



MINISTRY OF
SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora

funding news

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Welcome to the 18th edition of Funding News, the newsletter for community organisations funded by the Ministry of Social Development.

In this issue we:

- encourage you to make a submission on the Green Paper for Vulnerable Children
- explore integrated contracting and how it works for whānau ora providers
- announce successful Round Seven grants for the Community Response Fund
- report on the progress of the Break-Away School Holiday programme
- update you on the teen parent services
- tell you about the new resources for Strengthening Families
- introduce you to the Ministry's new Chief Executive, Brendan Boyle
- give you an overview of the results of FACS provider satisfaction survey
- look at what accountability means under code of funding practice
- update you about Family Start.

JOIN THE CONVERSATION ON THE GREEN PAPER FOR VULNERABLE CHILDREN

Community organisations are being encouraged to make a submission on the Government's Green Paper for Vulnerable Children which invites all New Zealanders to share their views on how the Government can give children the best start in life.

At any one time more than 160,000 children are considered vulnerable in New Zealand. This includes child abuse and neglect, truancy, hospitalisation for preventable conditions and exposure to family violence.

The Paper, launched by Minister of Social Development Paula Bennett on 27 July, outlines ideas on how to improve leadership for vulnerable children, some policy changes and some changes to how services are delivered.

The aim of the Green Paper is to foster a national debate on how to ensure every child thrives, belongs and achieves.

Three champions will be facilitating discussion round the country by speaking at meetings and hui over the next few months. They are Barnardos chief executive Murray Edridge, former All Black Norm Hewitt and Auckland lawyer Sandra Alofivae.



family &
community services
ratonga ā-whānau, ā-hapori
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child, youth
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MINISTRY OF
YOUTH DEVELOPMENT
TE MANATŪ WHAKAHIATO TAIOHI
Administered by the Ministry of Social Development



Work and Income
Te Hiranga Tangata
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As well as making their own submissions, community organisations are encouraged to support their communities to have their say on this important issue.

This can involve doing one or more of the following:

- putting a link to the Green Paper on your website
- including information about the Green Paper in newsletters/e-mails
- distributing resources in the office, at community days and events, or handing them directly to the families that you know and work with
- encouraging your staff and work colleagues to talk about the Green Paper and make a submission
- supporting or hosting community or workplace meetings to talk about the ideas in the Green Paper
- writing a submission on behalf of your organisation.

A toolkit to assist individuals or groups wanting to make a submission is available at www.childrensactionplan.govt.nz

Submissions can be made in a range of ways: by email or letter, attending a community meeting, posting comments on Facebook, following Twitter or by formal submission.

Submissions close on 28 February 2012.

Green Paper for Vulnerable Children

Have your say at:

www.childrensactionplan.govt.nz

www.facebook.com/greenpapernz

www.twitter.com/greenpapernz

email:

yourresponse@childrensactionplan.govt.nz

INTEGRATED CONTRACTING – A HOLISTIC APPROACH TO FUNDING SOCIAL SERVICES

A quiet revolution in the way government invests in social and health services is underway with the growth of the integrated contracting model.

Since 2003, the Ministry of Social Development has been leading this whole of government approach to funding community services.

Iria Pene, who manages the Integrated Contracting team at the Ministry, says integrated contracting streamlines the way government funds a community organisation.

“It pulls together all the contracts a provider has with different government departments into one simple, results-focused contract,” she said.

“Its about efficiency and cutting out the compliance costs for non-government organisations.

“So instead of spending scarce resources producing multiple reports for multiple government agencies, and undergoing multiple audits and monitoring, a community organisation, with an integrated contract, need only produce one report every six months and produce a shared risk management plan with the parties to the contract.

“This means they can focus their resources on delivering high quality social and health services,” said Ms Pene.

“Plus the contracts are for three years – so they have funding stability.”

Iria said 30 community providers have gone through the integrated contracting process since 2003.

“The exciting development for integrated contracting is that it is now being used to support and strengthen Whānau Ora.”

So far we have signed up 15 Whānau Ora providers to an integrated contract, with another 45 in various stages of development.

