



Te Puni Kōkiri
REALISING MĀORI POTENTIAL

Whānau Ora Annual Summary Report

1 July 2016 – 30 June 2017



Whakataukī

Ma te huruhuru,
ka rere te manu

Adorn the bird with
feathers so it can fly



Cover photo: Sachko Shimamoto (left), Cinnamon Ratima (middle) and Lyka Rose (right) at a pre-Christmas whānau well-being day hosted by Te Waka Tapu in Christchurch.

Photo credit: Madison Henry.

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Chief Executive Foreword

Whānau are self-determining and self-managing. Whānau are resilient. These intentions bring Whānau Ora to life. I don't think anyone would take issue with the idea that whānau success is good for everyone.

In this report, you will get a better understanding of the Whānau Ora commissioning approach and how this approach supports whānau development and aspirations.

The Commissioning Agencies – Te Pou Matakana, Te Pūtahitanga o Te Waipounamu and Pasifika Futures – embrace approaches tailored for the context of the thousands of whānau that they work alongside. These differing approaches are deliberate, and reflect the diversity and range of information and service demands of whānau.

For me, these differing approaches reflect another fundamental truth about whānau. They know what they want, and they are always right. And if you ask them, they will tell you.

Across the following pages you will read about how whānau are telling us what they want, what is important to them, what their hopes are for the future, and how they want to be the best they can be.

This kōrero unfolds in the form of data and infographics – over 12,500 whānau have been engaged in Whānau Ora in the 2016-2017 year.

This kōrero shows whānau experiencing a different kind of social service provision – Te Pūtahitanga o Te Waipounamu tell us that 80 percent of their social impact initiatives have achieved significant business development milestones.

This kōrero will also showcase the journey of transformation out of crisis – 70 percent of priority whānau supported by Te Pou Matakana have reported a reduction in domestic violence and violent offences.

These narratives of success tell us that where Whānau Ora is being implemented, it is working.

But there is still work to be done and opportunities for others to participate and invest in outcomes for whānau.

I know we will continue to embrace the challenge to extend the influence of Whānau Ora so that all whānau are self-determining, self-managing and resilient. I encourage everyone working with whānau to do the same!

Ki te hoe e hoa mā!



Michelle Hippolite
Toihautū | Chief Executive
Te Puni Kōkiri



Executive Summary

1. This report describes the way Whānau Ora (the initiative) was delivered during 2016/17 by the Commissioning Agencies, the investment activities undertaken, and the results achieved through the Whānau Ora commissioning model¹.

Whānau Ora Commissioning Agencies

2. During 2016/17 over 12,500 whānau² engaged in Whānau Ora initiatives in urban, rural, and geographically remote communities across Aotearoa–New Zealand.
3. The Commissioning Agencies have made significant progress as they continue to refine and improve their commissioning models. Each Commissioning Agency delivers a model distinct to the characteristics, aims and aspirations of the communities they work with. This is an important aspect of Whānau Ora. Each Commissioning Agency also shares key features that demonstrate a whānau-centred approach, namely:
 - investments are relevant to whānau needs and aspirations
 - whānau lead and implement their own development; and
 - whānau access appropriate support to address their needs and realise their aspirations.
4. These features enable the development and implementation of innovative solutions by whānau within their communities. This is evident in reported outcomes achieved by whānau in health, education and training, employment, cultural capacity, and economic and community development. It is also evident in the ability of Commissioning Agencies and their partner provider networks to effectively respond to whānau during crisis events.
5. In 2016/17, the Commissioning Agencies' investments were extended to ensure our most vulnerable whānau are supported to reduce domestic and family violence, address rangatahi suicide, and access crisis intervention and navigator support. This includes increased Whānau Ora support to whānau living in isolated and rural communities including, but not limited to: Kaitiāia, Kaikohe, Broadwood, Taipa, Ōpōtiki, Taumarunui, the East Coast, Flaxmere, Lower Hutt, Kawatiri, Hurunui and Tīmaru.

1 The oversight and delivery of the Whānau Ora commissioning model sits with: the Minister for Whānau Ora; the Whānau Ora Partnership Group; Te Puni Kōkiri and the Whānau Ora Commissioning Agencies: Te Pou Matakana, Te Pūtahitanga o Te Waipounamu, and Pasifika Futures.

2 'Whānau' refers to a group bonded together, usually by kinship, and can include several generations. It includes Māori families, Pacific families and families of other ethnicities.

6. Each of the Commissioning Agencies have carried out research, monitoring and evaluation activities to understand the impact of their commissioning activities, and to identify areas for ongoing improvement. The learnings and insights have been shared in their published reports available on their websites³.

Whānau Ora Priorities for 2016/17

7. In 2016/17, the Minister for Whānau Ora outlined high-level priorities and expectations for Whānau Ora commissioning in the letter of expectation to each Commissioning Agency. Each Commissioning Agency was expected to:
 - make a measurable difference for whānau and families with high-needs
 - embed the Whānau Ora Navigator approach
 - consolidate the commissioning approach to grow Whānau Ora
 - continue to demonstrate progress towards the achievement of outcomes
 - focus on information and evidence collection; and
 - ensure quarterly reporting is robust and fit for purpose⁴.
8. The Commissioning Agencies incorporated these expectations into their operational activities and identified priority outcomes unique to their commissioning approach. Commissioning Agencies have embedded a navigator approach. Te Pou Matakana allocate their Kaiārahi (Navigators) across the North Island to work with high-priority whānau in high deprivation communities. Kaiārahi assist with whānau planning, the achievement of goals, and access to services through its commissioning activities. Te Pūtahitanga o Te Waipounamu expanded its navigator workforce to 57 FTEs. Pasifika Futures navigators work with families across the country to develop plans that focus on family-identified priorities. They support families to connect to resources that will assist them in achieving their goals.
9. Commissioning Agencies are targeting and making a measurable difference for whānau with high-needs. Each agency has been able to define high-needs according to population characteristics.
 - Te Pou Matakana identifies high needs or priority whānau through information gathered about the whānau and their circumstances. Priority whānau may present with similar characteristics, however they may also differ depending on their identified priority, the initiative they are engaged in, and regional needs and aspirations.
 - Te Pūtahitanga o Te Waipounamu defines high-needs as a deprivation of material conditions that adversely affects whānau wellbeing.

3 <https://www.tepoumatakana.com/>, <http://www.teputahitanga.org/>, <http://pasifikafutures.co.nz/>

4 Source: Letters of Expectations: Whānau Ora Commissioning 2016/17.

- The material conditions include: income and wealth; employment and earnings; housing; education and capability; and health. Te Pūtahitanga o Te Waipounamu also include the issue of connectivity (whakapapa), language, identity and access to cultural knowledge within their interpretation of high-needs.
 - Pasifika Futures has developed and uses the Measurement Assessment and Scoring Tool (MAST) to measure outcomes for all Pacific families engaged in Whānau Ora. It is also used to categorise families into high, medium and low needs. The completion of a MAST assessment alongside navigators, results in families being given an overall score based on their circumstances. Families with a score of five are classified high-needs.
10. Te Pou Matakana continues to support whānau on a journey from meeting immediate needs to longer term aspirations that support them to become self-managing. Te Pou Matakana has exceeded its performance targets for whānau engagement and has clearly demonstrated whānau progress towards priority outcomes. Through Whānau Direct, 2,614 whānau have been able to access funds to respond to an immediate need. Furthermore, Collective Impact Partners and Kaiārahi have supported 6,753 priority whānau to identify and achieve their desired aspirations.
 11. Te Pūtahitanga o Te Waipounamu has been able to demonstrate that whānau have progressed across all seven Whānau Ora outcome areas. Te Pūtahitanga o Te Waipounamu initiatives give whānau the tools and knowledge they need to build positive futures for themselves and their wider whānau. Going forward, the extent of progress is expected to be more accurately measured and determined with improvements in outcomes-based monitoring data.
 12. Pasifika Futures have reported an overall increase (over 1000) in family engagements compared to the previous year. In addition, the 2016/17 target was met (6,394 families engaged compared to a target of 6,153 families). Pasifika Futures has continued to implement its Data Quality Enhancement Strategy in order to build its data analysis and insight capacity and capability to further improve reporting on outcomes.

Whānau Ora Partnership Group

13. During 2016/17, the Whānau Ora Partnership Group continued to provide strategic leadership by informing the direction and priorities of Whānau Ora. The Group's key achievements for 2016/17 included:
 - refining the Whānau Ora Commissioning Agencies reporting on outcomes for vulnerable whānau; and
 - the establishment of a project by the Whānau Ora Iwi Leaders Group to develop a monitoring tool to measure the achievement of Whānau Ora outcomes.

Commissioning Agency highlights for 2016/17

Highlights of progress made by each Commissioning Agency in 2016/17.

Te Pou Matakana FY16/17 Highlights	
2,614	Whānau supported through Whānau Direct
5,420	Priority whānau engaged with Kaiārahi
1,333	Priority whānau engaged through Collective Impact
2,333 (98%)	Whānau who experienced an immediate change through Whānau Direct
3,013 (45%)	Whānau who have achieved their priority outcomes through Collective Impact & Kaiārahi support
148/233 (64%)	Rangatahi who have achieved NCEA Level 1 or above
270/343 (79%)	Priority whānau who have developed a financial plan/budget and consistently use the budget to make decisions with support through Collective Impact
88/126 (70%)	Priority whānau supported by Collective Impact who have reported a reduction in domestic violence/violent offences

Te Pūtahitanga o Te Waipounamu FY16/17 Highlights	
75	Whānau-developed initiative applications invested in through the Commissioning Pipeline
93	Number of active initiatives
57	Navigators, Navigators-Resilience and Navigators-Tinana supporting whānau in Te Waipounamu achieve their aspirations
780	Whānau engaged with Navigators
200	Whānau assessments completed by navigators after the Kaikōura earthquake
2,971	Hours of Whānau Enterprise Coach time engaging with initiatives and promoting funding Waves
80%	Percentage of social impact initiatives that have achieved significant business development milestones
200+	Participants at Te Pūtahitanga o Te Waipounamu Annual Symposium

Pasifika Futures FY16/17 Highlights	
2,964	Families engaged through Core Commissioning
2,857	Families engaged through Innovation partners
573	Families engaged through Commissioning for communities / Small grants
714/1144 (62%)	Families whose children were not enrolled in early childhood education and are now enrolled
407/1317 (31%)	Families now smoke-free
857/1530 (56%)	Families who prioritised debt reduction and have completed financial plans
631/802 (79%)	Families participating in cultural and language programmes
70%	Pacific science students who achieved NCEA 3 in the STEM programme

Section 1

Introduction

1.1 What is Whānau Ora?

14. Whānau Ora is a whānau-centred approach to the delivery of support and services that assist whānau⁵ to achieve better outcomes for themselves. It recognises that whānau have multiple and complex challenges to overcome and/or aspirations to achieve. The approach places whānau at the centre of decision-making, to empower whānau to determine how to build on their strengths, and work towards improved outcomes in areas such as health, education, housing, cultural capacity, employment and income. Whānau Ora takes a strengths-based approach rather than a deficit approach to whānau development.
15. Whānau Ora was designed to move from a traditional service delivery approach focusing on individuals, to a whānau-centred approach that focuses on whānau as a whole, and addresses individual needs within the context of whānau. Research shows that whānau are more likely to achieve long term outcomes if the whānau context is considered when supporting them to achieve their goals⁶. The points of difference between the two approaches are described in Figure 1.

Figure 1: Moving from a traditional service delivery approach to a whānau-centred approach



5 'Whānau' means a group bonded together, usually by kinship, and can include several generations. It is used here as shorthand to also include Pacific families and families of other ethnicities.

6 Whānau Ora: Report of the Taskforce on Whānau-Centred Initiatives Report (2010).

16. Collaboration is a key aspect of Whānau Ora. The Taskforce on Whānau-Centred Initiatives Report (2010) highlighted the importance of collaboration in supporting whānau to access coherent and integrated services. It noted whānau are likely to see positive development in achieving outcomes when they experience enabling interventions and their needs are addressed in a consistent and unified manner. Collaboration must be embedded between stakeholders for the Whānau Ora approach to be successful. This includes collaboration between whānau, funders, providers, practitioners, statutory agencies, voluntary sectors, iwi, marae, and Māori communities.
17. In practice, the whānau-centred approach that Whānau Ora takes:
- starts by asking whānau what they want to achieve for themselves, and then responds to those aspirations in order to realise whānau potential
 - provides flexible support for whānau to move beyond crisis into identifying and achieving short, medium and long-term goals for sustained change
 - focuses on relationships, self-determination and capability building for whānau to achieve positive long-term outcomes
 - uses a joined-up approach that focuses on all factors relevant to whānau wellbeing, including economic, cultural, environmental and social factors
 - recognises that each whānau has a different set of circumstances and what works well for one whānau does not necessarily work well for another
 - recognises that whānau have skills, knowledge and experiences that contribute to their own resilience, and can provide a platform to become more self-managing and independent; and
 - provides support for whānau to develop a plan to access assistance through government, the private sector, and through their whakapapa, marae, hapū and iwi.
18. The Whānau Ora Outcomes Framework⁷ was developed to guide the work of Iwi and Crown to improve outcomes for whānau and states that Whānau Ora will be achieved when whānau are:
- self-managing and empowered leaders
 - leading healthy lifestyles
 - participating fully in society
 - confidently participating in te ao Māori (the Māori world)
 - economically secure and successfully involved in wealth creation
 - cohesive, resilient and nurturing; and
 - responsible stewards of their living and natural environment.

⁷ The Whānau Ora Outcomes Framework was agreed to by the Whānau Ora Partnership Group in 2015 and is based on the framework described by the Taskforce on Whānau Centred Initiatives Report (2010).

19. For each of the seven outcomes, the Whānau Ora Outcomes Framework identifies short term (1–4 years), medium term (5–10 years), and long term (11–25 years) outcomes (see Appendix 1). This recognises that issues within whānau may take a generation to resolve, but there are intermediate outcomes they can achieve in the interim.
20. There have been two phases of Whānau Ora:
- Phase One (2010–2015) focused on building the capability of providers across New Zealand to deliver whānau-centred services. Te Puni Kōkiri directly contracted collectives of health and social service providers to re-orientate the way they worked, placing whānau at the centre. Navigators⁸ were introduced in 2011 to work with whānau to meet their needs and aspirations⁹. All Phase One contracts were completed by 20 July 2016.
 - Phase Two (2014–present) is an approach that is funding three devolved Commissioning Agencies – Te Pou Matakana, Te Pūtahitanga o Te Waipounamu and Pasifika Futures – to invest directly into their communities, support whānau to achieve Whānau Ora outcomes, and build whānau capability through providers and navigators. The use of Commissioning Agencies allows funding decisions to be made closer to communities to meet community needs. The Commissioning Agencies began operating in 2014.
21. Whānau Ora has been shaped by te ao Māori and attuned to whānau cultural norms, traditions and heritage. It recognises the realities and diversity of te ao Māori and the wider society. The Government has made it clear that Whānau Ora is available for all people regardless of ethnicity. Pasifika Futures, is dedicated to working with Pacific families. Approximately one-fifth of whānau engaged by the other two Commissioning Agencies were non-Māori. Whānau Ora is being administered by Te Puni Kōkiri under the direction of the Minister for Whānau Ora and until December 2017 was supported by the Crown-lwi Whānau Ora Partnership Group.

8 Whānau Ora Navigators are practitioners who work closely with whānau in relationships of trust and confidence. Navigators support whānau to identify their needs and aspirations through whānau planning, supporting their achievement of goals. They may include participation in education, primary health and employment, and link and coordinate access to specialist services. Once whānau are past immediate crisis, Navigators also work with whānau to build their capability to be self-managing in a range of areas.

9 For a fuller description of the approach and analysis of the results of Phase One of Whānau Ora see: Te Puni Kōkiri (2015). Understanding whānau-centred approaches: Analysis of Phase One Whānau Ora research and monitoring results at <http://www.tpk.govt.nz/en/a-matou-mohiotanga/whānau-ora/understanding-whānaucentred-approaches-analysis-of>.

1.2 Purpose of the report

22. This report describes the way Phase Two of Whānau Ora was delivered in its third year of commissioning and the results it achieved. The focus of the report is on:

- the 2016/17 financial year (1 July 2016 to 30 June 2017)
- investment activities of each Commissioning Agency and the results of those activities
- assessment of results against the priority outcomes for Commissioning Agencies during 2016/17; and
- the activities of the Whānau Ora Partnership Group.

1.3 Whānau Ora delivery model

23. During 2016/17, strengthening and growth of the Whānau Ora commissioning model continued to occur through the expansion and refinement of Commissioning Agency activities. All Phase One navigator and provider contracts were completed by July 2016¹⁰. Phase Two of Whānau Ora continued to concentrate directly on investing in activities to build whānau capability,¹¹ with a focus on commissioning for outcomes, rather than a conventional purchasing model. The oversight and delivery of the Whānau Ora commissioning model sits with:

- Minister for Whānau Ora
- Whānau Ora Partnership Group
- Te Puni Kōkiri; and
- Whānau Ora Commissioning Agencies.

