

Questions and answers from the BFC Hui held by MSD in November 2020

Q Why was the FinCap registration insufficient for staff/training information?

A FinCap has provided us aggregated numbers for people who had accessed training in the last year. However, not all BFC Providers are registered with FinCap so we still don't have the full picture of the BFC sector workforce which is why we have included this as a temporary contract requirement. We do not want or collect individual staff names.

Q We don't have a Kahukura in our area, but we have clients who meet the need of a BFC Plus service. How do we claim these sessions?

A Please use your discretion when counting sessions. As an example, if you have a client or whanau meeting for two hours, then it would be OK to claim two sessions for this.

Ensure to report any exceptions in the provider narrative as this information will help us to build a better understanding and how-to best approach this going forward.

Q The BFC Service Guidelines state that BFC funding cannot be claimed for assistance with clients' business or commercial finances.

A This is correct. If you have a client that needs assistance with their business or commercial finances, you may want to refer them to the following websites (note this is not an exhaustive list):

<https://www.ird.govt.nz/situations/i-am-starting-a-new-business>

<https://www.business.govt.nz/>

<https://www.ird.govt.nz/covid-19/business-and-organisations/small-business-cash-flow-loan/applying-for-the-sbcs-loan/apply-for-the-sbcs-loan>

We realise that it is not always easy to untangle people's personal and business finances and we expect that financial mentors approach these situations on a case-by-case basis.

Q Would it be possible for the BFC collective to deliver group sessions under the current contract to try to meet the increased volumes?

A Yes, we encourage community collaboration and ask that you inform your Oranga Contract manager. This should also be reported in your provider narrative and what the outcomes are.

Q Will workforce development and increased capability mean MSD will look at increasing remuneration rates?

A We believe that there is already a lot of capability in the BFC sector workforce. So it is not just about increasing capability, but creating something that lets you report on that skill base, acknowledges our workforce, and demonstrates that a lot of training and experience is required to work in the BFC sector. We would like to pay those who work in the BFC sector what they're worth and we are working on ways in which this can be achieved.

Q Why haven't BFC moved to multi-year contracts when other parts of MSD have?

A This is something that has always been our goal and we are looking at moving towards this. We will be using the BFC Commissioning Strategy alongside the Social Sector Commissioning report to guide this.