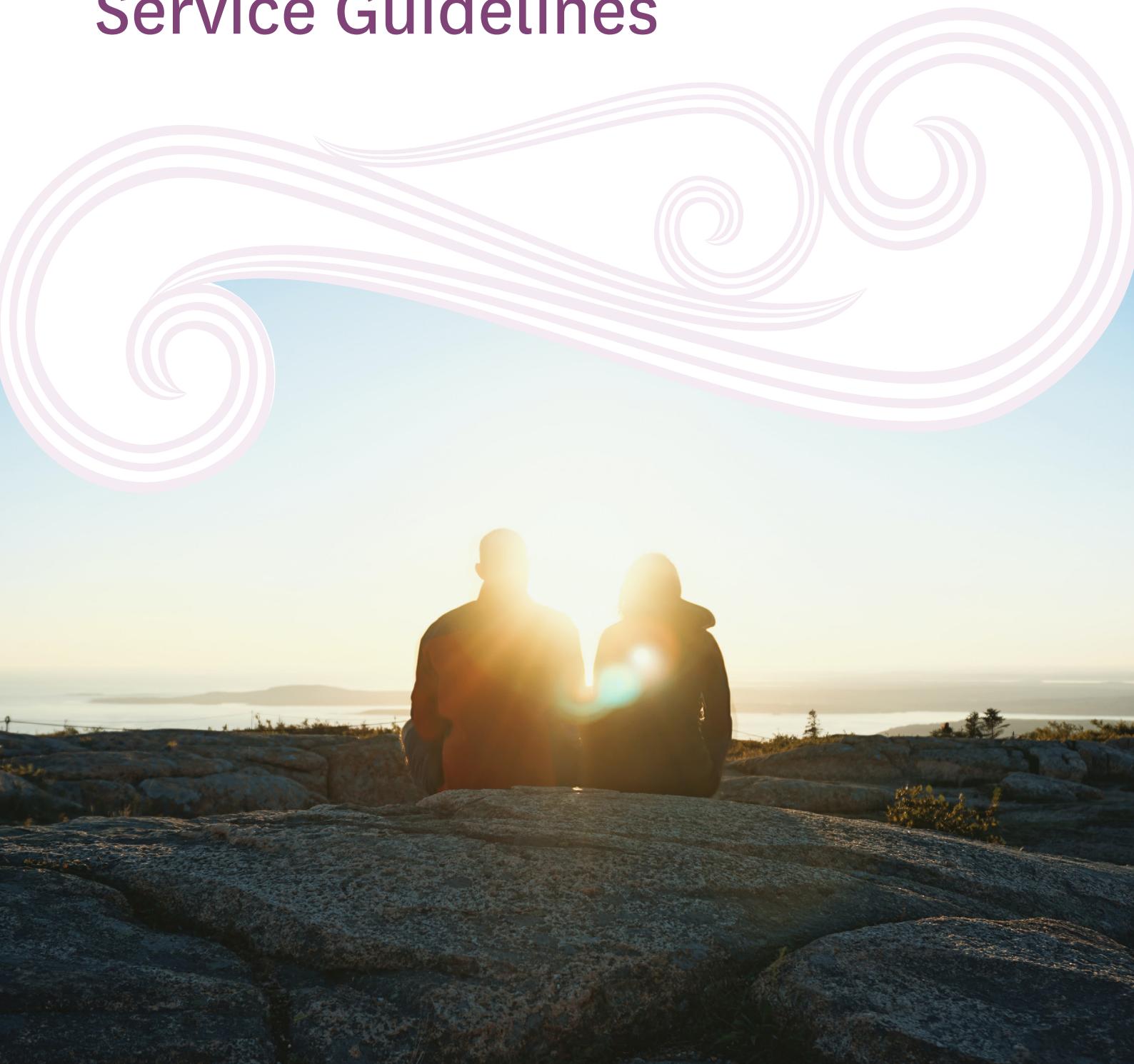




**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Non-Government Organisations Participation at Safety Assessment Meetings