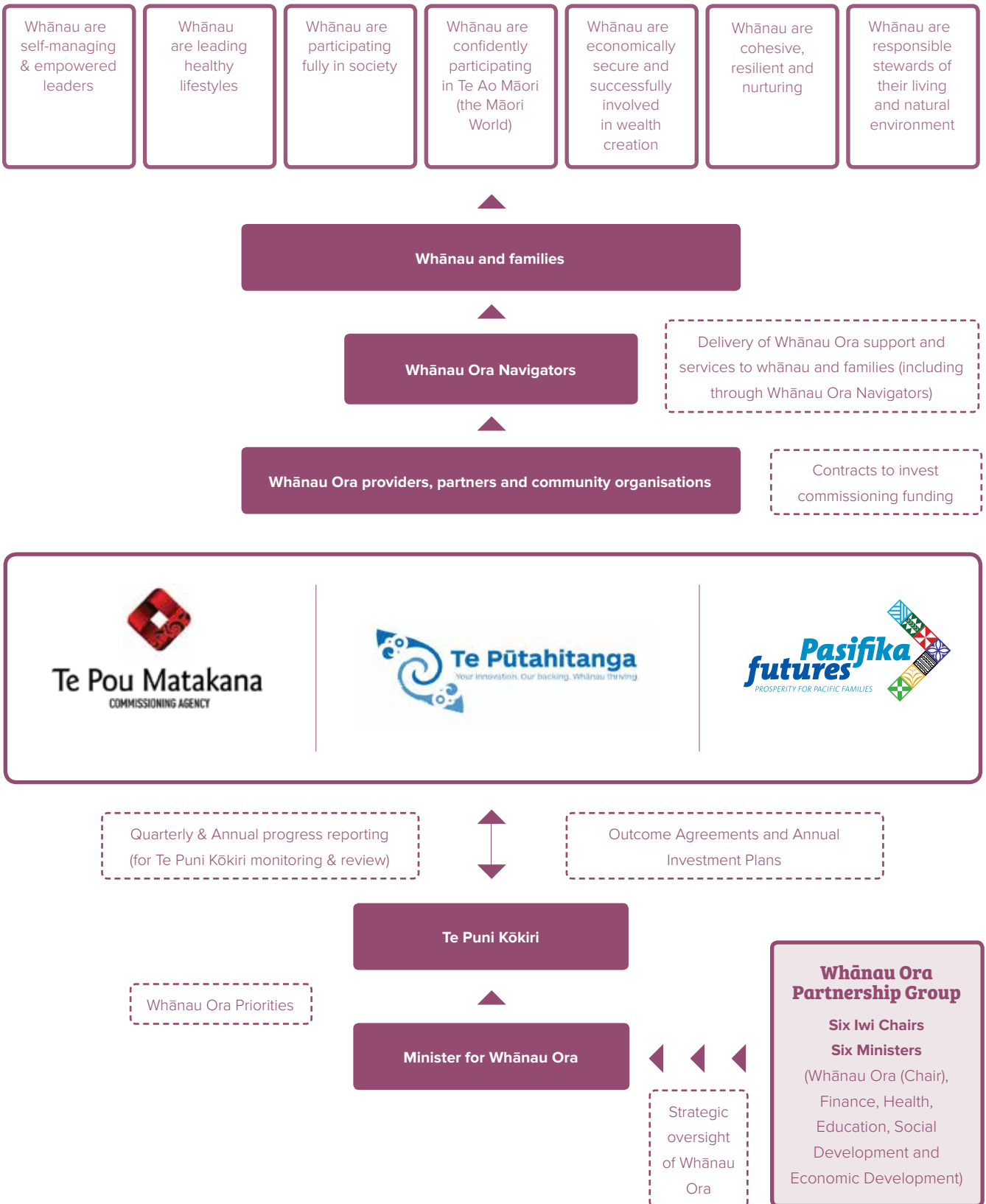
24. Figure 2 illustrates how the Whānau Ora commissioning model works. This is followed by a description of the key roles and responsibilities of those overseeing the investment and delivery of Whānau Ora.

10 Many of the Phase One providers were incorporated into, and continued to operate under, the commissioning model.

11 The Commissioning Agencies are working with whānau to increase capability such as income generation, employability, technological literacy, healthy lifestyles and health literacy, engagement in lifelong learning, communication, effective parenting, culture (language and customs and literacy) and community engagement (Te Puni Kōkiri, 2013). *Request for Proposals (RFP): Whānau Ora Commissioning Agencies for the North Island and the South Island*.

Figure 2: Whānau Ora Commissioning Model

Whānau Ora Commissioning Model



Minister for Whānau Ora

25. The Minister for Whānau Ora is responsible for all decisions within the Whānau Ora portfolio. This includes a leadership role in determining the shape and future of Whānau Ora. This role is exercised partly through chairing the Whānau Ora Partnership Group and in the capacity as Minister for Whānau Ora.

Whānau Ora Partnership Group

26. In July 2014, the Whānau Ora Partnership Group was established by Government to provide strategic leadership for Whānau Ora. This Crown-lwi leadership group sets the strategic direction of Whānau Ora and monitors its success and progress towards the achievement of Whānau Ora outcomes across the system.
27. The Whānau Ora Partnership Group consists of six lwi chairs nominated by the lwi Chairs Forum,¹² and the Ministers of Finance, Education, Health, Social Development, Economic Development and Whānau Ora. It is chaired by the Minister for Whānau Ora. The Partnership Group acts as a high level forum to strengthen support for Whānau Ora across Ministerial portfolios. It identifies opportunities for the Crown and lwi to support shared development, aims and aspirations. The inclusion of Ministers from six sectors reflects the expectation that multiple sectors will be involved in Whānau Ora and there will be evidence of collaboration between Whānau Ora agencies and collectives on the one hand, and multiple government sectors on the other.
28. During 2016/17, the Whānau Ora Partnership Group was supported by a Strategic Advisory Group made up of Ministerial Advisors representing each Minister, and lwi Advisors representing the six lwi chairs. These advisors provided information and support to their respective Partner on the Whānau Ora Partnership Group. Further support was provided to the Partnership Group by the Whānau Ora Deputy Secretary Group, which comprised senior representatives from six government agencies. Te Puni Kōkiri provided the Secretariat for the Whānau Ora Partnership Group.

Te Puni Kōkiri

29. Te Puni Kōkiri is the department accountable to Parliament for Whānau Ora funds. It is primarily responsible for ensuring that Commissioning Agencies are delivering on the activities and outcomes agreed through their Annual Investment Plans. This occurs by monitoring their performance and administering incentive payments¹³ annually. Te Puni Kōkiri is also responsible for supporting the Whānau Ora Partnership Group to develop and monitor the achievement of Whānau Ora outcomes through its role as the Secretariat.

¹² The lwi Chairs Forum is a Māori leadership body working in partnership with the Crown on a wide range of national matters. All lwi chairpersons have an open invitation to participate in, and contribute to, this group.

¹³ Incentive payments are negotiated with Commissioning Agencies to incentivise achievement of Whānau Ora outcomes in stretch or priority areas agreed with Te Puni Kōkiri.

Whānau Ora Commissioning Agencies

30. Three non-government Commissioning Agencies were established in 2014 to invest in, and support initiatives, which deliver Whānau Ora outcomes. The Commissioning Agencies are responsible for supporting whānau and families across New Zealand to achieve their goals. The three Commissioning Agencies are:
 - Te Pou Matakana (supporting whānau in the North Island)
 - Te Pūtahitanga o Te Waipounamu (supporting whānau in the South Island); and
 - Pasifika Futures (supporting Pacific families across New Zealand).
31. The Commissioning Agencies support whānau by acting as brokers. They match the needs and aspirations of whānau with initiatives that assist them to increase their capability. They contract with and invest in a range of providers, whānau entities, and community organisations to deliver commissioning initiatives. The Commissioning Agencies also have links to key state agencies that are able to contribute to Whānau Ora outcomes.
32. Each Commissioning Agency has taken a unique approach to the delivery of Whānau Ora. Their approaches are based on the needs and priorities identified through research and extensive whānau consultation. The approaches of Te Pou Matakana and Pasifika Futures focus heavily on navigation and planning with whānau, delivered through Whānau Ora navigators, providers and a range of community organisations. Te Pūtahitanga o Te Waipounamu has taken a social enterprise approach to its commissioning by investing in whānau-developed and local-level initiatives. It is also growing a Whānau Ora navigation approach to respond to the immediate and longer-term needs of whānau.
33. Commissioning Agencies have the autonomy to shape their outcomes and approaches according to the needs of their communities. However, these must be aligned with the Whānau Ora Outcomes Framework (see Appendix 1) and contribute to the achievement of core Whānau Ora outcomes. Table 1 outlines the seven outcome domains of the Whānau Ora Outcomes Framework and the outcomes each Commissioning Agency has committed to focus on (see page 18).

Table 1: Overview of Whānau Ora and Commissioning Agencies' whānau outcomes for 2016/17^{14,15}

Whānau Ora Outcome Framework outcomes ¹⁴	Te Pou Matakana Outcomes	Te Pūtahitanga o Te Waipounamu Outcomes ¹⁵	Pasifika Futures Outcomes
1. Whānau are self-managing and empowered leaders	Whānau are knowledgeable and well informed	Whānau are self-managing	Leading and caring for families, communities and country
2. Whānau are leading healthy lifestyles	Whānau are healthy	Whānau are living healthy lifestyles	Healthy lives seeing families living longer and living better
3. Whānau are participating fully in society	Whānau actively participate in communities	Whānau are participating fully in society	Succeeding in education through lifelong learning
4. Whānau and families are confidently participating in te ao Māori	Whānau are engaged in te ao Māori	Whānau are confidently participating in te ao Māori	
5. Whānau and families are economically secure and successfully involved in wealth creation	Whānau enjoy high standards of living	Whānau are economically secure and successfully involved in wealth creation	Economically independent and resilient families with financial freedom
6. Whānau are cohesive, resilient and nurturing	Whānau relationships are rewarding and empowering	Whānau are cohesive, resilient and nurturing	
7. Whānau and families are responsible stewards of their living and natural environment	Te Pou Matakana are determining how this outcome fits within their Outcomes Framework	Whānau are responsible stewards of their living and natural environment	

14 Te Pūtahitanga o Te Waipounamu focus on all seven of the Whānau Ora Outcomes Framework Outcomes. Te Pou Matakana are determining how outcome seven can fit within their Outcomes Framework and Pasifika Futures does not currently have a specific focus on outcomes four, six and seven of the Whānau Ora Outcomes Framework.

15 Te Pūtahitanga o Te Waipounamu refer to their outcome domains as 'Pou'.

1.4 Measuring Whānau Ora

34. Commissioning Agencies are responsible for undertaking monitoring, evaluation and research of the activities they commission and their overall approach¹⁶. In addition, Te Puni Kōkiri has an independent monitoring, evaluation and research work programme that provides a comprehensive picture of the overall implementation and achievement of the second phase of Whānau Ora. The work programme of Te Puni Kōkiri incorporates four workstreams which examine:
- I. achievement of gains for whānau
 - II. return on investment from Whānau Ora
 - III. how efficiently funds are administered; and
 - IV. the commissioning model and its benefits.
35. During 2016/17, Te Puni Kōkiri produced two reports¹⁷ that are part of workstream I:
- *Whānau Ora Formative Evaluation report*. This report examined how well the Whānau Ora commissioning model is working; and
 - *Whānau Ora Annual Summary Report 2014/15*. This report described how Whānau Ora was delivered in 2014/15 covering the first year of Whānau Ora commissioning activity and the results achieved.
36. In addition, the *Whānau Ora Annual Summary Report 2015/16* was produced in July 2017. This report described how Whānau Ora was delivered in its second year of Commissioning Activity and the results achieved.
37. This report focuses on the achievement of gains for whānau during the third year of Whānau Ora Commissioning.
38. It assists Te Puni Kōkiri to understand the impact of Whānau Ora and inform future planning, design, and investment decisions. It also helps to continue to build the evidence base around Whānau Ora outcomes to support the future growth of Whānau Ora activities.

¹⁶ Commissioning Agencies evaluation and research reports can be found on their websites <https://www.tepoumatakana.com/>, <http://www.teputahitanga.org/>, <http://pasifikafutures.co.nz/>.

¹⁷ These reports are available on the Te Puni Kōkiri website <http://www.tpk.govt.nz/en/a-matou-mohiotanga/whanau-ora>.



Section 2

2016/17 Whānau Ora expectations and achievements

Nikylah Ngahehu with her driving instructor, Noeline Sami, from Te Puna Ora o Mataatua, a Whānau Ora service provider in Whakatāne. **Photo credit:** Te Rāwhitiroa Bosch



2.1 What priorities were set for Whānau Ora in 2016/17?

39. The Minister for Whānau Ora provides the Whānau Ora Commissioning Agencies with annual letters of expectations which outline the high-level priorities and expectations for Whānau Ora commissioning. In the letters, the Minister acknowledges the Commissioning Agencies performance against the contracted services, and results achieved in the previous financial year. The letter confirms the annual budget for the upcoming Investment Plan¹⁸ period and specifies any criteria for inclusion in the new Investment Plan.
40. In 2016/17, the Minister for Whānau Ora expected the Commissioning Agencies to:
- make a measurable difference for whānau and families with high-needs
 - embed the Whānau Ora Navigator approach
 - consolidate the commissioning approach to grow Whānau Ora
 - continue to demonstrate progress towards the achievement of outcomes
 - focus on information and evidence collection; and
 - ensure quarterly reporting is robust and fit for purpose.
41. The Commissioning Agencies incorporated these expectations into their operational activities and identified priority outcomes unique to their commissioning approach. The 2016/17 priority outcomes identified by each Commissioning Agency are described below.

Te Pou Matakana

42. Te Pou Matakana focused on direct investment and commissioning initiatives with Whānau Ora partners to support whānau working towards achieving their goals and aspirations. Te Pou Matakana priorities for 2016/17 included:
- Whānau Ora Partners having a shared vision across the wider sector for supporting whānau success
 - being able to respond to immediate, short and medium term whānau needs
 - identifying and supporting high-needs whānau to achieve their aspirations
 - supporting whānau to work towards achieving at least one of the six Te Pou Matakana outcomes
 - establishing an innovation fund to support innovative and local solutions to meet whānau needs and support them to achieve their outcomes; and
 - focusing on improving the quality of whānau data that is collected.

¹⁸ The Annual Commissioning Agencies Investment Plans detail the services and outcomes Commissioning Agencies are contracted to deliver. The plans are agreed to by the Commissioning Agencies and Te Puni Kōkiri. The Commissioning Agencies report to Te Puni Kōkiri on the status of and progress against the activities and measures set out in their Investment Plans (Minister for Whānau Ora, Briefing for Incoming Minister, 2017).

Te Pūtahitanga o Te Waipounamu

43. Te Pūtahitanga o Te Waipounamu focused on supporting whānau to foster and grow inspirational ideas that had a positive direct impact on whānau outcomes across Te Waipounamu. In 2016/17, Te Pūtahitanga o Te Waipounamu priorities included:

- supporting local-level, whānau-driven initiatives
- nurturing emerging and inspiring leadership
- building social capital
- building cultural competence and confidence
- responding to the emergent needs of whānau across all seven outcome areas ('pou'); and
- research and evaluation to understand the efficacy of commissioning activities and the value created through commissioning.

Pasifika Futures

44. In 2016/17, Pasifika Futures' priorities were to work with families to support building capability to achieve family aspirations in a wide range of areas including – health, education, economic security, and community and cultural participation and leadership. Pasifika Futures identified four key areas to focus on which included:

- financial literacy and family debt
- early childhood education (ECE)
- healthy and smoke-free families; and
- participation in cultural programmes and community networks.

Whānau Ora Partnership Group

45. In addition to the key priorities of the Minister for Whānau Ora and the Commissioning Agencies, the Whānau Ora Partnership Group focused on five key priority areas for 2016/17 which included:

- strengthening regional government agency engagement with Iwi and Whānau Ora providers and increasing the awareness and uptake of Whānau Ora at the regional government agency level
- refining Whānau Ora Commissioning Agencies reporting on outcomes for vulnerable whānau
- co-designing and trialling a Whānau Ora co-investment model for investment in Whānau Ora by government, Iwi, philanthropic and private organisations
- developing and trialling a Whānau Ora data analytics workstream including the development of a data platform for 70 Iwi; and
- the establishment of a project by the Whānau Ora Iwi Leaders Group to develop a monitoring tool to measure the achievement of Whānau Ora outcomes.

Over 12,500
whānau and
families have
received Whānau
Ora support in
2016/17.

