

# Whānau Resilience Workshop Summary

November – December 2018



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

# Purpose of this summary



From 19 November – 14 December, MSD travelled around the country to discuss with communities what the upcoming investment in Whānau Resilience services may mean for them.

This document serves as a summary of the insights from the workshops. It is complementary to the workshop slides which can be found [here](#).

# We met passionate people working in their communities across 19 locations over 3 weeks and together we...



...talked about what wellbeing means to each of us



...talked about what Whānau Resilience may look like in communities



...talked about the procurement and contracting approach

...shared perspectives & input to inform the approach & process



Ka nui te mihi ki a koutou, mō ōu koutou manaaki, aroha hoki.  
Nā te tima a Manatū Whakahiato Ora



# Participants saw great opportunities with Whānau Resilience...

## **Relationship building between providers**

- Time to share and build relationships, strengths and expertise
- Equity around table, no one 'lead' agency

## **Services to be whānau-centred**

- Needs-led, not resource-led
- Whānau are at the centre, design is informed by whānau voice
- Community plans and one whānau plan

## **Regionally/community designed**

- Ensure a well-developed, strong model to learn from and tailor as required
- Open to new service models, doing something different

## **Sharing knowledge and resources**

- More service choice for whānau
- Increased capacity to meet actual complex needs through shared resources/flexibility
- Reduced administration and bureaucracy
- Capacity and capability building for the sector, particularly Kaupapa Māori and Pacific service providers

## **Long-term sustainable support**

- Change from crisis-focussed work
- Service flexibly available at times of need
- The complexity of family violence means that results take time, so providers need time to work meaningfully with families and whānau

## **Opportunity to change how funding is allocated**

- Remove competitive funding models to support collaboration between organisations and allow flexibility and choice in services for whānau
- Longer term funding cycles for sustainability and to ensure true change
- Contracting for skills rather than spreading too far or thin: can't be everything to everyone

## **More responses to the needs of Māori and Pacific peoples**

- Equitable funding and resourcing for Kaupapa Māori services
- Capacity to authentically deliver services aligned to Tikanga Māori principles
- Pacific-tailored responses

# ...but participants also identified challenges

This is similar to Whānau Ora, that process was time intensive

A collaborative approach is resource intensive

This procurement process is still competitive

Urban vs rural needs

Demands for crisis services are overwhelming

Gate keeping of contracts in some regions

\$15M is not enough for full wrap-around services

Where do existing collectives fit?

How does this connect with what's happening across government?

Not all providers have Level 2 Accreditation

We need to focus on workforce capability

Will small providers be lost in the process?



**We asked attendees what Whānau Resilience could look like in their communities?**



# Long-term behaviour change: men and people using violence, peer-to-peer

## **Counselling services**

- Couple counselling offered after group programmes
- Trauma counselling for men

## **Peer to peer support**

- Peer support training within communities (male-to-male programmes)
- Women's work – supporting mums

## **Community engagement and educational projects**

- Accessibility and knowledge of services within area
- Education visit to talk/education family violence related law and legislation
- A pathway to another way, education on how to resolve and discuss

## **Male behaviour change programmes**

- Youth and adult perpetrators of family violence
- Healthy masculinity programmes
- Crisis support for men, peer support and advocacy for men

## **Follow up/maintenance programmes**

- Resources for triage and follow up after programmes
- Long term maintenance support groups
- On-going support for 'offenders' needed in community
- Suitable employment opportunities for men upon release from prison
- Breakfast club follow ups for non-violence programmes

## **Kaupapa Māori initiatives**

- Gender roles and norms
- Culturally-informed/responsive programmes
- Mana motuhake and Rangatiratanga
- Marae-based approaches
- Kaitiakitanga
- Te Reo Māori needs to inform models - change of terminology, changes the definition

## **Pacific long-term change programmes**

- Procure church and social services where many men are
- Services must be about family wellbeing, not stigmatise men
- Resource faith-based/ethnic specific services that work with whole family delivering holistic/wrap around services, i.e. addressing family harm, poverty, parenting, children youth behaviour etc

## **Whānau-centred approaches**

- Funding to cover the whānau as a whole, 'whānau' as defined by the whānau (includes children, community, hapū etc.)