Service Guidelines



Contents

1. About these Guidelines	3
Who are these Guidelines for?	3
What is the purpose of the Guidelines?	3
What are the relationship principles?.....	3
Where can providers go for further information?	3
2. A Cross Agency Approach	4
Working as a Joint Venture.....	4
MSD's Family Violence Funding Approach	5
3. About Non-Government Organisations (NGO) Participation at SAM Tables.....	6
What is family violence?	6
What are Safety Assessment Meeting (SAM) Tables?	6
Who are Family Violence Specialists?	7
What are SAM Tables seeking to achieve?	7
What is Non-Government Organisation Participation at SAM Tables seeking to achieve?	7
Who delivers these Services?	8
4. Organisational Standards.....	9
Family Violence Specialism.....	9
Core principles of Organisational Standards	9
5. Workforce Capability and Best Practice	10
What are some key elements of good practice?	10
Family Violence Entry to Expert Capability Framework	10
What are some key elements of practice for the specialists at SAM Tables?	10
6. Reporting	11
Why is reporting important?	11
What reporting is required?	11
Evaluation	11
Improving the family violence system	11
7. Accreditation	12
Social Sector Accreditation Standards	12
Family Services Directory	12
8. Feedback to MSD	13
What is family violence?.....	13
Other definitions.....	13
Appendix One: Report and Performance Measures	14
Appendix Two: Provider Feedback Form	15

1. About these Guidelines

Who are these Guidelines for?

These Guidelines are for providers that the Ministry of Social Development (MSD) contracts with to deliver the service type FVICRSAM. That is, Non-Government Organisation (NGO) Participation at Safety Assessment Meetings (SAM).

Providers should apply the Guidelines according to the services contracted in their individual Outcome Agreement. Outcome Agreements also require these services to be delivered in accordance with the Guidelines.

The Guidelines are a living document and may be varied at the discretion of MSD. MSD will inform the provider of any variation to be made.

What is the purpose of the Guidelines?

The Guidelines provide:

- 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.

The Guidelines provide a minimum standard for service delivery to assist providers to deliver the Service according to the Outcome Agreement requirements. Each provider can tailor their Services to reflect their organisation's philosophical base, incorporating their local need, strengths, and the cultures within which it works.

What are the 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 must 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 relevant Regional Relationship Manager.

2. A Cross Agency Approach

Working as a Joint Venture

MSD is a committed member of Te Puna Aonui¹ (previously known as the cross-government Joint Venture for Family Violence and Sexual Violence). Te Puna Aonui (TPA) 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.

TPA 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 TPA documents:

- Te Aorerekura – National Strategy to Eliminate Family Violence and Sexual Violence²

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

This particular initiative, NGO Participation at SAM, supports the following shifts:

Shift 1: Towards strengths-based wellbeing

Shift 5: Safe, accessible and integrated responses

Shift 2: Mobilising communities

- The Specialist Family Violence Workers Entry to Expert Capability Framework (The E2E Capability Framework)³

The E2E Capability Framework 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.

- The Specialist Family Violence Organisation Standards (the Organisational Standards)⁴

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

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 Organisational Standards documents may become part of the formal accreditation and monitoring process. Any changes that impact these Guidelines will be communicated appropriately.

¹ Joint Venture website (2021). | Violence Free NZ

² Joint Venture (2021). [National Strategy to Eliminate Family Violence and Sexual Violence | Violence Free NZ](#)

³ Joint Venture (2020). [Specialist Entry to Expert \(E2E\) Prototype](#)

⁴ Joint Venture (2020). [Specialist Family Violence Organisation Standards \(SOS\) Prototype](#)

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.

Refer to MSD's website⁵ to read our detailed approach.

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



3. About Non-Government Organisations (NGO) Participation at SAM Tables

What is family violence?

Family violence covers a broad range of coercive and controlling behaviours, commonly of a physical, sexual, and/or psychological nature which typically involve fear, intimidation and emotional deprivation. It occurs within a variety of close interpersonal relationships, such as between partners, parents and children, siblings, and in other relationships where significant others are not part of the physical household but are part of the family and/or are fulfilling the function of family⁶.

New Zealand has some of the highest levels of family violence in the world, which has a devastating impact on people, families, and communities across the country. Providers of family violence services have been working in difficult circumstances for many years to help people who are affected by family violence.

Of recent, the sector has increasingly been working together to reduce the prevalence and impact of family violence in New Zealand.

What are Safety Assessment Meeting (SAM) Tables?

Safety Assessment Meetings (SAMs) are held across Aotearoa New Zealand in forty-six (46) locations. SAM Tables are meetings where special teams meet to assess family violence incidents, and plan appropriate responses. The SAM Tables are usually Police-led and are supported by and involve local representatives from the region, who provide family violence responses. These representatives can come from government agencies (most commonly, Oranga Tamariki, Ministry of Justice, Corrections, Ministry of Education, Ministry of Social Development, Te Whatu Ora or previously known as a local District Health Board representative) or Non-Government Organisations (NGO) (Iwi, Marae, local social service agencies).

Depending on the number of family violence incidents recorded and attended by Police, some SAM Tables meet daily, while others may meet less frequent. There are three overarching models of SAM Tables currently operating across Aotearoa:

1. Family Violence Inter-Agency Response System (FVIARS);
2. Whāngai Ngā Pā Harakeke (WNPH); and
3. Integrated Safety Response (ISR)⁷.