2.2 What was achieved for Whānau Ora in 2016/17?

46. 2016/17 was the third year of Whānau Ora commissioning. During this period, the Commissioning Agencies continued to implement and refine their unique commissioning models and implemented new and innovative ways to support whānau in need. As a result the reach of Whānau Ora continued to expand.
47. At the end of the 2016/17 financial year the Commissioning Agencies reported more than 12,500 whānau were registered and receiving support through their initiatives. Commissioning Agencies reported that whānau achieved measurable improvements in their priority outcome areas (see sections 2.2.1, 2.2.2 and 2.2.3).
48. The Whānau Ora Partnership Group focused on its' strategic priorities. Te Puni Kōkiri continued to support the Commissioning Agencies to embed and refine their frameworks for measuring the performance of their approaches and the outcomes achieved for whānau through their commissioning activities. Te Puni Kōkiri also extended outcome agreements until 30 June 2020 with all three Commissioning Agencies, enabling them to continue to support whānau to achieve improved outcomes over the next three years.
49. The following sections outline each Commissioning Agencies approach, their commissioning activities and results achieved in 2016/17. This is followed by a section on the achievements of the Whānau Ora Partnership Group.

2.2.1 Te Pou Matakana

50. Te Pou Matakana is responsible for commissioning initiatives that will achieve whānau health and wellbeing outcomes by collaborating and building on the strengths and resources of Māori communities and organisations within Te Ika-a-Maui (North Island of New Zealand). Te Pou Matakana has a whānau-centred, outcome-based approach that focuses on supporting whānau to achieve their identified goals and aspirations, aligned to at least one of the six Te Pou Matakana outcomes (see page 18). Te Pou Matakana has a strong commitment to understanding, measuring and improving outcomes for whānau.
51. Te Pou Matakana invests in whānau and commissions Whānau Ora partners¹⁹ to assist whānau to achieve goals that will benefit them in the immediate, short and medium term. Te Pou Matakana recognises that in some cases, whānau have multiple and complex needs, which require support from more than one programme and/or provider to instigate positive change. Te Pou Matakana has created a network of 'Whānau Ora Partnerships'²⁰ made up of Whānau Ora partners.
52. Te Pou Matakana supports whānau to achieve their goals and aspirations through a combination of: grants-based funding to meet the immediate needs of whānau; integrated service provision focusing on health, education, housing, financial literacy, employment, whānau relationships and cultural knowledge outcomes; and Whānau Ora Navigator (Kaiārahi) support.

Te Pou Matakana Commissioning Activities

53. In 2016/17, Te Pou Matakana invested in three key commissioning activities:
- Whānau Direct – a grants-based funding approach which assists whānau to access resources up to the value of \$1000 at a time that matters the most. The fund is to meet immediate needs identified by whānau, so they can move forward and work towards longer term goals. Whānau can access this fund through Whānau Ora partners who assist with whānau assessment and planning goals.
 - Kaiārahi (Navigators) – work closely with whānau to develop plans, set goals and support them to achieve their intended outcomes. Kaiārahi play an advocacy role to ensure whānau have access to appropriate services. They work with a range of government agencies to improve access to services for whānau.

The vision of
Te Pou Matakana
is to support
whānau success
– 'tautokona te
whānau kia whai
hua, kia angitu'.

Te Pou Matakana (2017)

¹⁹ Whānau Ora partners are a network of providers who work collectively to help whānau achieve their goals.

²⁰ "a group of passionate people that comes together to tackle an issue in a new way. It involves commitment to partnership, exchange, accountability and the willingness to change". (Te Pou Matakana website, 2017). The Whānau Ora Partnership that Te Pou Matakana refers to is not to be confused with the Whānau Ora Partnership Group that provides strategic oversight of Whānau Ora.

- Collective Impact – is the commitment of a group of partners/ organisations from different sectors working to a common agenda to support whānau to achieve specific outcomes. Some examples of Collective Impact initiatives include:
 - #Tātou – working with priority whānau to increase their health literacy and decrease obesity
 - Te Ngira – increasing household income of priority whānau through education and employment; and
 - Te Whare Āhuru ki Ruapehu Housing Project – Ruapehu whānau proudly living in safe, warm homes.

54. In addition to its commissioning activities, Te Pou Matakana carried out research, monitoring and evaluation activities to understand the impact it is having on whānau, to inform future activities, and to support the design of effective monitoring and evaluation models. In 2016/17, Te Pou Matakana achieved the following:

- rolled out support and training to each Te Pou Matakana region for the lead Whānau Ora partner to gather, collect, and analyse transactional data from their own partnerships
- completed the report ‘Collective Impact for Whānau Review’. The report contains a number of self-evaluation tools, ‘collective impact’ best practice indicators and measures, a ‘learnings’ framework and a guide that Whānau Ora partnerships can use to inform and improve their ‘collective impact’ capabilities and best practice
- completed the report Kaiārahi Work Programme: *Creating Meaningful Services for Whānau* – which focused on gaining a better understanding of the role of Kaiārahi
- published the report *Measuring Impact with Social Return on Investment*. The report details the social return on investment principles and the methodology that was used to value the impact created by an organisation or activity
- hosted a Whānau Ora conference on 11–12 July 2016 which focused on ‘Measuring what matters – Kia tina ki runga, kia tāmore ki raro’. The conference was attended by more than 300 people from a range of roles across New Zealand. The conference was an opportunity for Te Pou Matakana to emphasise whānau being at the centre of its work in delivering, measuring, analysing and communicating social change. It was also an opportunity for attendees to celebrate the success of Whānau Ora in their region, to share stories of working with whānau, to learn from each other in terms of methodologies around measurement outcomes and best practice, and to network and identify opportunities of mutual interest; and

- hosted a Post-Conference hui on 13 July 2016 in collaboration with Social Value New Zealand and Whānau Tahī.²¹ The focus of the hui was on commissioning activities, the Whānau Ora policy approach, impact measurement and cutting-edge technologies.

55. Other activities Te Pou Matakana undertook included:

- a shared 'learnings' hui – Te Pou Matakana hosted a hui for the Whānau Ora Partners to share a snapshot of their initiatives and plan for 2017/18. Workshops were held with the aim of supporting partners to improve their learnings to date around collective impact
- Collective Impact Innovation Funding – Te Pou Matakana made funding available to Whānau Ora partners in 2016/17 to develop innovative approaches to meet whānau needs. The fund was designed to support whānau to achieve one or more of the six Te Pou Matakana outcomes taking a collective impact approach
- the Whānau Ora Diploma – In 2016/17, 12 lead Whānau Ora partners supported 62 Kaiārahi to enrol in the Whānau Ora Diploma. Of the 62, seven withdrew because of demanding work and whānau commitments. The remaining 55 Kaiārahi are working towards the Diploma; and
- Ministry of Health – Te Pou Matakana successfully gained a three-year contract to provide breast and cervical screening services delivered by three lead Whānau Ora providers – Te Arawa Whānau Ora; Te Rūnanga o Ngāti Porou; and Te Tihi o Ruahine in the Lakes, Tairāwhiti and Mid Central District Health Board areas.

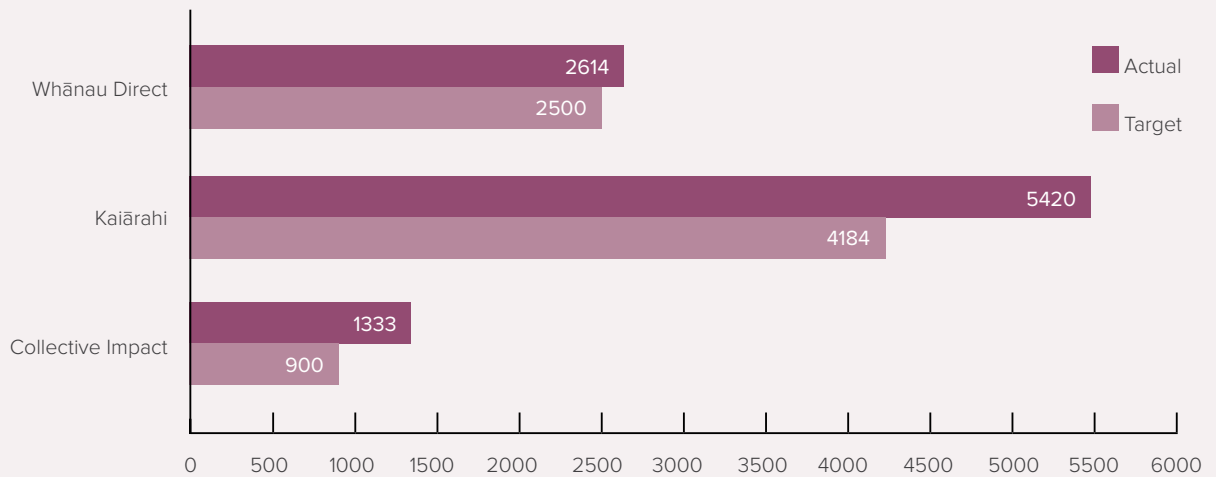
²¹ "Whānau Tahī Ltd. (the Company) was established in 2011 to develop and bring to market the Whānau Tahī Navigator technology, built by its parent, Te Whānau O Waipareira Trust. Complementing the software is Whānau Tahī's unique logic methodology that operationalises outcomes-based practice and measures its social value and return on investment". Source: <http://www.whanautahi.com/about-us/our-story>.

What results were achieved for each commissioning activity?

Overall engagement

56. Te Pou Matakana engaged with 9,367 whānau, exceeding all targets set for whānau engagement in 2016/17. Whānau Direct engaged with 2,614 whānau, exceeding the target of 2,500 by five percent. Kaiārahi engaged with a total of 5,420 priority whānau, exceeding the target of 4,184 by 30 percent and Collective Impact engaged with 1,333 priority whānau²², exceeding the target of 900 priority whānau by 35 percent (see Figure 3).

Figure 3: Whānau engaged with Te Pou Matakana during 2016/17

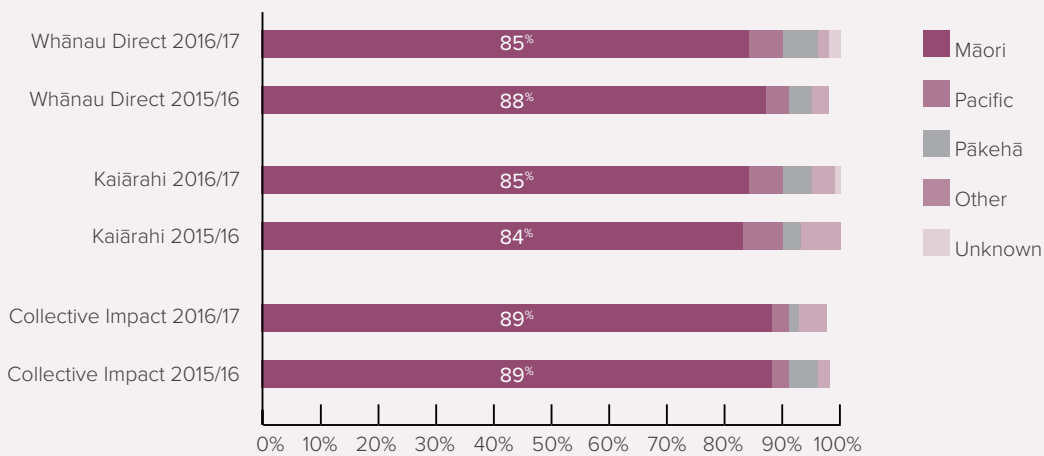


57. In 2016/17, the number of whānau engaged in Whānau Direct was similar to the previous year. In contrast, whānau engagement numbers increased quite significantly across Kaiārahi services and Collective Impact. The increase in whānau engaged with Kaiārahi was the result of more funding made available to Whānau Ora Partners to support Kaiārahi initiatives. Collect Impact engagement numbers increased because initiatives were still in development in the previous year.

58. In 2016/17, ethnicity data was collected for whānau engaged through Whānau Direct, Kaiārahi initiatives and Collective Impact. Figure 4 shows that Māori represented the majority of whānau engaged across all programmes: 85 percent for Whānau Direct, 85 percent engaged with Kaiārahi and 89 percent for Collective Impact. The numbers are similar to 2015/16 where Māori made up 88 percent of people engaged with Whānau Direct, 84 percent engaged with Kaiārahi support and 89 percent engaged with Collective Impact.

²² Priority whānau are those identified as having immediate or high needs.

Figure 4: Ethnicity of whānau engaged with Te Pou Matakana during 2015/16 and 2016/17



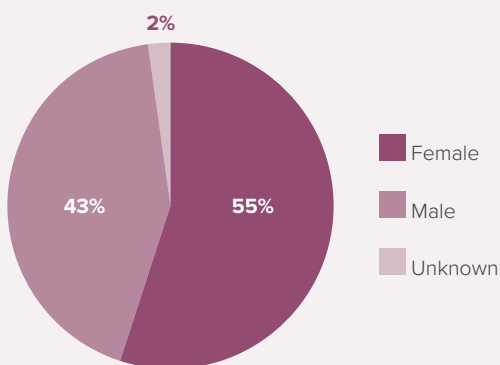
Whānau Direct results

59. Whānau Direct assists whānau to access resources in times of immediate need which contribute to immediate improvements for whānau. The nature of the fund means that whānau are supported to overcome often stressful and unexpected pressures. In the first instance, whānau receive support to address their immediate needs and are then often connected with other services through Kaiārahi and Collective Impact for further support. In 2016/17, 26 partners provided Whānau Direct across the North Island.
60. In 2016/17, Whānau Direct engaged with 2,614 whānau, which was made up of 7,814 whānau members. Of the 7,814 whānau members, 55 percent (4,293) were female and 43 percent (3,393) were male (see Figure 5). The age of whānau supported by Whānau Direct varied however, tamariki and rangatahi (0–17 years) made up just over 50 percent and four percent were 65 years and older (see Figure 6).

Whānau Direct continues to remove 'roadblocks' for whānau that have prevented them from moving ahead.

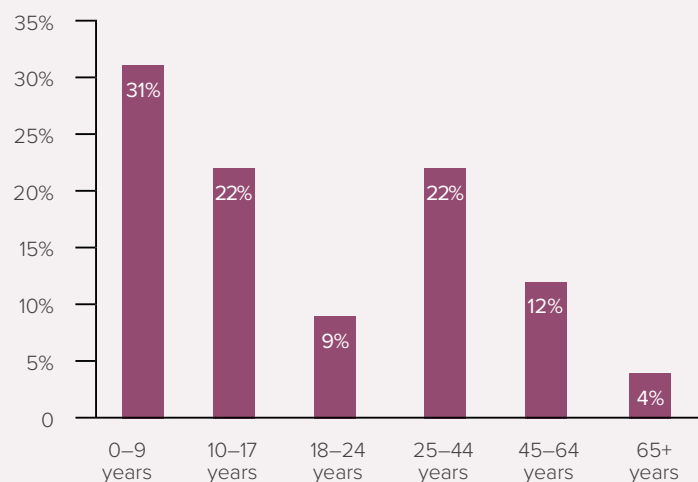
Te Pou Matakana (2017)

Figure 5: Gender of whānau engaged with Whānau Direct during 2016/17



61. Figure 6 shows the percentage of whānau supported by Whānau Direct by age group.

Figure 6: Age breakdown of whānau supported by Whānau Direct during 2016/17



62. Te Pou Matakana set target rates for whānau engagement across six regions in Te Ika-a-Maui (North Island). Table 2 shows that Whānau Direct exceeded these targets in four of the six regions. It also shows that overall engagement targets were achieved.

Table 2: Whānau Direct – whānau engagement by region during 2016/17

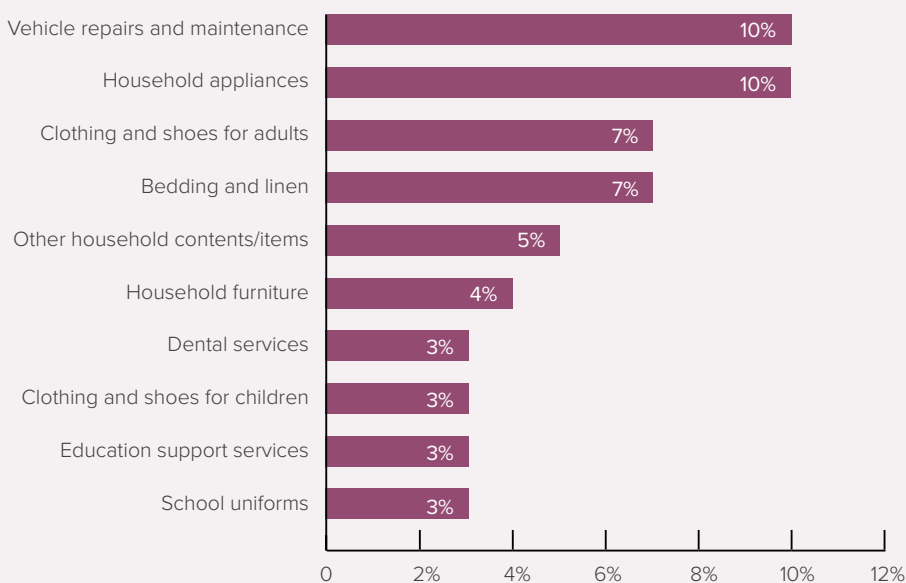
Region	Whānau Target 2,500 whānau supported in FY16/17	Whānau # Whānau engaged since 1 July 2016	Whānau Members # Whānau Members engaged since 1 July 2016
Te Tai Tokerau	420	498 ↑	1,633
Tāmaki Makaurau	410	426 ↑	1,380
Hauraki – Waikato	420	313 ↓	965
Waiariki	390	499 ↑	1,498
Ikaroa – Rāwhiti	450	413 ↓	846
Te Tai Hauāuru	410	465 ↑	1,492
Total	2,500	2,614	7,814

*The ↑ symbol indicates the target was exceeded.
The ↓ symbol indicates the target was not reached.

