias names or say “one of our tāne…”

Use of Artificial Intelligence (AI):

AI is likely to be used in the development of the feedback loop to support drafting content, summarising information, and identifying themes and patterns in feedback. We use AI responsibly by ensuring:

- We use MSD's approved Microsoft Copilot AI only, which is protected with additional security and is not used to train public AI models. MSD's use of AI follows approved privacy, security, information management, and assurance requirements. We are transparent about our use of AI.
- We will also have an AI Assurance Officer, with accountabilities for making sure we're meeting our external responsibilities for AI.
- All outputs are reviewed and validated by MSD staff before use. Final analysis, reporting and decisions are made by people, not AI.

Learn more: Government Chief Digital Officer AI Guidance

Please contact us or your Relationship Manager with any pātai.

Ngā mihi

✉ TeHuringaoTeAo@msd.govt.nz

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New Zealand Government