⁶ <https://www.nzfvc.org.nz/family-violence-policy-and-legal-definitions>

⁷ For the purpose of this funding, the two ISR sites (Canterbury and Waikato) are out of scope

Who are Family Violence Specialists?

Family Violence Specialists, for the purpose of this service guideline, refers to Family Violence practitioners from Non-Government Organisation (NGO) providers who participate at one of the forty-six SAM Tables across Aotearoa, NZ. Family Violence Specialists will be contributing to and a part of implementing, the work of TPA to reduce family violence and sexual violence. More details about Family Violence Specialism can be found in the ‘Organisational Standards’ and ‘Workforce Capability & Good Practice’ section of these guidelines.

What are SAM Tables seeking to achieve?

Vision

That individuals and families/whānau receive appropriate, timely, supportive services after a family violence incident.

The longer-term outcomes of SAM Tables:

- Individuals and families/whānau are safe, first and foremost, via improved safety planning and risk assessments.
- The perpetrator of family violence is supported to seek help.
- Families/whānau have an increased awareness of the impact of family violence via improved connections with their local Family Violence services.

With the ultimate goal of:

A reduction in the harm caused by family violence in New Zealand.

What is Non-Government Organisation Participation at SAM Tables seeking to achieve?

There are three objectives that the purchasing agency (The Ministry of Social Development) seeks to achieve through this service line:

- NGO Family Violence Specialists are participating at SAM Tables.
- Safety and Risk Assessments at SAM Tables are informed by Family Violence Specialists lens.
- Communication between table partners is supported to be effective and efficient and address barriers to NGO Family Violence Specialist participation.

The objectives result in the overarching impact of having:

Safe, effective and appropriate risk assessments, safety plans and referrals being made at SAM Tables.

This service line relates to attendance and participation of key stakeholders / organisations in the triaging, risk assessment and referral process, rather than delivery of family violence services to clients. Providers already receive funding for service delivery under a variety of other Ministry contracts.

Who delivers these Services?

The services will be delivered by NGO providers who meet the following criteria:

- Family violence specialists.
- Currently funded by the Ministry to deliver family violence services.
- Hold and maintain level two Social Sector Accreditation.

It is important to note that the funding for these services is to compensate for provider's time and expertise in supporting the SAM table process; it is not for frontline family violence service delivery (i.e., provision of services to clients).



4. Organisational Standards

Family Violence Specialism

Providers contracted to deliver NGO Participation at SAM Tables should already be delivering specialist family violence services. Family violence specialism has been defined by TPA in the Organisational Standards as follows:⁸

A specialist family violence response is a highly skilled one from a person who has specific training and experience in family violence, supported within an agency that has expert knowledge of that field of practice embedded at all levels of the organisation.

Refer to the Specialist Organisational Standards⁷ for more information on family violence specialism.

Core principles of Organisational Standards

The Organisational Standards also define the core principles for service delivery of family violence specialist services⁹. Organisations delivering this service should adhere to the following standards to ensure that whānau 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 the people who access these services receive the best support possible.

⁸ Page 22, [Joint Venture \(2020\). Specialist Family Violence Organisation Standards \(SOS\) Prototype](#)

⁹ Page 59, [Joint Venture \(2020\). Specialist Family Violence Organisation Standards \(SOS\) Prototype](#)

5. Workforce Capability and 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 Framework¹⁰.

Family Violence Entry to Expert Capability Framework

The E2E Capability Framework aims to promote the goal of safe, effective, trauma-informed, connected, whānau-centred specialist services¹¹. It is a workforce capability framework, which sets out benchmarks for the skills and knowledge that workforces and practitioners need to respond to, and work effectively with, people who have been impacted by family violence and/or have been using violence.

What are some key elements of practice for the specialists at SAM Tables?

The overarching impact MSD seeks from the implementation of this service line is: **safe, effective and appropriate risk assessments, safety plans and referrals being made at SAM Tables.**

The key elements of practice that will enable this impact are informed by the E2E Capability Framework¹².

Providers with family violence specialism at the SAM Tables are expected to meet the capabilities outlined in the ‘Entry¹³’ section of the E2E framework, as a minimum requirement.

10 Page 12, [Joint Venture \(2020\). Specialist Entry to Expert \(E2E\) Prototype](#)

11 Page 8 and 9, [Joint Venture \(2020\). Specialist Entry to Expert \(E2E\) Prototype](#)

12 Family-Violence-Entry-to-Expert-Capability-Framework-May-2022.pdf (violencefree.govt.nz)

13 Applies to workers in the family violence sector who are new to family violence work or their role involves routine family violence service provision. People at this level need to demonstrate both essential and entry level knowledge and skills as appropriate to their role.