“The whānau ora model lends itself very well to integrated contracting, as it focuses on holistic services for a specific client group and what is to be achieved for them,” says Iria.

“We find those providers with an integrated contract get very excited about it.

“This is because integrated contracting is not just about efficiency but about what happens when a group of funders all come together, around a table with a social services provider, and discuss, holistically, how their services together can make a difference for the individuals, families and whānau they work with.

“This is the future of government contracting – and it is about relationships and results – with the winners being – in the long run – New Zealand families.”

For more information on integrated contracting contact iria.pene001@msd.govt.nz

INTEGRATED CONTRACTING IN PRACTICE – A PROVIDER PERSPECTIVE

Before Whānau Ora, both Te Korowai Manaakitanga Trust and Te Runanganui o Taranaki had adopted a funding approach that not only reduced reporting and compliance, it gave them greater control over the services they delivered.

Te Korowai CEO, Myra Dick says the trust was first asked by the Ministry of Social Development to consider an integrated contract in 2003. They are now into the third renewal of this contract and this time the Nelson Marlborough District Health Board (DHB) has come on board, joining Work and Income, Child Youth and Family and Family and Community Services.

“Te Korowai is the first South Island provider to include a DHB in their integrated contract,” says Myra. “That’s very important because they account for 70 to 80 per cent of our funding.”

So how does an integrated contract benefit a provider like Te Korowai? “It’s brilliant,” says Myra. “It’s a real saving in time and effort. It’s very user-friendly.”

With one contract covering numerous funders, an obvious benefit to providers is the reduced contracting workload: “I used to provide quarterly reports for each funder, but with an Integrated Contract I do one report every six months. So rather than focusing on paperwork, we have more time to work with our people.

“But most importantly, an integrated contract places the emphasis on outcomes, rather than number crunching. We talk about what we have done for whānau, for individuals. It’s about what we have achieved.”

The General Manager for Te Runanganui o Taranaki, Wirangi Luke, says that their approach has always been about dealing with families in a holistic way. “In that sense, integrated contracting has not changed what we do. But it has changed the way we deal with government agencies.

“Before our first integrated contract, our contracts were siloed into separate funders – the Ministry of Education, Ministry of Health, DHBs, MSD, and so on.

“Now our workload is reduced – I deliver one quarterly report now – but it has also made contracting a much more bottom-up process rather than a top-down one. Integrated Contracts mean we talk fairly with government agencies.”

Wirangi recommends that any organisation with two or more funders investigate the integrated option. However, he says that organisations must be clear about what they hope to achieve in adopting a single funding agreement. “It is not a magic bullet. You still have to negotiate with funders. But I have to say it has been a very positive and exciting thing for me to see.”

Myra says that providers considering an integrated contract must be open and transparent with funders and must work at maintaining a good rapport.

But it cuts both ways, she says. “Over the past seven years we’ve seen a much greater willingness among funding agencies to sit around the table to discuss funding options. It’s been a learning process from them too, and I think they have been persuaded by the outcomes that integrated contracts have promoted.”

FUNDING TAKES PRESSURE OFF COMMUNITY ORGANISATIONS

Community organisations have received more than \$7 million from the Government in the seventh round of the Community Response Fund.

“This funding acknowledges the vital role social service providers play and confirms this Government is backing them,” says Social Development Minister Paula Bennett.

The Community Response Fund (CRF) was originally introduced for two years, but Minister Bennett extended it in the last Budget until mid-2012.

“We listened to community organisations who were concerned the fund was ending while pressures remained, so we kept it going,” says Ms Bennett.

The CRF was set up to help community groups struggling with extra demand driven by the recession, as the usual funding sources became scarce.

In this round 189 organisations around New Zealand are receiving funding.

Of those grants, 67% received funding to help provide services for families seeking support to deal with stress, family violence or giving early help for children at risk.

Citizen’s Advice Bureau, Refugee Services Aotearoa and The Foundation for Youth Development each received funding more than \$100,000 in this round.

**Round Eight of the Fund closed
7 October 2011. Round Nine will open
on 1 December 2011.**

For a list of successful grants go to
www.familyservices.govt.nz

BREAK-AWAY REVS UP FOR A THIRD SEASON.