63. Whānau Direct funding provides whānau with a range of resources dependent on their needs. In 2016/17, the funds were invested in, but were not limited to: providing whānau with essential household appliances; furniture; heating and insulation; support to pay bills; advice to reduce debt; assistance with vehicle maintenance and driver licensing; clothing for adults and children; education necessities; health and medical costs; and resources encouraging participation in te ao Māori.
64. Whānau Direct has given whānau the opportunity to achieve the broader aims of Whānau Ora outcomes by contributing towards whānau experiencing: improved health and hygiene standards; increased confidence to participate in society, including participation in schooling, social activities and sports; the confidence to promote health and wellbeing within their whānau; and access to safe and legal transport. Figure 7 shows the top 10 areas in which Whānau Direct funds were allocated during 2016/17.

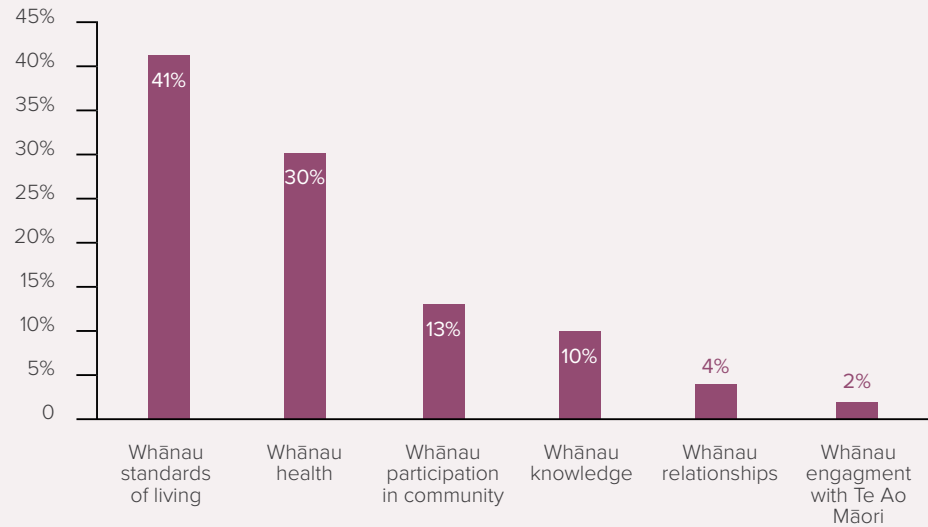
Improving standards of living and health was a high priority for a number of whānau in 2016/17.

Figure 7: Top 10 uses of Whānau Direct funds during 2016/17



65. As a result of Whānau Direct engagement: 41 percent of whānau improved their standard of living; 30 percent improved their health; 13 percent increased their participation in the community; 10 percent increased their knowledge; four percent improved their whānau relationships; and two percent increased their engagement in te ao Māori (see Figure 8). This shows that a high number of whānau were able to achieve immediate outcomes with Whānau Direct funding addressing their short-term needs. It also shows improving standards of living and health was a high priority for a number of whānau.

Figure 8: Whānau Direct outcomes achieved by whānau during 2016/17



66. Understanding whānau experiences and their achieved outcomes is important to ensure whānau are receiving the support they require to achieve their goals and aspirations. Te Pou Matakana reported that of the priority whānau who responded to the Whānau Direct survey in 2016/17, 99 percent (2,348) reported a positive experience with Whānau Direct; 98 percent (2,333) reported an immediate change was achieved; and 98 percent (2,343) reported a positive impact on the whānau situation as a result of the intervention.
67. To ensure whānau were supported to achieve their immediate needs, Te Pou Matakana set a target to distribute funds to 2,250 successful Whānau Direct applicants within two working days. Of 2,614 whānau, 99 percent (2,595) of the total applications processed were paid within that period.
68. The following story demonstrates how financial resources through Whānau Direct supported one whānau to overcome a number of complex challenges in the areas of health and employment.



Whānau Direct Whānau Success Story

A 48-year-old truck driver and solo father of two had his licence revoked due to diabetes affecting his driving capability. He was a client of the Community Diabetic Nurse who supported him to attain a letter of endorsement. His GP was unable to help as she did not have the appropriate mandate for this type of licence endorsement. His GP referred him to the DHB Diabetic specialist, but due to the waitlist he was unable to be seen for a number of weeks.

The only option left was to seek assistance from a private Diabetic Specialist, however this was unaffordable for the solo father as he had not been working and only received enough to cover day to day living costs. Through his Kaiārahi he was able to access support from Whānau Direct to see the specialist. He was able to see the specialist within a couple of days and his licence was reinstated. He was able to return to work and with follow up appointments he now has better management of his diabetes.

Source: Te Pou Matakana Progress Report, 2017.



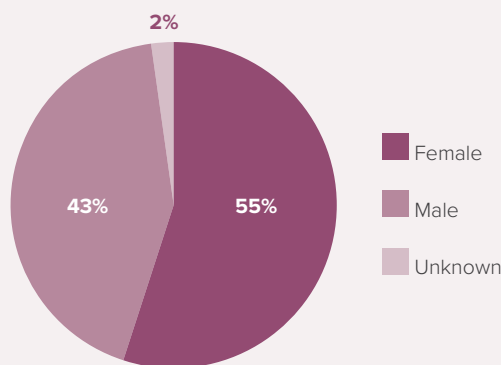
Grenville Poharama (left) and Peter McGhee (right) at a pre-Christmas whānau well-being day hosted by Te Waka Tapu in Christchurch. Photo credit: Madison Henry

Kaiārahi supported
12,324 priority
whānau members
in 2016/17.

Kaiārahi results

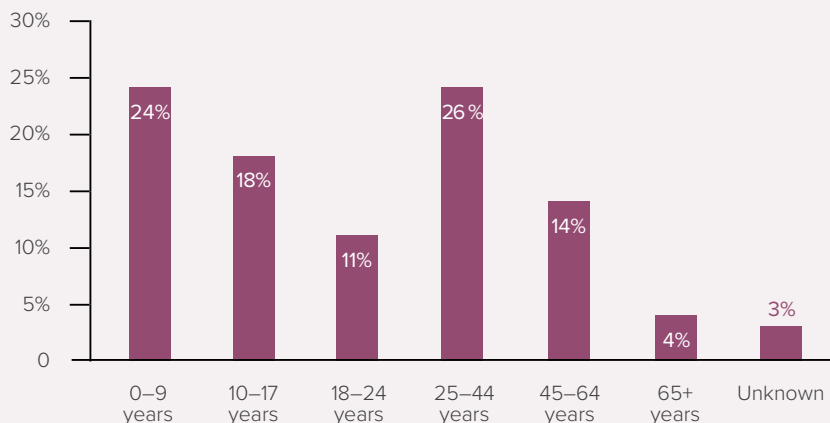
69. Kaiārahi (Navigators) were introduced to work closely with priority whānau, to support them to identify their goals and aspirations, and build their capability in a range of areas. Many Kaiārahi are able to gain a deeper understanding and appreciation of the challenges whānau face because of their close working relationship with whānau. This helps Kaiārahi determine the support that whānau require to create positive change.
70. Advocating for whānau is a key role of Kaiārahi particularly in terms of accessing services. Kaiārahi work with a range of social services to improve whānau access to housing services, addictions support, counselling and mental health services.
71. Where Collective Impact focuses on drawing from a number of organisations and agencies to address community aspirations, Kaiārahi are individuals allocated across the Whānau Ora Partners to work alongside priority whānau. They also work across Whānau Direct and Collective Impact to provide support over a longer time period.
72. In 2016/17, Te Pou Matakana commissioned 209.2 Kaiārahi FTEs. Kaiārahi engaged with 5,420 priority whānau (12,324 individuals) against an annual target of 4,184. Of the 12,324 individual whānau members: 55 percent (6,818) were female; and 43 percent (5,283) were male (see Figure 9).

Figure 9: Gender of whānau engaged with Kaiārahi during 2016/17



73. The age of whānau engaged with Kaiārahi varied. Tamariki and rangatahi (aged 0–17 years) made up just under half (42 percent) of those supported by Kaiārahi and four percent were 65 years and older (see Figure 10). The age and gender of whānau engaged with Kaiārahi is similar to those engaged with Collective Impact.

Figure 10: Age breakdown of whānau supported by Kaiārahi during 2016/17



74. Kaiārahi engaged with whānau across six regions in Te Ika-a-Māui and exceeded the whānau engagement target in five of the six regions. Table 3 shows that overall, the targeted number of whānau that Kaiārahi set out to engage with, was achieved.

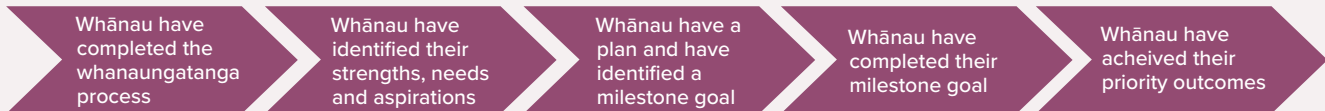
Table 3: Kaiārahi – whānau engagement by region during 2016/17

Region	Target	Actuals	
		Priority whānau	Priority whānau members
	4,184 priority whānau supported in FY16/17	# priority whānau engaged since 1 July 2016	# priority whānau members engaged since 1 July 2016
Te Tai Tokerau	694	1,070 ↑	2,598
Tāmaki Makaurau	680	996 ↑	1,862
Hauraki – Waikato	710	668 ↓	1,724
Wairariki	660	878 ↑	2,173
Ikaroa – Rāwhiti	760	1,112 ↑	2,559
Te Tai Hauāuru	680	696 ↑	1,408
Total	4,184	5,420	12,324

*The ↑ symbol indicates the target was exceeded.
The ↓ symbol indicates the target was not reached.

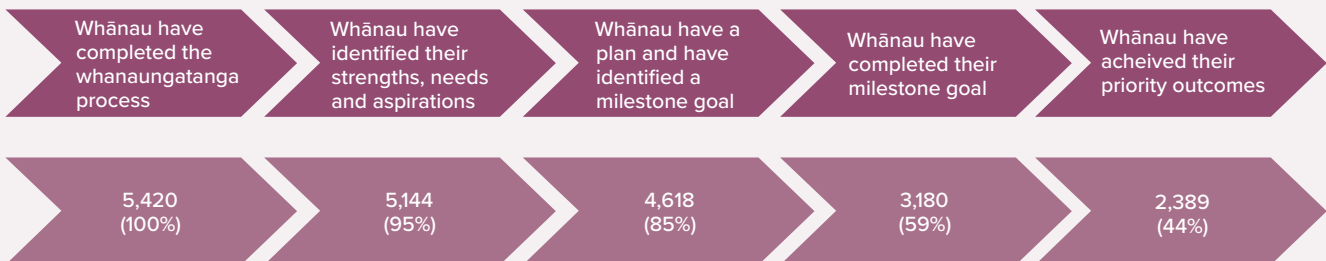
75. Te Pou Matakana reports whānau achievement and progress for those engaged with Kaiārahi and Collective Impact along its Milestone Indicator Framework (see Figure 11). This Framework includes five milestone indicators that track the progress of whānau in their journey from being assessed and planning their goals and outcomes to achieve their priority outcomes.

Figure 11: Te Pou Matakana Milestone Indicator Framework



76. As a result of the initiative, 95 percent of priority whānau who engaged with Kaiārahi have identified their strengths, needs and aspirations, completing milestone two of the Milestone Indicator Framework (see Figure 12). In addition, 85 percent of whānau have a plan and have identified a milestone goal; 59 percent have completed their milestone goal; and 44 percent of priority whānau have progressed from the initial engagement with Kaiārahi, through to planning, completing and achieving their outcomes. Whānau are able to prioritise and work towards multiple outcomes at one time.

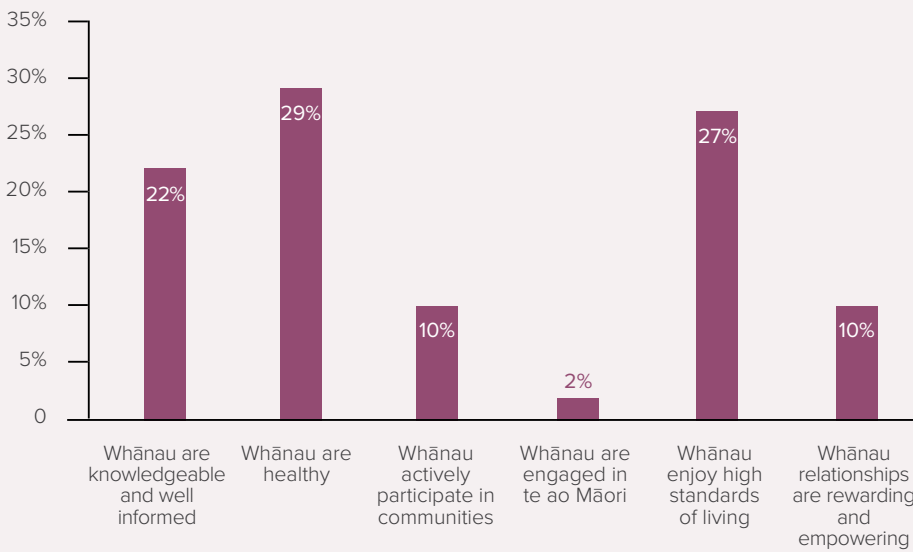
Figure 12: Number of whānau progressing through each Kaiārahi milestone during 2016/17



77. Of the six Te Pou Matakana outcome areas, whānau were most likely to prioritise ‘whānau health’ (29 percent) and ‘whānau standards of living’ (27 percent), and were least likely to prioritise ‘whānau engagement with te ao Māori’ (two percent). Similarly, in 2015/16 ‘whānau health’ and ‘whānau standards of living’ were the main priority for whānau, whilst ‘whānau engagement with te ao Māori’ was the lowest priority. Figure 13 shows the percentage of whānau that prioritised each outcome area.

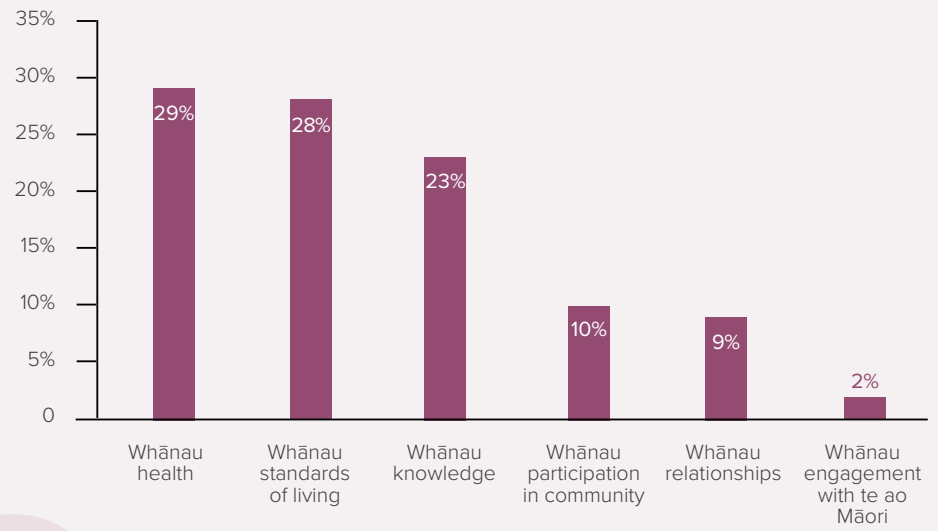
29 percent of whānau working with Kaiārahi focused on improving their health.

Figure 13: Percentage of whānau prioritising outcome areas in 2016/17



78. Of the priority outcome areas set by whānau: whānau health, whānau standards of living, and whānau knowledge were the outcome areas with the highest percentage of goals completed by whānau (see Figure 14).

