

Te Huringa ō Te Ao – Supporting Men’s Behaviour Change

12 months of impact | May 2025



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Supporting men who use violence to change their behaviour can help reduce offending and victimisation. Stopping violence will directly improve education, health, and employment outcomes for New Zealanders.

Investing in change

Te Huringa ō Te Ao is a specialist family violence service that invests in sustainable behaviour change for men harming and hurting their partners and children.

We target investment where we can make the biggest impact, intervening early and providing the right support to help men and their families heal.

Providers receive long-term contracts of up to 9.5 years, with FTE-based funding. The first phase invests in service design and service delivery to create better long-term outcomes.

Centring whānau voice

This new approach creates opportunities for communities to reimagine locally-led support, underpinned by whānau voice. It represents a shift away from short-term, prescribed programmes, towards an evidence-based continuum of care that puts the responsibility on men to be safe and keep safe.

Supporting safe practice

While services look different in every community, they all align with the evidence-based Te Huringa ō Te Ao framework:

- strengthening cultural identity, language and whakapapa
- supporting tāne and men as fathers
- supporting whānau wellbeing
- healthy relationships
- safe and healthy masculinity
- responsibility and accountability
- supporting healing and connection with whānau.

The principles underpinning Te Huringa ō Te Ao are aligned to the Family Violence Workforce Capability Frameworks. Practice is guided by the ‘Enhanced’ level of the Family Violence’s Entry to Expert Capability Framework. These have been developed by The Centre for Family Violence and Sexual Violence Prevention.

Enabling community leadership

Service design is led by providers who determine how MSD can support them. This enables community leadership and allows providers to think deeply about their effectiveness and strengthen their evidence base, supporting safe practice.

Our support can be face-to-face, online, or through written engagement and service design tools. Providers report wanting 1 to 3 engagements with MSD per quarter.

Providers will capture what they’re delivering in a Service Concept. We actively work with providers to support a ‘test, learn and improve’ approach to finalise the Service Concepts, centred on community need and whānau voice.



23

draft Service Concepts sighted by MSD



5

average number of engagements per provider over the past 12 months



5

online learning forums and inductions held for providers over the past 12 months



219

total engagements with all providers to date



79

providers contracted



120.5

total FTE funded across providers

Regionally led, nationally enabled

We have 79 providers contracted across the motu.



“Be bold (MSD)! Please don't invest more public funds in an outdated model that fails to recognise the complexity and needs of families experiencing violence. We can't continue to push the responsibility on women to take action to become safe.”

Family violence provider feedback

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We’re taking steps towards a social investment approach, supporting Government Target 4: Reduced violent crime.

Providers are transforming services

Providers are making significant changes to their services throughout the design process. These changes seek to improve service quality, service effectiveness and safe practice by centring whānau voice and evidence.

Feedback from providers over the past 12 months has shown that the design process is leading to:

- elevation of the specialist workforce
- kaimahi collaboration
- organisational collaboration
- strengthening ways of gathering whānau voice to inform services
- changes in design and service delivery practice
- developing new service offerings through whānau feedback
- influencing organisational change.

What we’re learning

We’re continuously learning using feedback loops as a core building block of social investment. We’re testing different things to improve our role in supporting providers.

We’ve learned that successful design engagement requires:



Community leadership



Relational engagement



Centring whānau voice



Aligning to evidence and good practice



Developing and testing evaluation, feedback loops and outcomes through design



A learning mindset

“We talk, we listen, we vent, we soothe, we are the bad guys and the good guys, we are the problem and the solution.”

Tāne feedback on an ideal service

Emerging impacts

The design process is contributing to the following emerging impacts, demonstrated by providers through their service design. We’re progressing our long-term evaluation strategy so we can measure the impact of our work and the outcomes for men, their families, and for government over time.