6. Reporting

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?

For providers delivering this service, the following reporting required is:

- Statistical report (refer to Outcome Agreement for reporting frequency).
- Narrative report (refer to Outcome Agreement for reporting frequency).

Refer to **Appendix One** for specific reporting measures for these services.

Evaluation

MSD may request a service evaluation to increase learnings, improve outcomes and gather evidence for the wider family violence system. We will work with providers to determine the scope and impact of any future evaluations.

Improving the family violence system

These services are 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 with MSD to maximise our collective learnings for the benefit of all New Zealanders. This may look like occasional hui, meetings, reflections and sharing insights, as required. MSD will cover the actual and reasonable costs of any such participation.

7. Accreditation

Social Sector Accreditation Standards

Providers who are funded to participate at the SAM tables are required to meet Level Two Te Kāhui Kāhu (TKK) specific accreditation standards. Providers are required to maintain their accreditation level. You can find details about these accreditation standards at Te Kāhui Kāhu website (<https://tekahuikahu.govt.nz>) or by clicking [here](#).

Family Services Directory

Through the term of the Outcome Agreement with MSD, providers must ensure that their organisation is listed on the MSD's Family Services Directory (www.familyservices.govt.nz/directory/), and that necessary information is updated when required.



8. Feedback to MSD

MSD is committed to delivering upon these Guidelines. We would like to take a proactive approach to receiving feedback. To provide written or verbal feedback, providers should email their relevant Regional Relationship Manager or NCIWR Contract Manager, or email us at ICR_B19@msd.govt.nz.

Refer to **Appendix Two** for a template to provide written feedback.

9. 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, economic, or psychological abuse.

Refer to MSD's '**Family Violence Funding Approach**'¹⁴ for more information.

Other definitions

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

“Accreditation” - The Social Services Accreditation team at Te Kāhui Kāhu, 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. ‘Accreditation’ and ‘Approval’ are synonymous and may be used interchangeably.

“Clients” is defined as individuals, families and/or whānau accessing the services. Family and whānau are recognised as including diverse and far-reaching relationships, as defined by the family and whānau.

“Outcome Agreement” means the contract entered into by the provider and MSD for these Services.

“Provider” means the organisation MSD has contracted with to provide these Services.

“Services” means the Services to be provided under the Outcome Agreement, and “Service” has a corresponding meaning.

¹⁴ MSD website, [Building a Sustainable Future for Family Violence \(2018\). Family Violence Funding Approach](#)

Appendix One: Report and Performance Measures

Report Due Dates	<p>(Provider Name) Report Form for Period (Dates)</p> <p>Reports to be returned to the National Contract Administration Hub at</p> <p>National_Contracts_Admin_Hub@msd.govt.nz</p>	Signed by:
Date Month Year		Date:
Date Month Year		Name:
Date Month Year		Position:
Date Month Year		

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2022 to 31 March 2023	01 April 2023 to 31 March 2024	01 April 2024 to 31 March 2025
For the NGO participation at Safety and Assessment Meetings (SAM) for whānau affected by violence. To ensure safety and risk assessments are informed by a family violence specialist lens, and communication between table partners is supported to be effective, efficient and address barriers to NGO participation	Total number of families/ Whānau (clients) who were referred to SAM Table.	Report actual			
	Total number of families/ Whānau (clients) who were referred to SAM and completed assessment.	Report actual			
	Total number of families/ Whānau (clients) who were referred to SAM, completed assessment and required a joint visit.	Report actual			
Provider Narrative Report to support the data					
How effective is the process of, participation at SAM tables, at responding to family/whānau demand in family violence? (eg, attendance, environmental factors impacting on whānau results including issues, gaps, overlaps and trends).					
Who are your partners that help you achieve results, and what joint activities have you participated in?					
Provide an example of any collected whānau voice that informs your family violence responses. (Please omit any identifying data to align with the Privacy Act).					

Guidance notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and service evaluations.

In providing the narrative, please consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community eg, knowledge, skills, attitude, behaviour and life circumstances.

If providers have any questions about reporting requirements, please contact the National Contract Administration Hub at National_Contracts_Admin_Hub@msd.govt.nz

Appendix Two: Provider Feedback Form

Provider Feedback Form		
Please email to your Regional Relationship Manager or NCIWR Contract Manager		
Name of service		
Summary of, and reasons for, suggested change		
Topic	Reference (section/page)	Suggested change/description
Contact name:	Position:	
Provider name:		
Provider email:		
Provider phone:	Date submitted:	

