

Whānau Resilience – What We're Hearing Back

Insights from your narrative reports, given back to you: 2024–2026
(Sample provider reports)



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Vision: Strong, resilient communities where whānau are supported to live violence free and eliminate violence for the next generation.

Every quarter, your narrative reports tell us the story behind the data. This is what we're hearing across a sample of Whānau Resilience provider reports, organised against the Four Outcome Pou.

Mana Tangata

Personal growth, self expression and finding own voice, goal setting and future orientated

Safe spaces lead to outcomes for wāhine and rangatahi

Providers are reporting that the whānau they work with have experienced multiple complex challenges including trauma and system barriers particularly for wāhine and tamariki. Despite this, significant shifts in personal growth are being noticed through Whānau Resilience. Reporting is telling us that a critical success factor to achieving outcomes is providing safe places for whānau to heal, often through trauma informed and experiential environments. In safe spaces, whānau are reconnecting to identity, developing future focus and achieving the goals they set out for themselves and their whānau.

Story spotlight

Confidence opens new possibilities

One rangatahi joined a seven-week journey after experiencing family harm and disconnection. Through the experience, their whānau noticed a significant shift in confidence, with the young person becoming more willing to socialise, try new things, and step outside their comfort zone. Reflecting on the journey afterwards, they described feeling changed by the experience.

"I feel like I'm a different person." – Whānau voice

"I felt so safe." – Whānau voice

Mana Whānau

Safety and healthy whānau, connecting to support networks, repairing whānau relationships

Working with the whole whānau is increasing safety through parenting skills, healthier relationships and accountability

Working with the whole whānau is a pillar of Whānau Resilience – including wraparound support within their service, coordinating with other services, working with people who use violence and elevating children and youth. Reporting shows that violence impacts everyone in the whānau and it is important to have different spaces for healing. Providers highlight working towards and achieving safer relationships, stronger parenting, and greater stability within whānau.

"These youth had all been heavily impacted by exposure to family harm, carrying stories of struggle, disconnection and pain"

Story spotlight

Safer relationships create stability

One wāhine had experienced years of violence and was raising two children in difficult circumstances. Through support and guidance, she rebuilt her confidence and developed strategies to create a safe environment for herself and her children. She decided to leave the violent relationship and is now living independently with her children. The change has brought greater safety and stability for the whānau.

Mana Wairua

Understanding emotions and attitudes related to family violence, managing feelings

Emotional awareness is leading to positive behaviour change

Kaimahi are working with whānau to provide practical tools and information to increase emotional wellbeing. Emotional awareness and understanding of intergenerational patterns support shifts away from harmful behaviours and providers are seeing positive progress in areas of emotional regulation.

"whānau have created strategies that they can take home and use to return themselves to a state of tau"

Story spotlight

Healing creates space to move forward

One wāhine attended the wānanga looking for a place where she could continue her healing journey after feeling stuck for some time. Afterwards, she described feeling lighter and having more tools to support her wellbeing. She also described improved mental wellbeing, better emotional control, and feeling more connected to herself. The experience left her feeling that the challenges ahead were less daunting to face.

"I feel so much lighter, I know some mamae was released which was great" – Whānau voice

Mana Whānui

Engagement and connection to community groups, contributing and sharing back to the community

Community connection is strengthening resilience

Increasing pro-social support is a key protective factor against violence. Reporting shows that many providers are actively working with whānau to increase stronger connections to community groups, peers, and support networks. Social connectedness is a key contributor to outcomes in resilience and belonging.

"Supporting our whānau to become contributors to their wider hāpori and iwi"

"Kuia was able to create social connections with others which provided her with a space where she could feel herself and less isolated." – Whānau voice

Story spotlight

Connection creates belonging

Following repeated family harm incidents and a recent separation, one kuia found herself with very few social connections and feeling isolated. Through engagement with a local group, she began attending regular activities and formed connections with other people in her community. These connections gave her a space where she could be herself and feel less alone. Looking back, she wished she had started attending earlier.

What's helping

Trusted, culturally grounded relationships, especially kaupapa Māori approaches, remain the foundation providers build engagement on. Creating a safe space is a key success factor we noted in your reporting. Coordinated, cross-agency support is opening pathways whānau couldn't access alone.

What's getting in the way

Demand is outpacing capacity, some providers have waitlists, and workforce pressure is constraining sustaining quality support. Cost of living and financial pressure is a reoccurring theme. Providers spend a lot of time advocating for whānau to receive entitlements - *"We are seeing children who are hungry, crying, and angry because of their hunger. The foodbank here is struggling with limited funding to keep families fed."*

What this points to for MSD

Through analysing your reporting, we are building the evidence base of key success factors and barriers to achieving whānau resilience. We are committed to listening and sharing this across the system. This also helps us to strengthen how we commission family violence services. Thank you for your ongoing quality reporting and in-depth insights and expertise. Ngā mihi nui.