Impact	Insight	Strategic alignment
Increased access to services	Filling geographic and service gaps means that more men can access safe, culturally responsive services in their communities, enabling early intervention to stop violence.	 Stopping violence  Investing and commissioning well  Kotahitanga – Partnering for greater impact
Increased safe and responsive practice	Alignment to evidence, whānau voice and The Centre’s Family Violence Workforce Capability Frameworks ensure tāne receive a service that is safe, responsive and healing while also reducing violent behaviour.	 Strengthening our workforce  Stopping violence  Mana manaaki – A positive experience every time
More effective service response	Services that are more effective and responsive to the needs of their target population will enable men and their families to achieve improved education, health, and employment outcomes.	 Kia takatū tātou – Supporting long-term social and economic development  Investing and commissioning well  Stopping violence
Organisational and systems change	Changing how we work together with providers is enabling a shift towards a more effective system, with higher social return on investment beyond Te Huringa ō Te Ao.	 Kotahitanga – Partnering for greater impact  Keeping people safe  Strengthening our workforce
Better homes for children	Children are present in 50% of family violence police callouts. This must change. Creating better fathers, parents and role models will lead to children being exposed to less violence, experiencing more stability with healthier relationships in their household.	 Protecting children and young people  Stopping violence  Kia takatū tātou – Supporting long-term social and economic development
Workforce capability increase	Connecting an isolated workforce, strengthening the number of men who work with men, creating sustainable practice and service frameworks, sharing ideas and practices and enabling greater collaboration.	 Strengthening our workforce  Keeping people safe  Kotahitanga – Partnering for greater impact

Key:



Te Aorerekura Action Plan 2025-2030 focus area



MSD Te Pae Tawhiti – Our Future shift

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A deeper dive into service design

As providers undertake the first 2.5 years of service design alongside service delivery, they are meeting regularly with MSD. These meetings take place at least quarterly and involve verbal narrative reporting to show progress in service design.

MSD is capturing 2-3 key impacts of service design for each of these providers. These impacts have been themed and summarised below.

This highlights some of the inspiring mahi taking place as part of the design process:

Change in service delivery models

26 providers are talking about how they’re changing their service delivery models.

Providers are reporting increasing their access to therapeutic interventions, increasing Kaupapa Māori service options, shifting to providing support for the whole whānau as well as the tāne, shifting to providing more wraparound support (e.g. financial, employment, addictions), including more including conversational / wānanga support, and including more online support as part of their service model.

Change in practice

32 providers are talking about how they’re changing their practice.

Providers are reporting strengthening their cultural practice (e.g. increased use of pūrākau, mau rākau, te taiao, wāhi tapu/significant places, kaumatua as part of their practice), increasing their whānau centered practice, increasing community involvement in service, increasing their sense of locatilty/mana whenua, and trying or designing new assessment and change measurement tools.

Strengthening forms of gathering whānau voice to inform services

22 providers are talking about how changing how they capture whānau voice.

Providers are reporting developing new ways of gathering whānau voice or building on existing methods to ensure the services they design for this kauapapa are informed by men and their whānau.

Reported methods used include organising events, contracting a researcher or evaluator, developing evaluation frameworks, increasing real time tāne voice within services, changing their engagement modalities (e.g. going where men are in communities, or taking men to Te Tai Ao or to the gym for kōrero), expanding the range of voice captured to include kaimahi, stakeholders and community and changing their focus questions to tāne and whānau. Providers are using these insights to inform the development and ongoing improvement of their services.

“I like expressing feelings, but men aren't allowed to do that.”

Tāne feedback on barriers to healing

“Healing starts inward then out - this could be an opportunity for more targeted cultural interventions.”

Family violence provider feedback



Organisational change

14 providers are talking about how Te Huringa ō Te Ao is prompting organisational change.

Providers are reporting about changing their staffing roles and allocations, changing their recruitment plans, undertaking workforce development across the organisation, reviewing their organisational priorities, change to building/office, rescoping their portfolio of services and how they work together to better suit the needs of men as a result of Te Huringa ō Te Ao. This shows how service design can have impact beyond a specific service line.

Some providers are also talking about their independent organisational change processes and the impact it is having on Te Huringa ō Te Ao. For example, some organisations are already reviewing their priorities/services, making this a prime time to review how Te Huringa ō Te Ao fits into this. Some organisations are experiencing a change in leadership or key personal which is leading to changes for Te Huringa ō Te Ao. For a few providers, unexpected kaimahi changes have also impacted the project.

Organisational change is a bi-directional interdependency, showing the importance of provider-led service design which can fit the context of the providers.

Organisational and kaimahi collaboration

15 providers are talking about collaboration between organisations.

7 providers are talking about collaboration between kaimahi.

For organisational collaboration, providers are reporting that this includes developing better community systems to support men and their whānau, understanding service offerings across communities, better understanding each other’s vision, strengths and interdependent mahi, and forming advisory or support groups locally.

For kaimahi collaboration, providers are reporting that there are not enough kaimahi tāne (male workers) and that they can feel isolated geographically and within a female dominated sector. Some providers are connecting kaimahi tāne across different Te Huringa ō Te Ao providers so create a workforce peer support and capability space. MSD is helping to make the connections, however these spaces are locally led.

Formal external evaluation taking place in 2026