## **Choice/flexibility in free services**

- Free programmes for self-referrals and community referrals (including men who self-refer to stopping violence programmes)
- Flexibility for whānau to come back to services when they need more support

# Trauma, healing & recovery

## **Trauma-informed/physiological counselling**

- Language /cultural counselling
- Social work support alongside

## **Intergenerational family violence**

- Resolving generational issues of colonisation which leads to violence
- Addressing historical abuse/intergenerational impacts

## **24/7 free phone line support**

- 24/7 crisis and trauma intervention
- End to end support addressing historical abuse

## **More mental health and alcohol and drugs support**

- Integrated services, e.g. medical/health/AoD etc.
- Addressing chronic pain issues, direct connection between pain, suicide and mental health issues
- Services for dealing with mental health issues in family context

## **Advocacy and support for victims**

- No re-traumatising of rape victims in trial at court

## **Mindfulness programmes**

- Kaupapa Māori:
  - Self regulation
  - Identify toxic stressors
  - Develop insights
  - Change/understand thought processes
  - Design for men, women and tamariki

## **Child-centred approaches**

- Children's counselling, focus on safety and self-care
- Children recovery and stopping the cycle
- IPV and child abuse and neglect needs to be considered together
- Wellbeing of children also needs to be central
- More/increase child witness therapy session

## **Safe homes (for women & children, and men)**

- Emergency house for women and babies
- Perpetrator residential facilities

# Strengthening, cultural identity & whakapapa

## **Kaupapa Māori approach**

- Services that are delivered by Māori, for Māori
- Supporting Māori to obtain leadership roles
- Whānau/hapū and iwi – marae support
- Using Te Ao Maori narratives and framework

## **Cultural solutions**

- Diversity of healing rather than just western approaches, i.e. open to alternative/different approaches such as mirimiri, karakia, whitiwhiti kōrero
- Re-engaging with spiritual and cultural values
- Support groups for ethnic migrant and refugee survivors of violence
- Incorporation of cultural frameworks, e.g. Fofola e Fala model (Tongan Conceptual Framework for prevention of and intervention in family violence in NZ)

## **Whānau wānanga**

- Development of kaupapa Māori specific roopū for networking and responding to the mahi
- Whānau-led hui to be held for solutions to be well informed
- Form whānau advisory marae group, based hui including children's/youth voices about what they require
- Whānau with whānau

## **Community/cultural activators**

- Community leaders, e.g. church etc. to talk to families about the damage physical discipline can do
- Rangatahi/Tamariki-led initiatives
- Using whānau pou/leaders as mentors in each iwi/hapū

# Strengthening social capability & community connection

## **Collaborations between stakeholders**

- Collaboration with marae and church
- Collaboration between Māori and mainstream services
- Sharing of community knowledge through hui/wānanga

## **Life skills workshops**

- Building on strengths and existing skills
- Ability to do workshops not just sessions
- Life skills support, e.g. pre-employment training, employment/occupational and community activity, emotional management skills workshops
- Health workshops: collaboration with other health organisations

## **Education and awareness**

- Information on upstream determinants causing violence
- Court support
- Information and advice
- Post-intervention support
- Prevention and awareness campaign

## **Community activators**

- Learning from inspiring and resilient whānau members
- Whānau want to get help from whānau, friends and their community – not just service options
- Support and input needs to be at community, neighbourhood and wider whānau level
- Community Family violence prevention plans
- Community development projects

## **Advocacy services**

- For whānau with English as second language
- For example: court appearances, appointments (W&I) etc.

## **Whānau support services**

- Transport and childcare support so that whānau can attend programmes

## **Workforce development and capability**

- Support professional development for workforce
- Establishing a national family violence network and an annual conference
- Cultural diversity in the workforce

# Healthy, safe relationships & skills

## Healthy family programmes

- Wrap around support services, e.g. employment, immigration
- Tools for whānau:
  - Kawa and tikanga
  - PATH planning, whānau-led, gives whānau responsibility for their success
  - Tools for change

## Parenting and Grand parenting course/support

- Hoki Ki te rito (aka Mellow) mums/dad's parenting course
- Intergenerational understanding
- Valuing the elders in families
- Maintaining wellbeing and independence
- Pacific older people programmes
- Healthy parent-child relationship e.g. Dyadic intervention for family caregivers
- Free parenting classes for men at work
- Parenting skills with practical application for families where violence is from children

## Self-care programmes and services

- Post-migration issues counselling for whānau
- Couple relationship counselling
- Anger management (including youth-focussed: boys, girls, age-specific)
- Learning from the experiences of whānau in recovery (AoD)
- Programmes or services for supporters

## Couple relationship counselling

- Whānau counselling
- Regular family activities
- Building whānau responsibility and giving them control of their future
- Support for wāhine and tāne without tamariki

## Financial capability programmes

- Ensure basic needs are met, i.e. housing, income, food etc.
- Advocacy for Work and Income entitlements
- Advocacy at appointments to ensure correct entitlements