Figure 14: Percentage of goals completed in each outcome area for whānau engaged with Kaiārahi



79. To support whānau to achieve their goals, Kaiārahi assisted whānau to:

- develop whānau plans
- develop and maintain savings plans/debt management
- re-engage and strengthen relationships with whānau
- increase parenting knowledge/skills
- obtain information and learn about whakapapa
- improve whānau relationships with Māori networks
- participate in marae activities and attend wānanga
- access te reo me ōna tikanga classes
- access physical and personal health services
- access mental, alcohol and violence/abuse services and counselling
- access budget/financial programmes
- access driver training and licensing, warrants and registration
- access legal aid including domestic violence protection orders and Child Youth & Family parenting orders
- access sport and recreational programmes and facilities
- access community resources
- improve whānau relationships with service providers (including with Government departments)
- access housing maintenance and accommodation
- access basic essential household items
- enrol in Early Childhood Education programmes
- enrol and attend primary, secondary and tertiary institutions including alternative education services
- manage truancy and behavioural issues at school
- access foundation and job programmes
- develop a CV and apply for employment
- complete health checks and health screening
- receive support regarding rangatahi suicide prevention
- access tools and resources to reduce anger management; and
- join sports teams/clubs.

80. A number of priority whānau working with Kaiārahi on particular outcomes in health, education and whanaungatanga made positive progress during 2016/17. Results show more tamariki were enrolled and attending education institutions such as early childhood education centres, primary schools and kura (36 percent); a number of rangatahi achieved NCEA level 1 or above (61 percent); a significant number of whānau enrolled with a GP and are now up to date with their immunisations (83 percent); and domestic violence and violent offences have reduced for 72 percent of whānau. Results also show 64 percent of whānau participated in sport and recreation activities and just under half of whānau (49 percent) have developed financial plans and budgets and are consistently using them to support their financial decision making (see Table 4).

Table 4: Whānau achievements by priority indicator during 2016/17 through Kaiārahi support

Priority indicators for whānau engaged with Kaiārahi	Rate (%)
Tamariki in priority whānau who prioritised whānau are self-managing and not enrolled at the initial engagement and are now enrolled and attend an education institution (ECE, primary or kura).	36%
Rangatahi in priority whānau who prioritised education and have achieved NCEA at level 1 or above.	61%
Priority whānau who prioritised health and were not enrolled with a GP or up to date with immunisations at the initial engagement and are now enrolled with a GP and all whānau members are up to date with immunisations.	83%
Priority whānau who prioritised whanaungatanga and identified domestic violence as a concern at the initial engagement and now report a reduction in domestic violence/violent offences.	72%
Priority whānau who prioritised community participation and now participate in organised sport and recreation activities as a result of the intervention.	64%
Priority whānau who prioritised financial literacy and now have developed a financial plan or budget and report consistently using the budget to make decisions.	49%

81. The following story illustrates how the support provided by Kaiārahi enabled a whānau to work towards achieving their short to medium term outcomes.



Whānau Success Story

“Daughter and Mum making it happen together”

Tania is 19 years old and an only child. Her parents separated at a young age and she lived with her dad. She has a tense relationship with her mum. Tania did not complete school and has no job. She spends most of her time ‘sitting around at her dad’s house’.

Tania’s mum is enrolled with a Whānau Ora partner and made a time for her daughter to see a Kaiārahi. With support of her Kaiārahi, Tania identified a number of goals i.e., to have a positive relationship with her mum and to enrol in a learning centre course.

The Kaiārahi referred Tania and her mum to a counsellor. Together they attended counselling to improve communication with each other. Tania was supported to sign up to a local course in Early Childhood Education

(ECE). She did not complete the course but received some credits. While mum was attending counselling she realised she was unhappy in her current casual job. The Kaiārahi supported mum to update her resume, apply for a full-time role at a call centre and provided some interview tips.

Tania recently enrolled in a part time hospitality course which is something she always wanted to do. She is loving her course and job placement at a restaurant. Mum recently received a telephone call advising she was successful in her job with the call centre. Tania and Mum continue to see a counsellor together which has improved their relationship.

Source: Te Pou Matakana Progress Report, 2017.



Te Tai Whenua o Heretaunga Navigator with whānau in Hastings.
Photo credit: Josie McClutchie

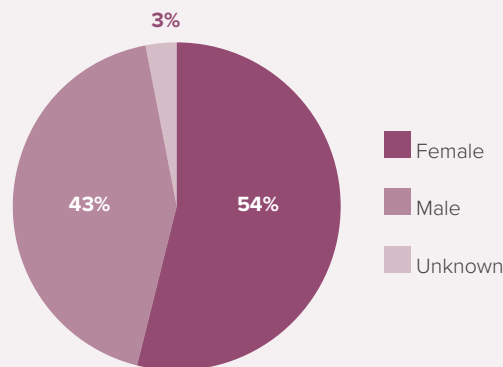
Supporting whānau from dependence to interdependence, self-realisation and actualisation has been a key outcome

Te Pou Matakana (2017)

Collective Impact results

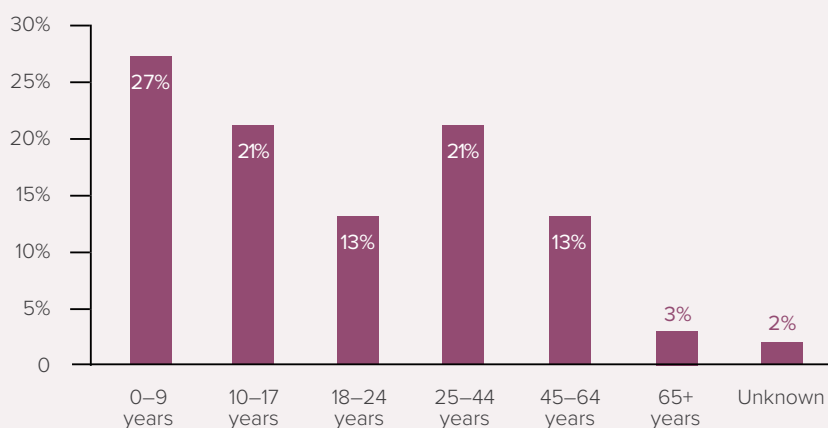
82. Collective Impact is based on recognising that whānau have multiple and complex needs requiring a range of solutions from a number of different agencies and organisations. Te Pou Matakana has established 13 lead Whānau Ora Partners working with over 100 partners/organisations to deliver Collective Impact initiatives. Initiatives support whānau to achieve at least one of the six Te Pou Matakana outcome domains.
83. Whānau Ora partners continue to build relationships, seek co-investment opportunities, and share best practice models and tools with those supporting whānau to achieve their goals and aspirations. Because of this, Collective Impact extended its reach to more partners and whānau during 2016/17.
84. In 2016/17, Collective Impact engaged with 1,333 whānau, made up of 2,929 whānau members. Of the 2,929 whānau members: 54 percent (1,579) were female; and 43 percent (1,252) were male (see Figure 15).

Figure 15: Gender of whānau engaged with Collective Impact during 2016/17



85. Figure 16 shows that the age of whānau engaged with Collective Impact varied however, tamariki and rangatahi (0–17 years) made up nearly 50 percent of those supported by Collective Impact, and only three percent were 65 years and older.

Figure 16: Age breakdown of whānau supported by Collective Impact during 2016/17



86. Collective Impact engaged with whānau across six regions²³ in Te Ika-a-Māui and exceeded the whānau engagement target in four of the six regions. Table 5 shows that overall, the targeted number of whānau that Collective Impact set out to engage, was achieved.

Table 5: Collective Impact – whānau engagement by region during 2016/17

Region	Target	Actuals	
	Priority whānau	Priority whānau	Priority whānau members
	990 priority whānau supported in FY16/17	# priority whānau engaged since 1 July 2016	# priority whānau members engaged since 1 July 2016
Te Tai Tokerau	165	120 ↓	323
Tāmaki Makaurau	165	261 ↑	294
Hauraki – Waikato	165	162 ↓	443
Waiariki	165	197 ↑	316
Ikaroa – Rāwhiti	165	382 ↑	927
Te Tai Hauāuru	165	211 ↑	626
Total	990	1,333	2,929

*The ↑ symbol indicates the target was exceeded.
The ↓ symbol indicates the target was not reached.

²³ Te Tai Tokerau; Tāmaki Makaurau; Hauraki–Waikato; Waiariki; Ikaroa–Rāwhiti and Te Tai Hauāuru are the six regions for Collect Impact engagement.

87. As a result of Collective Impact initiatives, 92 percent of priority whānau completed milestone 2 (identifying their strengths, needs and aspirations). Almost half of priority whānau (47 percent) have progressed from initial engagement with Collective Impact, through to planning, completing milestone goals and achieving their outcomes. Figure 17 shows the progression of whānau towards the five key milestones.

Figure 17: Number of whānau progressing through each Collective Impact milestone during 2016/17



88. Whānau Ora Partners and Kaiārahi worked with whānau to identify the priority outcome area/s that aligned with their goals and aspirations. Whānau knowledge was the most common outcome prioritised with 34 percent of whānau focused on this area. This included areas such as health literacy, skills and knowledge for employment, education and training, financial literacy and budgeting, as well as leadership skills. Figure 18 shows the percentage of whānau working towards each of the six Te Pou Matakana outcome domains and Figure 19 reports the percentage of goals achieved by whānau in each outcome domain.

Figure 18: Percentage of whānau prioritising outcome areas through Collective Impact in 2016/17

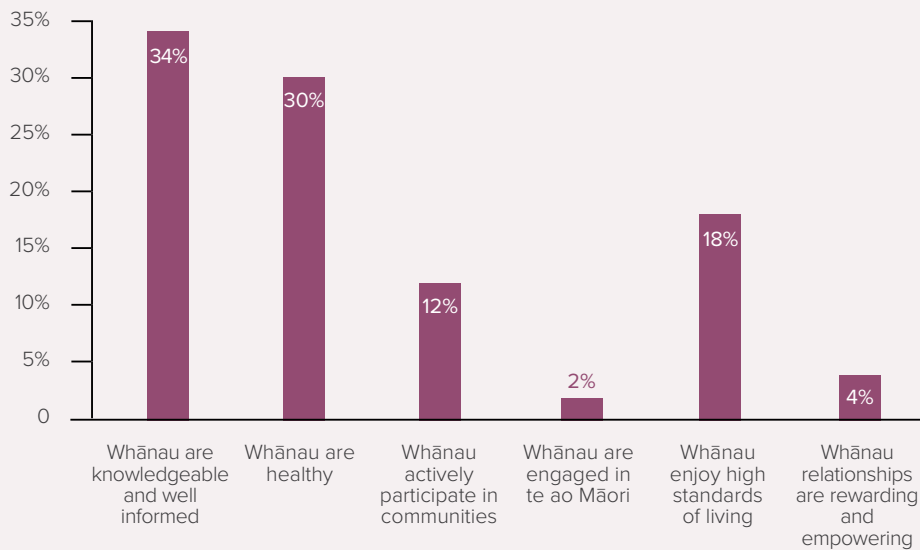
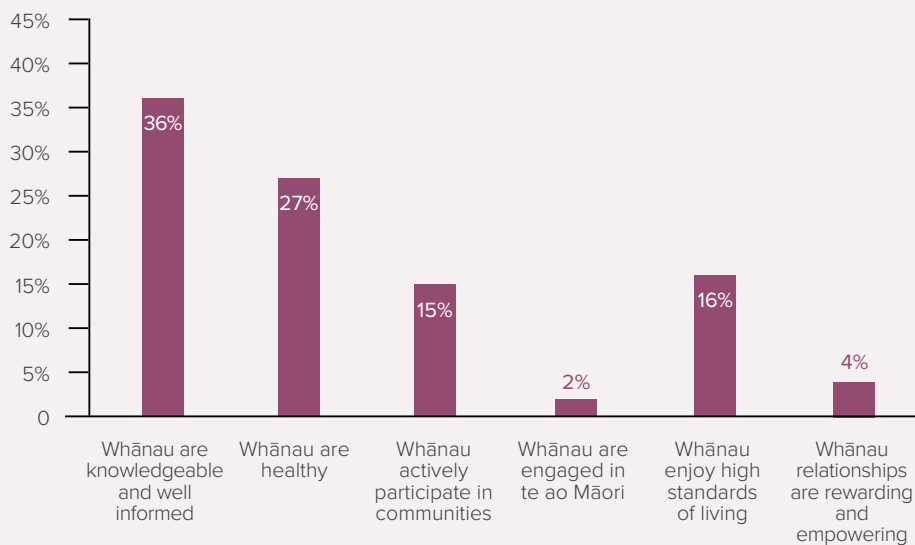


Figure 19: Percentage of whānau achieving set goals in each outcome domain through Collective Impact for 2016/17



89. Positive progress has been seen across a number of outcome areas for whānau who have prioritised these outcomes while engaged with Collective Impact (see Table 6).

Table 6: Collective Impact – whānau achievements by priority indicator during 2016/17

Priority indicators for whānau engaged with Collective Impact	Rate (%)
Tamariki in priority whānau who have prioritised whānau are self-managing who were not enrolled at the initial engagement and are now enrolled and attend an education institution (ECE, primary or kura).	71%
Rangatahi in priority whānau who have prioritised education and have achieved NCEA level 1 or above.	77%
Priority whānau who have prioritised health who were not enrolled with a GP or up to date with immunisations at the initial engagement and are now enrolled with a GP and all whānau members are up to date on immunisations.	84%
Priority whānau who have prioritised whanaungatanga who identified domestic violence as a concern at the initial engagement who now report a reduction in domestic violence/violent offences.	70%
Priority whānau who prioritised community participation and now participate in organised sport and recreation activities as a result of the intervention.	57%
Priority whānau who prioritised financial literacy and have now developed a financial plan or budget and report consistently using the budget to make decisions.	79%

Pou Hākinakina

90. In addition to Te Pou Matakana core commissioning activities, 16.9 Pou Hākinakina FTEs were established in 2016/17. They specifically support whānau to achieve whakapakari tinana (sports and recreational), health or wellbeing outcomes. Pou Hākinakina are positioned across Whānau Ora partners in Te Ika-a-Māui and are required to work with stakeholders at all levels including managers, funders, policy makers, staff, and whānau.
91. In their first year of implementation, Pou Hākinakina focused on engaging and developing relationships with Regional Sports Trusts²⁴ and other sports and recreational institutions to identify whakapakari tinana initiatives for whānau. Pou Hākinakina began to socialise Whānau Ora and reinforced the commissioning for outcome approach with stakeholders across their regions. Pou Hākinakina have approached sports trusts to begin developing governance groups and will be involved in developing clear regional Māori strategies and action plans to support whānau wellbeing.
92. Pou Hākinakina engaged with 528 whānau throughout 2016/17 against an annual target of 338. Whānau were supported to enrol in sport and recreational activities; access nutrition workshops i.e. maara kai in the kainga; leadership and workplace initiatives; and were provided with ongoing support such as regular exercise and nutrition sessions.

²⁴ Regional Sports Trusts include Sport Northland, Aktive – Auckland Sport and Recreation (includes Sport North Harbour, Sport Waitakere, Sport Auckland and Sport Counties Manakau), Sport Bay of Plenty, Sport Waikato, Sport Taranaki, Sport Manawatu, Sport Hawke's Bay and Sport Wellington.

93. Pou Hākinakina reported that collaboration between themselves and Kaiārahi has provided a more succinct coordination of activities for whānau. Kaiārahi have also supported Pou Hākinakina by assisting with whānau referrals and establishing relationships with pre-existing providers and health professionals.
94. Pou Hākinakina have reported that whānau have shown a strong commitment to achieving their own health and wellbeing outcomes. Whānau participation in sport and an active lifestyle has increased through working with Pou Hākinakina and participating in group work. Whānau Direct has supported whānau engaged with Pou Hākinakina by purchasing equipment and resources required for whānau to increase their physical activity. Pou Hākinakina have engaged with the community by attending community events such as expos, social media initiatives and receiving e-newsletters.

Ministry of Social Development contract transfers to Te Pou Matakana

95. In May 2017, 23 contracts were transferred from the Ministry of Social Development to Te Pou Matakana to manage under Whānau Ora. The contracts were undertaken by providers across six regions²⁵ in Te Ika-a-Maui. Over 8,974 whānau were engaged over 2016/17. The contracts covered a range of areas, including (but are not limited to):
- support into education and employment
 - linking whānau with services – including family services/counselling
 - improving outcomes for children pre-birth to 6 years by strengthening service coordination
 - parenting sessions
 - support to access martial arts programmes
 - sports for rangatahi
 - music groups/playgroups/mums and bubs groups
 - school holiday programmes
 - community events/expos
 - supporting whānau group conferences, court, legal advice
 - prevention/early intervention programmes for tamariki and rangatahi
 - relationship management/advice
 - financial and budgeting support
 - numeracy and literacy support
 - pastoral care with rangatahi; and
 - emergency accommodation.