For the third summer in a row, thousands of 11 to 17-year-olds will be challenged, learn new skills and make friends during Government funded Break-Away School Holiday programmes.

Last summer, 73 community groups provided almost 30,000 one-week Break-Away placements for children around the country. Many of those placements focused on sports, while the remainder combined general activities, such as arts, outdoor and adventure activities, with sporting activities.

Kids and parents love the scheme, Break-Away opened up a new world for some of the town's youth in the remote Bay of Plenty town of Matata.

According to Matata Break-Away programme organiser, Jennifer McGregor, "Going kayaking may not sound like a big deal, but 90 per cent of the kids who came to Lake Rotoma with us had never been in a kayak before. Many had never played beach cricket or been shown how to fish properly. Break-Away funding meant we can do all that for our youth."

Funding applications for the 2011/2012 Break-Away School Holiday Programme are currently being considered by regional assessment panels and successful applicants are due to be announced in the middle of October.

For more information go to the FACS website: www.familyservices.govt.nz/working-with-us/programmes-services/youth-intervention/breakaway-school-holiday-programmes.html

SUPPORTING TEEN PARENTS

The annual MSD supporting teen parent hui will double in size next year to accommodate extra initiatives announced in the 2010 Budget.

During February 2012, a supporting teen parents hui will be held in both Auckland and Wellington. These will cater to the extra staff and related organisations now working with teen parents as a result of the Government's \$15 million funding boost and renewed focus on teen parenting.

The Budget 2010 initiatives provided for an extra 10 Service Co-ordinators, now known as Intensive Case Workers. These 19 case workers help the most vulnerable teen parents stay in education and prepare for future employment, as well as work with sexual health providers to reduce unplanned and repeat teen pregnancies.

Other new initiatives included new Volunteer Neighbourhood Support Initiatives, and Parenting Support for Teen Fathers. These initiatives were all in place from 2011.

Around 70 people are expected to attend the two hui. During the event they will share best practice and experiences of establishing and embedding new initiatives, identify critical success factors, and be introduced to ongoing evaluation work.

The two hui will be held on 14–15 February 2012 at the Brentwood Hotel in Wellington and then at the Waipuna Hotel and Conference Centre in Auckland on 21–22 February.

For more information about teen parents go to www.familyservices.govt.nz

NEW FOCUS FOR FAMILY START

Family Start, an intensive, home visiting service for vulnerable families, is increasing its focus on achieving the best results for vulnerable children, with greater emphasis on reducing child abuse and neglect.

The MSD funded programme will now have a greater focus on engaging and working with high risk families to improve their parenting and coping skills so they are able to provide a positive, healthy and safe home for their children.

Carl Crafar, Director of Family Start, said making the programme more effective will include building the professional 'technical' support available to Family Start Providers to strengthen their practice.

"We have a new team in place, including technical, contract and programme experts, who are leading programme improvements" said Carl Crafar.

"We have also developed new performance measures which include a strong focus on child maltreatment and keeping children safe," he said.

"And work is underway to look at how families enter and leave the programme and how we can target those who need it most."

"This is an important early intervention programme and making it more effective will mean that high risk children get a much better start in life".

For more information on Family Start go to www.familyservices.govt.nz

NEW CHIEF EXECUTIVE FOR MSD

The Ministry of Social Development's new Chief Executive, a 28-year veteran of the public service, quietly took charge of the ministry and its over 9,000 employees this month.

The Ministry of Social Development (MSD) is comprised of nine business groups, including Work and Income, Child Youth and Family, Family and Community Services, and Students, Seniors and Integrity Services.

Brendan Boyle has been Chief Executive of the Department of Internal Affairs since February 2008. Previously he was Chief Executive of Land Information New Zealand (LINZ) and inaugural Director of the e-Government Unit of the State Services Commission charged with leading development of an e-government strategy and work programme.

During his tenure at DIA, he led the Auckland City governance reforms and the integration of eight councils. He also managed the Canterbury civil defence emergency response.

In addition to his role as head of DIA, Mr Boyle was also the Government Chief Information Officer. He has relinquished this role to take up his position with MSD.