# Some raw insights

## Strengthening Social & Cultural Capital

- Initiatives to build life skills
- Life skills workshops - Advocate especially whanau who lack language ability
- Perceptions that life means - this spiritual/cultural values.
- Community leaders - to discuss on talking on families about the importance of spiritual things
- Community Leaders - openly declaring it
- Collab with Maori/Church
- Build whanau capability capacity
- Whānau led initiatives
- Wānanga & Whānau
- Financial Capability
- Whānau / Hape + Inui - Maori support
- Financial Literacy/ Capability from ECE/ Primary
- Learning from inspiring + resilient whanau
- Bring communities together - create a 'community' (whānau)
- Part Planning - that is whānau led. Gives them the responsibility for their success
- Whānau Wellbeing
- Empower people by building up on existing skills
- Com Knowledge + collaboration
- Whānau/whānau
- Wellbeing? - Hāwora, Hōngoro, Whānau, Tūmā
- Connect people/ families with support + social services
- Social connections + networking
- Whānau Ora
- Group therapy
- Strong collaboration with other agencies
- Smooth referral process.
- Regular cultural activities
- Healthy + wealthy
- PAPA KAIINGA
- Cultural Parenting Program
- Tōyān
- Jawān (not funded)
- Isolation (and/or) Transport local services.
- Wrap around support services, e.g. employment, immigration
- 6 pillars Whānau Ora
- working with partners together to create safe environments
- Court support information are on one support
- transport = peer support = local support =
- pre-employment training
- participation in care health, relationships
- being able to participate in community activities, church, sports, family, relationships
- bound local community
- Keyways Maori approach
- Supporting Maori in Leadership
- Contributors positive in culture + daily
- group programs
- Post-migration issues
- Conciling
- Pacific Financial Capability Program
- Dispelling the illusion

## What might Whānau Resilience look like in your community?

- More High Trust Model Contracts
- Growth in Maori work - some development - provision needs to be shaped over a longer period
- Investing in models that are already working well - map them
- Not enough social capital - Maori services for men - only one central
- Digging deeper into why a person is using violence
- Community connections + belonging
- Role of Maori men
- Education? where does this fit?
- Respite care
- Next generation
- Independence
- Siblings Supporting Siblings
- Role of grandparents
- FU is normalised - Social media how do we intervene earlier
- Contracting must reflect long-term shift
- Whānau ora navigators
- Education what is FU - healthy relationships info earlier
- Mana enhancing + Empowering
- Whānau Built - not doing now!
- Kura ākoma that have had violence by institutions
- Housing
- Strengthened Capability Skills of roles
- Education of Institutional Racism/ Harm
- NO WAIT LISTS
- Preventive vs Reactive
- Kuia & Komatua being violated
- Strengthened Relationships - Tūmānāwhānau ora - Cultural ability
- Mens Safe House
- Preventer Support
- Increased Whānau Support services in early intervention
- Increased Dialectic in care networks
- More counselling + psychological support - Talking therapies 1-1
- Young - services Family services



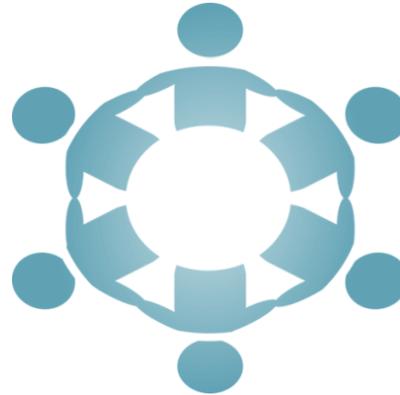
# Types of people/characteristics that people want to see reflected on the procurement panels

Whānau, mana whenua, hapū and iwi	Service users/ people with lived experience	Māori academics	People with community credibility
Innovative thinkers	Youth	Tikanga Māori expertise and/or Mana whenua	Good selection of women
Social innovators/ entrepreneurs	Māori and Pacific representation, deeply-rooted in culture	Local and community knowledge	People that understand rural needs and urban needs
Social services and health professionals e.g. social workers, facilitators, therapists	Family violence researchers and evaluators	People from other govt departments, e.g. Police	NGO representatives

# Participants asked for the following kinds of support to present in the open forum...

Presentation guidelines, criteria and assessment guidelines

Information on panel members, presentation locations and times



A resource to support proposal writing, and as a pre-presentation/check-in for providers

Safe space to share information, respect for all perspectives

# Participants thoughts about the characteristics of an effective 'community weaver or kairaranga'...

**Regional collaborations will be supported by a Kairaranga, responsible for:**

Drawing out and activating ideas

Driving change

Experienced at making things happen on limited resources



Strong relationships & community connections

Skilled designer

Strong understanding of Tikanga Māori

Credibility with community

Innovative thinker

Objective

Whānau and child centric

Solutions-focussed

Ability to resolve conflict

Lived experience or qualified and competent

Change driven

Social innovator & entrepreneur

# Upcoming dates

**End 2018** Advance ROI notice

**Feb 2019** Expected ROI release

Contact us for any pātai or comments:

**Family\_violence\_CPP@msd.govt.nz**