²⁵ Contracts transferred from the Ministry of Social Development to Te Pou Matakana were based in Te Tai Tokerau; Tāmaki Makaurau; Hauraki – Waikato; Waiariki; Ikaroo – Rāwhiti and Te Tai Hauāuru.

Is Te Pou Matakana achieving priority outcomes?

96. The results show that whānau engaged with Te Pou Matakana commissioning initiatives, are achieving across all outcome domains, particularly in the areas of: knowledge; education and employment; health; and standard of living. The investment mechanisms Te Pou Matakana has in place have supported whānau to work towards, and achieve, immediate, short and medium term outcomes. These include: access to household appliances; qualifications through training programmes, schools and alternative education institutions; and increased confidence to participate in society.
97. The Whānau Ora partnership network established by Te Pou Matakana continues to build relationships between partners, seek co-investment opportunities, and share best practice models and tools to support whānau to achieve their goals. As a result, Whānau Ora has extended its reach to whānau and other partners. Results show that Whānau Ora partners have supported whānau to make positive progress towards their goals during 2016/17. For example: 1,233 (92 percent) whānau have identified their strengths, needs and aspirations; 1,089 (82 percent) whānau have developed a plan and identified a milestone goal; and 624 (47 percent) whānau have achieved their priority outcomes.
98. Te Pou Matakana has continued to embed the navigator approach through its Kaiārahi investment activity. Kaiārahi have worked closely with whānau to identify their strengths and goals, and build their capability in a range of areas. The benefits of engaging with only one representative has enabled Kaiārahi to gain a deeper understanding of whānau needs and the challenges whānau face. Pou Hākinakina were introduced in 2016/17 to support whānau specifically with health and wellbeing outcomes. The results demonstrate the positive impact of these roles.
99. Overall, Te Pou Matakana continues to support whānau on a journey from meeting immediate needs to reaching longer term aspirations and becoming self-managing. Te Pou Matakana has exceeded its performance targets for whānau engagement and has clearly demonstrated whānau progress towards priority outcomes. 2,614 whānau have been able to access funds to respond to an immediate need through Whānau Direct. Furthermore, Kaiārahi and Collective Impact Partners have supported whānau to identify and achieve their desired aspirations, including for 6,753 priority whānau.

2.2.2 Te Pūtahitanga o Te Waipounamu

100. Te Pūtahitanga o Te Waipounamu is the Whānau Ora Commissioning Agency supporting whānau in Te Waipounamu, the South Island of New Zealand. Te Pūtahitanga o Te Waipounamu is a partnership between the nine iwi of Te Waipounamu²⁶ and is governed by Te Taumata. Te Taumata is made up of representatives from each of the nine iwi and acts as the guardian of Whānau Ora in Te Waipounamu.
101. Te Pūtahitanga o Te Waipounamu aims to foster and grow inspirational ideas that are whānau-centred, intergenerational, locally driven, collaborative in approach and provide direct impact for whānau. Te Pūtahitanga o Te Waipounamu does this by investing in whānau, entrepreneurs, non-profit organisations and businesses that will build the capability and capacity of whānau across Te Waipounamu. Te Pūtahitanga o Te Waipounamu focuses on the aspirations and development of whānau, rather than taking a traditional provider/service-delivery approach.

Whānau Ora is about trusting in whānau, believing their potential to make positive transformation in their lives.

Helen Leahy, Pouarahi/
Chief Executive
Te Pūtahitanga o
Te Waipounamu (2017)

Te Pūtahitanga o Te Waipounamu Commissioning Activities

102. Te Pūtahitanga o Te Waipounamu delivered its commissioning activities through the *Te Pūtahitanga o Te Waipounamu Whānau Ora Ecosystem*. The ecosystem comprises five commissioning workstreams through which initiatives and projects have been commissioned. The workstreams interact with each other in a way that creates multiple pathways for whānau to access support once engaged with Te Pūtahitanga o Te Waipounamu.

The five 2016/17 commissioning workstreams of Te Pūtahitanga o Te Waipounamu were:

- **Commissioning Pipeline**²⁷ – an open tender funding round that enables whānau to submit their ideas, projects and initiatives for funding, coaching and other support
- **Whānau Enhancement** – this approach uses navigators to support whānau to identify their aspirations and build their capacity to achieve their goals across a range of outcomes
- **Capability Development** – focuses on investing in the growth and development of innovative ideas, organisations, and projects and individual leaders with the potential to create a far reaching social impact for whānau. The aim is to achieve these outcomes through wānanga, networking, Whānau Enterprise coaching²⁸, and professional mentors

26 Ngāi Tahu, Ngāti Rārua, Ngāti Tama, Ngāti Kuia, Ngāti Koata, Rangitāne o Wairau, Ngāti Apa ki te Rā Tō, Ngāti Toa Rangatira, and Te Ātiawa o Te Waka-a-Māui.

27 Inclusive of the Maara Kai Fund; Whirinaki Fund/Move our Motu and the Anahera Fund.

28 Whānau Enterprise Coaches support whānau initiatives to develop and realise their potential. They are the community face of Te Pūtahitanga o Te Waipounamu across Te Waipounamu. They are closely connected and trusted by communities within Te Waipounamu.

- **Te Punanga Haumarū** – focuses on commissioning initiatives that support whānau and communities to create safe and nurturing environments for tamariki, rangatahi and whānau, with a particular focus on encouraging positive behaviours and the prevention of bullying. Te Punanga Haumarū aims to build ownership and commitment at a local level, change attitudes and behaviours in communities, increase the knowledge and understanding of the impact of bullying and provide tools and strategies to support effective community action; and
- **Research and Evaluation** – this workstream supports Te Pūtahitanga o Te Waipounamu to commission initiatives that are relevant, productive, and efficient to whānau within Te Waipounamu.

103. In addition to the five commissioning workstreams, Te Pūtahitanga o Te Waipounamu managed five contracts that were transferred from the Ministry of Social Development. The contracts focused on Family Support Services and community workers. Furthermore, Te Pūtahitanga o Te Waipounamu provided emergency support responding to natural disasters such as earthquakes, floods and fires in Te Waipounamu.

What results did Te Pūtahitanga o Te Waipounamu achieve in 2016/17?

Commissioning Pipeline

104. In 2016/17, Te Pūtahitanga o Te Waipounamu reported whānau achievements based on a selected number of active Commissioning Pipeline initiatives²⁹.
105. The Commissioning Pipeline has approximately two open tender process funding rounds per year. The funding rounds are referred to as “Waves” which represents the momentum of change that comes from whānau energy and ideas. The Commissioning Pipeline supports a diverse range of initiatives guided by the seven Pou³⁰ of the Whānau Ora outcomes framework.
106. Due to the unique nature of each individual initiative approved under the Commissioning Pipeline, unique measures are created to enable meaningful data for both service development and reporting. Commissioned initiatives report quarterly, producing cross-sectional data gathered through client surveys. Clients are asked about the impact of the initiative on their skills and knowledge, attitudes and opinions, behaviour and circumstances. This data is supplemented by data gathered by the initiative providers. The overarching outcomes framework is one of Results Based Accountability. Data shows Te Pūtahitanga o Te Waipounamu is generally achieving good results.

²⁹ Te Pūtahitanga o Te Waipounamu reported whānau outcomes which represented a sample size of 18 percent. The results do not reflect the overall achievement for whānau through the commissioning pipeline in 2016/17.

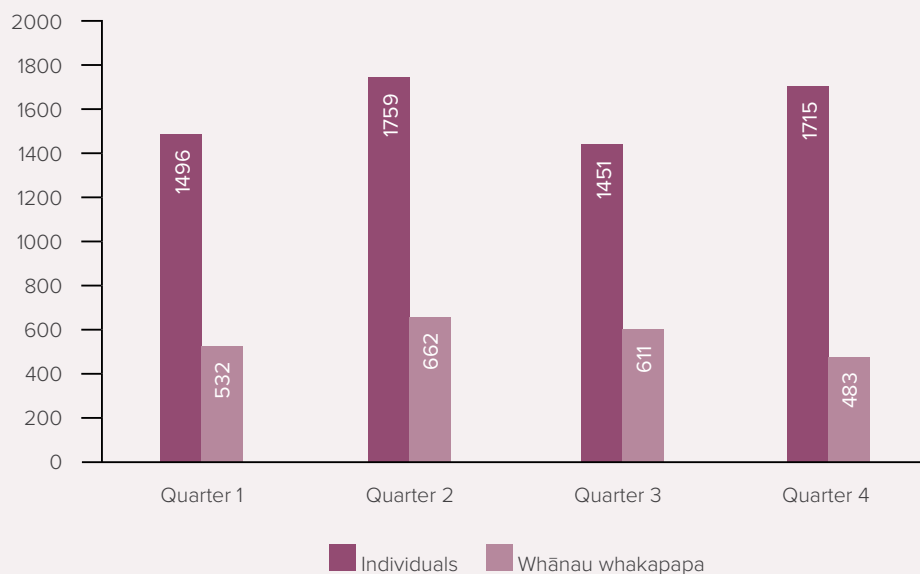
³⁰ Te Pūtahitanga o Te Waipounamu refer to the seven outcome areas of the Whānau Ora Outcomes Framework as “Pou”.

107. However, there are challenges in using this cross-sectional data to map progress over time, such as, the phased approach to whānau investment. As a new wave begins previous waves prepare to exit contracts. For many initiatives new whānau may start engaging with the initiative in any particular reporting quarter. This compromises measuring the establishment of a true baseline in quarter one and comparing this data with quarter four.
108. Te Pūtahitanga and Te Puni Kōkiri are working together to create future data enhancements. This includes a revision of the framework, increased aggregate reporting of indicators by Whānau Ora Pou, and an increased focus on producing year-to-date data.
109. In 2016/17, in addition to the open tender process, the Commissioning Pipeline provided funds targeting specific outcomes. The Maara Kai Fund supported initiatives that nourish and sustain whānau through a focus on healthy kai. The Whirinaki Fund supported initiatives that enabled whānau to get active and stay active both physically and culturally. The Anahera Fund supported whānau to move their proposals beyond the idea phase with small grants of up to \$5,000.
110. In 2016/17, 75 applications were successful in increasing the total number of Commissioning Pipeline initiatives invested in by Te Pūtahitanga o Te Waipounamu to 121, since its establishment in 2014. Of these 121 initiatives 93 were active in 2016/17.

Whānau Engagement in Commissioning Pipeline Activities

111. Te Pūtahitanga o Te Waipounamu report whānau engagement as individual people and as whānau whakapapa³¹. Figure 20 shows the number of whānau engaged in each quarter across the 2016/17 year.

Figure 20: Number of individuals and whānau whakapapa engaged with Commissioning Pipeline activities during 2016/17



112. Te Pūtahitanga o Te Waipounamu provided Core Commissioning initiatives to whānau across 17 locations in Te Waipounamu including: Waikawa; Te Tau Ihu; Motueka; Whakatū; Wairau; Kawatiri; Te Tai Poutini; Kaikōura; Hokitika; Waitaha; Ōtautahi; Arowhenua; Ōtākou; Waihopai; Murihiku; Awarua and Wharekauri.

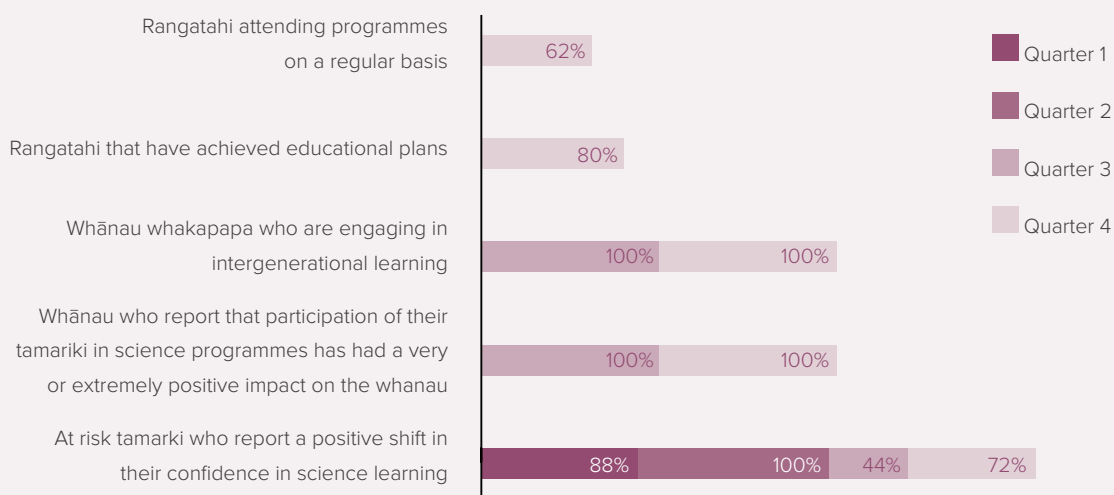
113. In 2016/17, whānau engaged with Commissioning Pipeline initiatives worked towards achieving at least one of the seven Pou. While the initiatives are diverse and aim to achieve a range of outcomes, three common impact areas were identified and reported on by Te Pūtahitanga o Te Waipounamu. The impact areas are Education and Skills; Health and Wellbeing; and Culture and Identity.

31 Whānau Whakapapa refers to Genealogical linked families.

Commissioning Pipeline Impact in Te Waipounamu – Education and Skills

114. Te Pūtahitanga o Te Waipounamu recognises the importance of whānau having access to education and employment opportunities through all stages of their lives. Te Pūtahitanga o Te Waipounamu invests in a number of initiatives that focus on providing educational opportunities for whānau including initiatives that support employment opportunities, vulnerable tamariki and kaumātua, and those with disabilities.
115. Te Waipounamu is made up of a youthful population with just over half (52 percent) of the Māori population under 25 years. Positive achievements have been seen in this age group. In quarter four of 2016/17, 62 percent of rangatahi engaged by Te Pūtahitanga o Te Waipounamu were attending programmes on a regular basis and 80 percent had developed educational plans. One hundred percent of whānau engaged by Te Pūtahitanga o Te Waipounamu initiatives reported that participation of their tamariki in science programmes has had a very or extremely positive impact on whānau and 100 percent of whānau whakapapa were engaged in intergenerational learning. Furthermore, 72 percent of at risk tamariki have reported a positive shift in their confidence in science and learning. This shows that whānau, particularly rangatahi, are engaging in initiatives invested in by Te Pūtahitanga o Te Waipounamu and in most cases are working towards achieving educational outcomes (see Figure 21).

Figure 21: Percentage of whānau who achieved educational outcomes through the Commissioning Pipeline in 2016/17



Note – Data is not available for every quarter because of the establishment of a new reporting system and the staggered establishment phases of initiatives.

He Toki Ki te Mahi

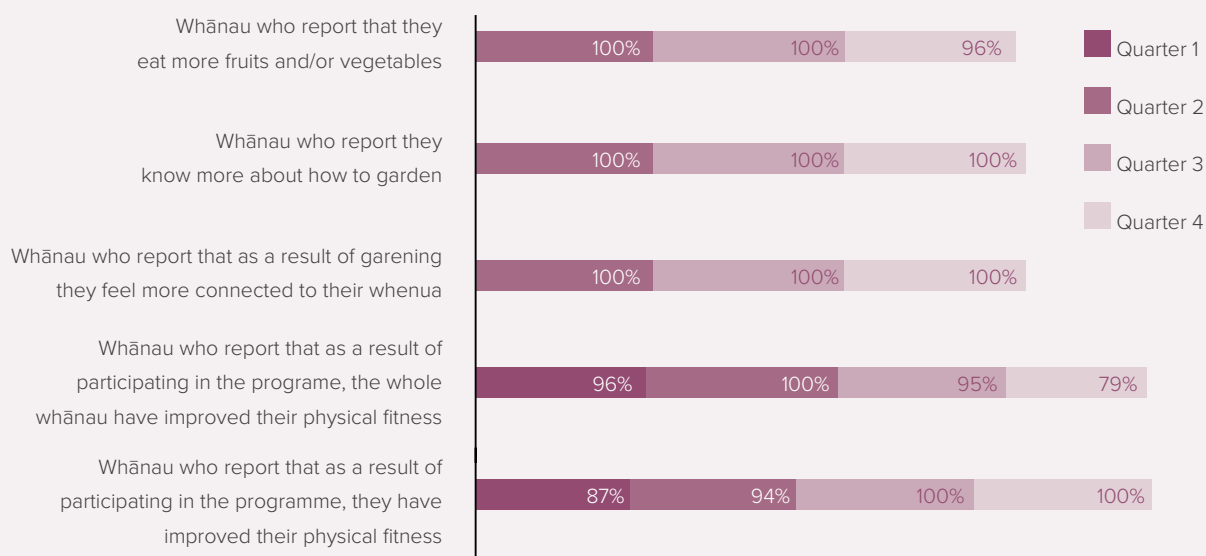
116. An example of an initiative that aims to support rangatahi to increase their educational and employment outcomes is He Toki ki te Mahi based in Christchurch. He Toki ki te Mahi, supported by He Toki ki te Mahi Trust is a group training scheme that assists pre-trade graduates to obtain and complete apprenticeships in the construction industry. He Toki ki te Mahi Trust employs rangatahi and builds relationships with potential employers for rangatahi placement. Funding from Te Pūtahitanga o Te Waipounamu enabled the Trust to employ a full-time mentor to provide pastoral support to rangatahi, including support with accommodation, transport to work and financial assistance. Funding also helped provide rangatahi with tools and equipment, and covered course fees. In 2016/17, Te Pūtahitanga o Te Waipounamu undertook a cost benefit analysis of He Toki ki te Mahi. The analysis demonstrated there were lifelong benefits for students attaining education and skills. The study also demonstrated the value of the Whānau Ora Investment, with a \$7 return for every \$1 invested in He Toki ki te Mahi³².

