

What you will deliver

At the end of the design contract, an ideal outcome is a clear service concept that specifies:

- ❑ A service or concept that fits within the Whānau Resilience scope and within funding or FTE you have available to you, ensuring it is a fully funded service
- ❑ The vision and aims of the service
- ❑ Which of the 5 Pou the service aligns to
- ❑ How the service is evidenced to contribute to long term recovery
- ❑ How the service will work evidenced by whānau voice and data gathered throughout the year
- ❑ The geographical coverage of the service and how it links to other services in the area or the gap it fills
- ❑ Who the service is targeting and how they access the service
- ❑ The shorter term measures and the longer term outcomes that this service is working towards
- ❑ A plan of how you intend to live test the service, and refine and adapt the service over time, including the support you need

The services designed do not need to be delivered collaboratively across a region. Each provider will hold their own Outcome Agreement with MSD, however it is intended that through the design phase you will build a deep understanding of who else is delivering what and how across the region, and the connections between Whānau Resilience services across the region are clear.

How you will work

- Keep lived experience at the centre – hold your assumptions on the process and what whānau need
- Be authentic in the way you work with whānau and each other
- Gain whānau voice to help you prioritise where you should focus your energy
- Keep an open mind and be willing to learn from others
- Work together and put own provider hat to the side for this process to build an understanding of the region
- Demonstrate commitment to a new way of working – show up and treat each other with respect
- Expect to not know everything, and see what comes out