Mr Boyle has a law degree gained in 1990 from Otago University and in 2000 received an MBA from the Sloan School of Management at the Massachusetts Institute of Technology. He has also attended Harvard Business School and the AVIRA Leadership Programme at INSEAD in France.

Mr Boyle takes over from outgoing CEO Peter Hughes, who was rated the best public sector CEO last year by the Trans Tasman political newsletter.

Mr Boyle took up the position on 1 October 2011 for a five year term.

SURVEY GIVES FACS THE THUMBS-UP

The 2011 survey of community organisations funded by Family and Community Services was conducted earlier this year.

This is the second year feedback has been sought to find out how satisfied community social service organisations are with the way FACS works with them throughout the funding and contracting process.

The survey was sent to 699 community organisations funded by FACS and the response rate was 53% which is considered to be respectable in statistical terms.

It was then analysed by the Centre for Social Research and Evaluation in order to determine satisfaction levels and their key drivers.

This year we changed the questions we asked, in order to be able to measure how well we are doing against the principles embodied in the Government/NGO Code of Funding Practice. This code outlines what Government and the community sector expect of public services carrying out this work.

The good news for FACS is that overall satisfaction is high at 85%. This measure took into account all the different service elements including applying for a contract or grant, contract development, monitoring and reporting, interactions with FACS staff and the impression of FACS as an organisation.

FACS General Manager, Operations, Marti Eller said that while FACS was one of the few government departments that surveyed their providers, it was worth doing to find out those areas that are working well and those that can be improved.

“We have much more detailed feedback this year, and the survey has given us very clear and specific information about where we can do better.

“It’s clear that managing large volume application rounds fast, and in particular providing individualised and meaningful feedback to providers who are not successful in any application process, is the thing we need to improve on.

“Making these improvements will form a core part of our business planning for the next year, and we’ll need to work together to look at all aspects of the high volume processes to see where we can make it more straightforward and more effective,” said Ms Eller.

A summary of the survey is available on the Family and Community Services website www.familyservices.govt.nz

ACCOUNTABILITY IN ACTION UNDER THE CODE OF FUNDING PRACTICE

We are pleased to report another example of the Ministry of Social Development and community service providers working together to make the new Code of Funding Practice a reality.

Core code 7 covers the area of accountability. It has three standards that stress the importance of the parties identifying outcomes and expectations, agreeing on reporting and monitoring requirements, and working together to minimise risks.

Dunedin Catholic Social Services and MSD (FACS and CYF Southern) developed a high trust contract together which provides

a range of counselling, social work, family and parenting services to higher risk clients in Dunedin and Central Otago.

Accountability was enhanced as a result of MSD and Dunedin Catholic Social Services involving management, senior clinical staff and front line staff when the services, client groups and measurements were being developed.

Discussions progressed using everyday language until all the parties were clear and in agreement about the expectations and the deliverables.

The two major client outcomes: families will be safe and resilient, and families will have improved relationships, guided all the detailed service work undertaken in developing the services needed. It also guided the development of a risk and opportunities plan which is regularly reviewed by all parties.

Read more about the Code and what FACS is doing

www.familyservices.govt.nz/working-with-us/funding-and-contracting/code-of-funding-practice/index.html

MAKING A DIFFERENCE WITH STRENGTHENING FAMILIES

Hot off the press is a new Strengthening Families publication.

Featuring 12 case studies collected from Strengthening Families co-ordinators around New Zealand, it provides an in-depth view of how Strengthening Families is making a difference for families and for the organisations who work with them.

The case studies cover a range of issues that families grapple with. They also show the range of organisations involved and how their involvement benefits both the families and participating organisations.

The case studies look at Strengthening Families from a range of perspectives, as they are based on interviews with families, the agencies who worked with them and co-ordinators.

Common threads running through the stories include the power of the collaborative approach, the value of early intervention and the combination of practical support and longer term support strategies which set families back on their feet and enable them to take control of their lives.

The case stories are posted online at www.strengtheningfamilies.govt.nz A limited number of printed copies are also available. Requests for printed copies can be made to info@strengtheningfamilies.govt.nz

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