Commissioning Pipeline Impact in Te Waipounamu – Health and Wellbeing

117. Te Pūtahitanga o Te Waipounamu identified Pou Rua of the Whānau Ora Outcomes Framework: Whānau are living healthy lifestyles as a key priority for many whānau residing in Te Waipounamu. To address the need, Te Pūtahitanga o Te Waipounamu invested in initiatives with a focus on improving health and wellbeing outcomes for whānau. The initiatives are diverse and range from exercise classes, maara kai at marae and homes, rongoā practitioners, healthy food businesses, and health research.
118. Figure 22 shows that a high percentage of whānau participating in the Commissioning Pipeline activities made healthy changes in terms of increasing their intake of fruit and vegetables and learning more about gardening. Their experience with gardening has helped them feel more connected to the whenua. It also shows how participating in physical initiatives improved the fitness of individuals on the programmes and across the wider whānau.

32 Source: Te Pūtahitanga o Te Waipounamu Annual Report, 2017.

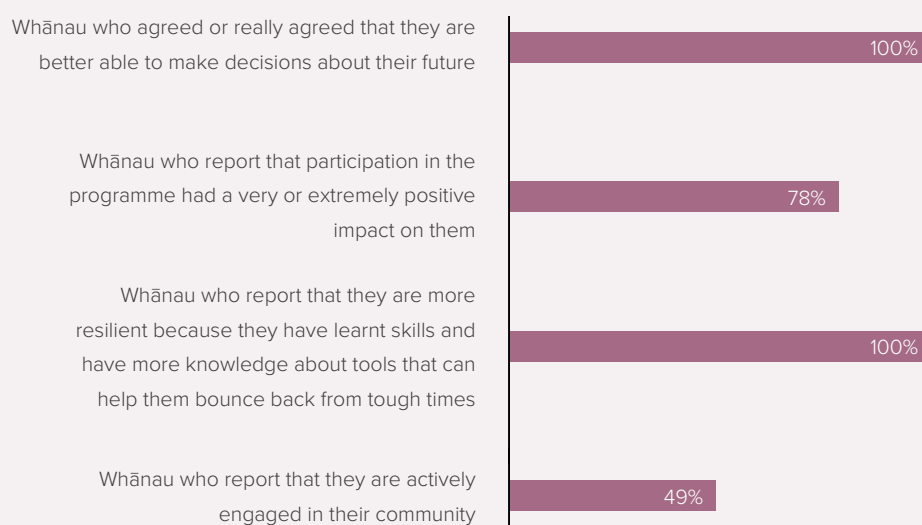
Figure 22: Percentage of whānau reporting against health outcome performance measures for 2016/17



Note: Data is not available for every quarter because of the establishment of a new reporting system and the staggered establishment phases of initiatives.

119. Not only are whānau achieving health and wellbeing in terms of increasing their healthy food intake and exercise, they are also achieving health goals relating to their emotional, spiritual and mental wellbeing. Whānau have reported that they are more resilient and able to use the tools and knowledge they have learnt on Te Pūtahitanga o Te Waipounamu programmes to work through tough times. Whānau also reported that participation in the programmes has had a very or extremely positive impact on them and that they are able to make decisions about their future. Some whānau have also reported that they are actively engaged in their community. Figure 23 shows whānau participating in Te Pūtahitanga o Te Waipounamu programmes are seeing positive changes. However, it also highlights that just over 50 percent of whānau are not actively engaging in their communities when they first come into contact with Te Pūtahitanga o Te Waipounamu.

Figure 23: Percentage of whānau reporting against wellbeing performance measures for quarter four of 2016/17



120. As a result of participation in Commissioning Pipeline initiatives whānau are doing well or extremely well (Table 7)³³. In addition, the majority of whānau are reporting that their health is excellent, very good or good (Table 8) and over 80 percent of whānau are exercising regularly (Table 9). Overall, whānau who are engaged with Commissioning Pipeline initiatives are seeing positive impacts on their health and wellbeing.

³³ The nature of the commissioning timeframe means that there may be a different composition of whānau across quarters. As such, caution is advised against interpreting any trends across quarters.

Table 7: Percentage and number of whānau who report that they are doing well or extremely well

Quarter 1	Quarter 2	Quarter 3	Quarter 4
n/a	100% (n=115)	98% (n=82)	86% (n=127)

Note: Data is not available for every quarter because of the establishment of a new reporting system and the staggered establishment phases of initiatives.

Table 8: Percentage and number of whānau who report that their health is excellent, very good or good

Quarter 1	Quarter 2	Quarter 3	Quarter 4
78% (n=25)	100% (n=28)	84% (n=59)	71% (n=32)

Table 9: Percentage and number of whānau who report that they exercise regularly

Quarter 1	Quarter 2	Quarter 3	Quarter 4
81% (n=34)	99% (n=73)	88% (n=73)	88% (n=61)

Hale Compound Conditioning – a health and wellbeing Commissioning Pipeline initiative

121. Hale Compound Conditioning is a whānau-centred, kaupapa Māori gym based in Christchurch that supports whānau to live healthy lifestyles. The business is run by Corey and Manu Hale, a husband and wife team who specialise in weight loss and high intensity full body conditioning. The business was established to make a positive impact in the lives of whānau after the Christchurch earthquakes. The gym started out in the Hale’s garage and had a membership of 130 whānau with a number of whānau on a waiting list. Since 2014, the Hales have participated in initiatives³⁴ run by Te Pūtahitanga o Te Waipounamu to help grow their capability and capacity to run their business. In 2016, Hale Compound Conditioning was the preferred Māori fitness provider in Christchurch and trained three National Kapa Haka representative groups. In September 2017, Corey and Manu’s vision came to fruition with the official opening of

Pou whā: whānau are confidently participating in te ao Māori.

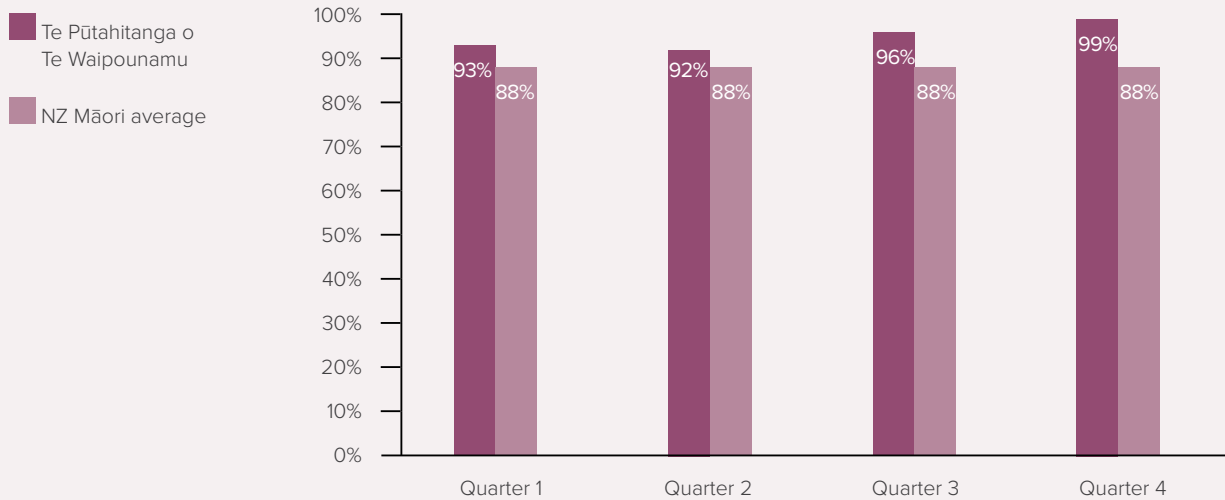
³⁴ The Hales participated in the Hothouse Den event in 2014 and the accelerator programme – Te Pāpori o Whakatere Incubator.

the Hale Compound Conditioning standalone gym. This initiative shows the positive impact Te Pūtahitanga o Te Waipounamu has had including growing the capability and leadership skills of the Hale whānau to achieve their aspirations; increasing whānau-centred and driven initiatives in the community; and supporting a programme which is helping whānau in Te Waipounamu with their health and wellbeing goals.

Commissioning Pipeline Impact in Te Waipounamu – Culture and Identity

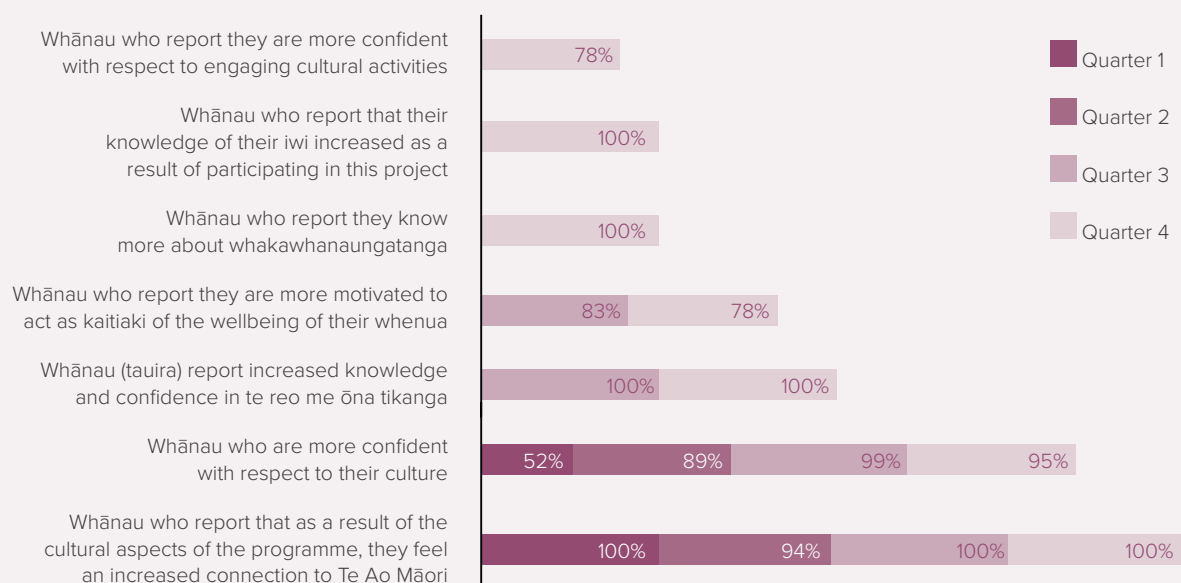
122. All initiatives invested in by Te Pūtahitanga o Te Waipounamu have a cultural aspect, however a number of initiatives specifically focus on strengthening culture and identity, which aligns with Pou Whā of the Whānau Ora outcomes framework: *Whānau are confidently participating in te ao Māori (the Māori world)*. The initiatives are diverse to suit the aspirations of all whānau and include learning and the use of te reo Māori, tikanga and kawa, and a connection to whenua and whakapapa.
123. In 2016/17, of 700 respondents engaged with Te Pūtahitanga o Te Waipounamu, over 90 percent reported knowing their iwi which was slightly higher than the New Zealand Māori average (see Figure 24).

Figure 24: Percentage of whānau who know their iwi (700 respondents)



124. During 2016/17 the majority of whānau engaged with Commissioning Pipeline activities reported they are successfully working towards achieving their goals and aspirations in relation to confidently participating in te ao Māori. Figure 25 shows whānau are reporting positive results. For example, 100 percent (of 385 tauira) reported an increase in knowledge and confidence in te reo me ōna tikanga and 100 percent reported that as a result of the cultural aspects of the programme, they feel an increased connection to te ao Māori.

Figure 25: Sample of aggregated performance measures across a wide range of Te Pūtahitanga o Te Waipounamu initiatives



Omaka Marae – an example of a Culture and Identity Commissioning Pipeline initiative

125. Omaka Marae in Blenheim is an example of a successful commissioned initiative under the Commissioning Pipeline that aimed to strengthen culture and identity within the community. Omaka Marae focused on building cultural capability with whānau through learning and wānanga opportunities on the marae. Omaka Marae has 300 members. Its vision is based on ‘He Pa Ora, He Pa Wānanga – a thriving, culturally strong and well-connected whānau through a thriving and sustainable living and learning marae’. In 2015, Omaka Marae established Pa Kids, a pilot programme teaching tamariki and te reo Māori as a ‘stepping stone’ to setting up a Kaupapa-Māori school in Marlborough. In 2018, Omaka Marae is to open ‘Pā Wananga’ the first bilingual school in the Marlborough region. In addition to providing education to tamariki and rangatahi, Omaka Marae has proposed a Whare Hākinakina (gymnasium) to build whānau health and wellbeing through activities such as taiaha, waka ama, boxing and jujitsu.³⁵

The call of duty for many navigators who support whānau through these crisis points means they will go above and beyond what might otherwise be expected from a nine to five service.

Te Pūtahitanga o Te Waipounamu (2017)

35 Source: Te Pūtahitanga o Te Waipounamu Annual Report (2017).

Whānau Enhancement results

126. 2016/17 saw an increase in Whānau Ora navigators,³⁶ with the funding of 57 navigator FTEs as at June 2017, an increase of 26 navigator FTEs compared to last year. This includes five Navigators-Resilience (supporting whānau in recovery from earthquakes) and nine Navigator-Tinana (helping whānau achieve health and wellbeing goals). Navigators assist whānau to develop plans, access services and build leadership, thus increasing the capability of whānau to lead their own transformation, rather than becoming dependent on navigators.
127. In 2016/17, Whānau Ora navigators engaged with whānau across 11 locations in Te Waipounamu including Whakatū; Te Tau Ihu; Kaikōura; Hurunui; Te Tai Poutini; Waitaha; Arowhenua; Ōtākou; Hokonui; Murihiku and Wharekauri. Table 10 shows the number of individuals and whānau whakapapa supported across the financial year.

Table 10: Number of whānau supported by Whānau Ora Navigators

	Quarter One	Quarter Two	Quarter Three	Quarter Four
# individuals	1104	1049	931	1130
# whānau as whakapapa	534	493	551	623

128. Whānau Ora navigators support whānau to develop plans using the PATH (Planning Alternative Tomorrows with Hope) planning tool. This helps whānau clarify their dreams and put in place the necessary steps to achieve their goals. Developing plans also helps whānau to identify challenges and solutions to ensure goals can be met. Planning recognises the strengths and skills that whānau have and identifies the support they may need. Table 11 reports the number of whānau individuals and whānau whakapapa who developed plans in 2016/17.

Table 11: Number of whānau individuals and whānau whakapapa who have developed plans

	Quarter One	Quarter Two	Quarter Three	Quarter Four
# individuals with a development plan	338	309	329	506
# whānau whakapapa with a development plan	249	274	259	480

³⁶ Navigators work alongside whānau to support whānau to achieve their goals and aspirations.

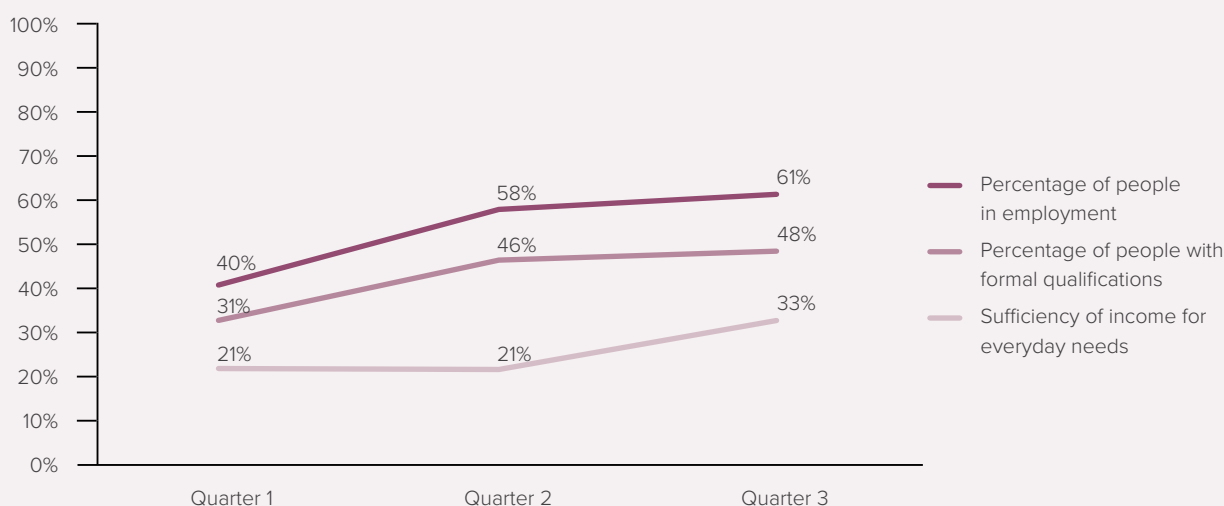
129. While the number of individuals and whānau engaged by the Whānau Ora navigators (Table 9) may seem large when compared to the individuals and whānau who have developed a plan (Table 10), this can be due to the many challenges whānau face when developing a plan, such as the time required and a reluctance to put a plan on paper. Furthermore, Whānau Ora navigators place a lot of emphasis on whakawhanaungatanga (establishing/building relationships) prior to PATH plan development and whānau can still be making progress without having developed a formal PATH plan. Additionally, whānau engaged in each quarter are not necessarily new whānau, and may have already developed plans.
130. A whānau member engaged with navigational support acknowledges the diversity within whānau and what that means in terms of whānau working towards achieving their goals and the use of a PATH plan.

“Great things [are] happening but I still haven’t managed to get mum on a PATH plan. So we must remember sometimes it’s not about that. There are exceptions and every whānau is unique”

(Te Pūtahitanga o Te Waipounamu Progress Report, 2017).

131. During 2016/17, whānau engaged with navigational support made positive progress across a number of outcome areas. For example, in terms of economic outcomes more whānau are in employment (from 40 percent to 61 percent), gaining formal qualifications (from 31 percent to 48 percent) and reporting sufficient income for everyday needs (from 21 percent to 33 percent) (Figure 26).

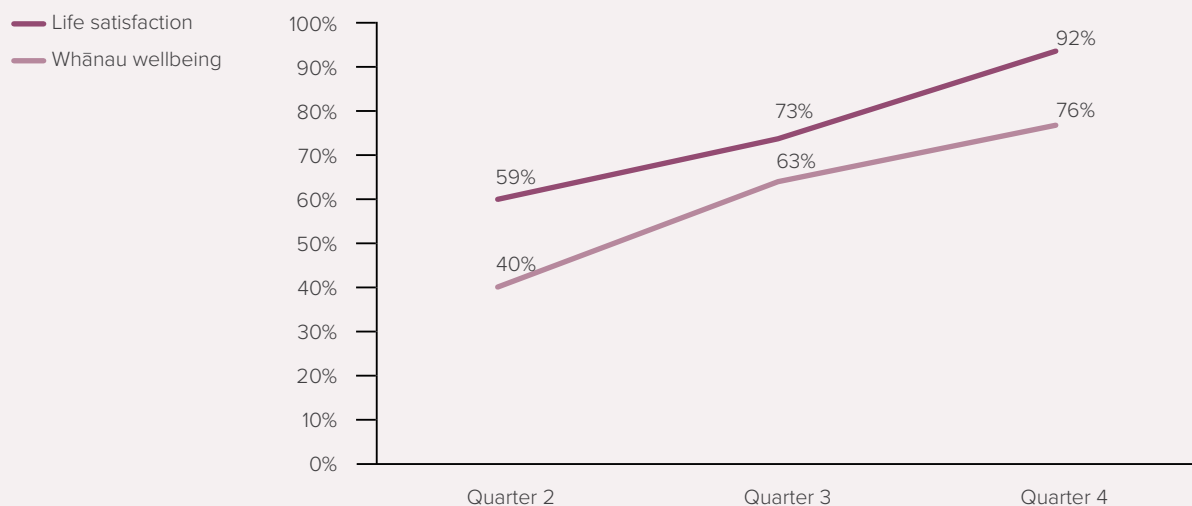
Figure 26: Whānau progression of economic outcome



Note: Data is not available for every quarter because of the establishment of a new reporting system and the staggered establishment phases of initiatives.

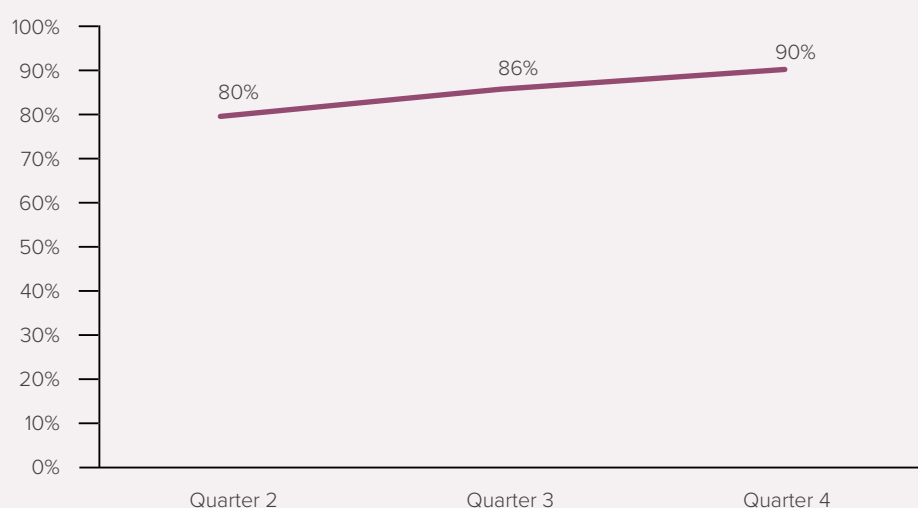
132. Figure 27 highlights that more whānau are reporting positive progress relating to wellbeing outcomes particularly life satisfaction and the wellbeing of their whānau.

Figure 27: Percentage of whānau who have reported they have life satisfaction and whānau wellbeing



133. Figure 28 shows the positive progress whānau made in the area of health with 10 percent more people reporting their health as good between quarter two and four in 2016/17.

Figure 28: Percentage of whānau who have reported their health is good



134. The following story provides an example of a whānau member supported by a Whānau Ora navigator to achieve short, medium and long term goals.



Whānau Ora Navigator Case Study

Moana³⁷ is 16 years old and was originally referred to a Marae service as she had been out of education for the last two years. Moana has been supported to enrol at the Correspondence School, where she attends the Learning Hub three days a week. Moana struggled at times with her attendance as she was helping her mother with the day to day care of her younger siblings after her dad went to jail.

Through the tool of Pathway Planning, Moana determined the following two priorities:

1. A greater level of personal independence, as she identified that her home environment was not supportive of her studies.
2. Learning how to eat healthily and achieve and maintain a healthy weight.

Moana took the following steps towards achieving her aspirations:

To gain independence

3. Moana was linked with a Youth Case Manager to gain information on entry criteria and the enrolment process to further her studies.
4. She received support to get a birth certificate and open a bank account

5. She met with whānau and identified suitable whānau members to board with
6. She sought support for a Fifeshire Foundation grant for winter clothing
7. She sought support through a Taura Tautoko grant to help with her Learner's License fee

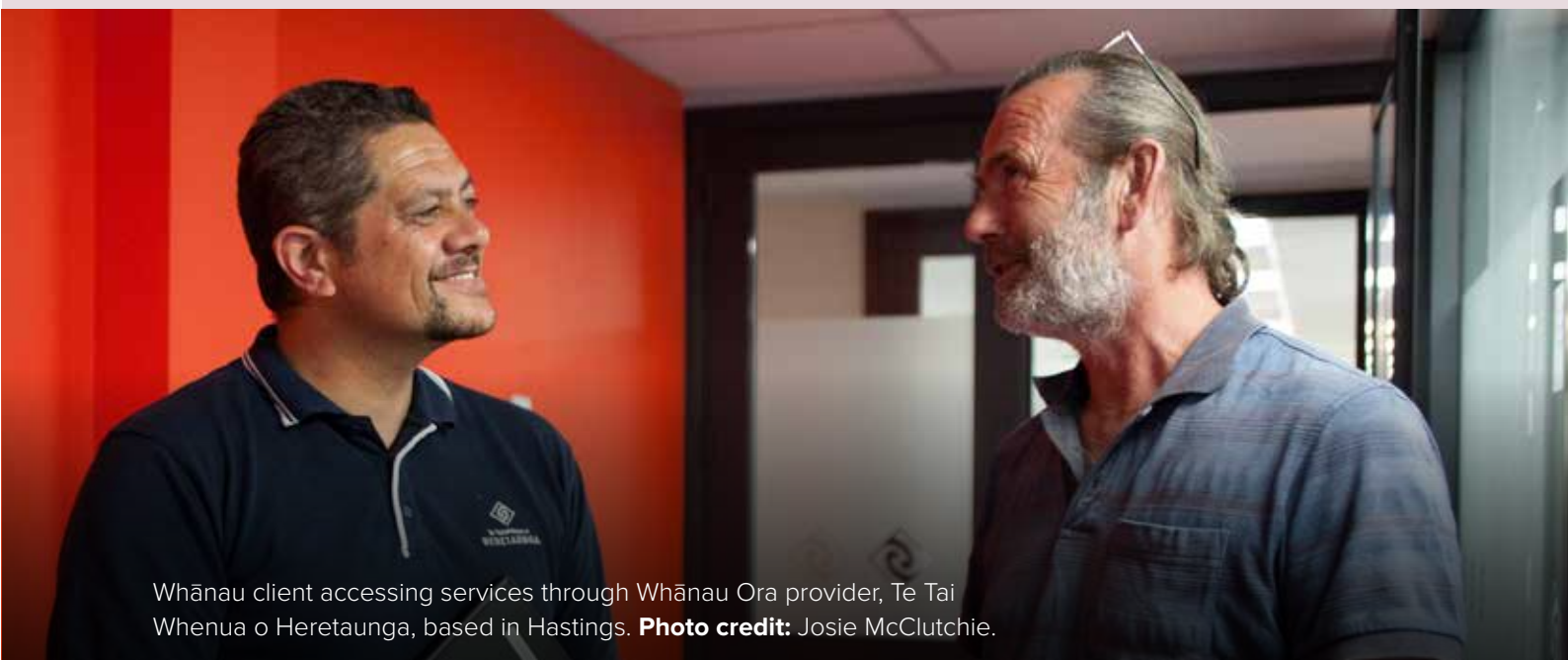
To improve her health

1. Moana undertook a General Practitioner appointment to get a full health check
2. She received General Practitioner vouchers for ongoing health needs
3. She received support to enrol with a dentist and organised a yearly check up
4. She received access to healthy eating plans and education.

Moana has now started working towards gaining some of her NCEA Level One credits. She has also identified a career pathway in Bee Farming to work towards after she achieves her NCEA Level 2 with the Correspondence School.

Source: Te Pūtahitanga o Te Waipounamu Progress Report, 2017.

³⁷ Names have been made up to protect privacy and confidentiality.



Whānau client accessing services through Whānau Ora provider, Te Tai Whenua o Heretaunga, based in Hastings. **Photo credit:** Josie McClutchie.

Capability Development results

135. Through its Capability Development activities Te Pūtahitanga o Te Waipounamu seeks to nurture emerging leaders recognised by their whānau as future champions of Whānau Ora. For this reason it has initiated opportunities for engagement through wānanga, coaching, networking and professional mentors. Capability Development increases the ability of whānau to be self-managing and self-reliant by providing access to tools that will strengthen whānau and lessen dependency on Government assistance over time.
136. In 2016/17, Te Pūtahitanga o Te Waipounamu organised a range of networking programmes for whānau to create networks, share ideas and generate discussion on strategies to achieve Whānau Ora outcomes. They included Te Kākano o te Tōtara, Te Pāpori o Whakatere – Accelerator Programme, and Te Pūtahitanga o Te Waipounamu o Te Waipounamu Annual Symposium: Wāhia, Haea, Rotua.

Te Kākano o te Tōtara

137. Te Kākano o te Tōtara is a leadership development programme aimed at nurturing emerging leaders within the community. The programme provided whānau with support through wānanga, networking, coaching, and professional mentors. In 2016/17, the programme focused on rangatahi leadership with rangatahi playing a key role in its development.
138. During 2016/17, Te Kākano o te Tōtara ran two programmes, led one leadership development wānanga³⁸ with three other wānanga planned for 2017/18, and engaged with 35 rangatahi across Te Waipounamu. As part of the first wānanga, rangatahi met with staff at Te Whenua Taurikura – the offices of Te Pūtahitanga o Te Waipounamu – and had the opportunity to see how Te Pūtahitanga o Te Waipounamu works. Rangatahi also took part in two sessions; one focused on whakapapa and the other on understanding their strengths and how that applied to their lives and as leaders (using the GALLUP strengths finder approach). A graduation was held for rangatahi who had completed four wānanga in November 2016.

Te Pāpori o Whakatere – Accelerator programme

139. This programme offers the opportunity to support the growth and development of innovative social impact initiatives for whānau through wānanga, networking, coaching and mentoring. The entities involved in this programme in 2016/17 included:
- Bros 4 Change
 - Yoga Warriors
 - Soul full Superfood Ltd
 - Hīkoi Waewae
 - Hale Compound Conditioning

³⁸ The four wānanga were focused on four themes: Leadership and Self Awareness; Contemporary Māori Leadership; Leaders as Change Agents; and Rangatahi as Leaders.

- Puha Pesto
- Waka Whenua; and
- Rangatahi Tumeke.

140. Outcomes from the 2016/2017 cohort included:

- 60 percent of the businesses in the start-up programme were successfully funded
- 80 percent have achieved significant business development milestones
- 50 percent are deriving income and are dedicated to enterprise
- 70 percent have increased their market reach; and
- 40 percent have increased their scale and employment of staff.

141. Participants have expressed how the programme has supported them to work towards their goals.

“Starting out in our whānau business, it’s such a steep learning curve, having the support to break things down and make[s] it clear, there is so much to be gained out of this.”

“I could sit at home for a week working on something, but I come to Pāpori and it’s all laid out and I can achieve stuff in a couple of hours.”

“Not having a business background or having done well at school, it’s helped us focus on our goals, a plan to follow, look back and review and be clear on where we are heading.”

142. The participants who attended the 10-week intensive course graduated in December 2016. The next programme is due to commence in 2018.

Te Pūtahitanga o Te Waipounamu Annual Symposium: Wāhia, Haea, Rotua

143. The Annual Te Pūtahitanga o Te Waipounamu Symposium was held at Ngā Hau e Whā Marae in Christchurch on the 21–23 June 2017 and was attended by over 200 participants from across New Zealand. The symposium provided an opportunity to share Whānau Ora stories and best practice strategies to achieve Whānau Ora outcomes. It also provided participants with networking opportunities to create connections and to expand the ecosystem of Te Pūtahitanga o Te Waipounamu by developing partnerships, establishing a presence, and promoting their profile.

144. In addition, Te Pūtahitanga o Te Waipounamu hosted a rangatahi wānanga parallel to the symposium. The wānanga included rangatahi keynote speakers and activities targeting the younger generation. At the wānanga, rangatahi attended sessions relevant to the future leadership roles they may play in their communities. They also had the opportunity to showcase their leadership skills and present key messages from their sessions to those attending the symposium.

145. As part of the Capability Development workstream, Te Pūtahitanga o Te Waipounamu developed a rangatahi internship programme. The internship programme provides rangatahi with an opportunity to apply their studies in a professional environment while receiving mentoring and guidance from experienced staff members. In 2016/17, one intern was recruited for 400 working hours.
146. Te Pūtahitanga o Te Waipounamu also provided sponsorship to whānau within Te Waipounamu to grow whānau and community engagement; to encourage and grow relationships between whānau, the community and key stakeholders; and to build the capability and capacity of whānau to promote whānau self-determination. Examples of sponsorship for 2016/17 includes:
- **Te Hautoka 2017: Ōtākou-Murihiku Kapa Haka Kura Tuarua** – this was a regional kapahaka initiative which assisted whānau to participate in the experience of cultural revitalisation, te reo rangatira and identity, connection and belonging.
 - **Wānanga to establish tangata tiaki – te pa harakeke** – funding for a series of workshops to learn the sustainable practice of harvesting and caring for harakeke, including gathering materials and learning relevant techniques.
 - **Pae Ora City 2 Surf – Healthy Whānau Futures event** – this initiative supports whānau to participate in a physical activity event that promotes health and wellbeing. The events are supported by a partnership of key stakeholders including He Waka Tapu, Māori providers such as Te Puawaitanga Ki Ōtautahi Trust, Purapura whetū and Te Ora Hou, and other organisations.

Whānau Enterprise Coaches

147. Whānau Enterprise coaches are available to assist newly engaged whānau to navigate the contract negotiation process with Te Pūtahitanga o Te Waipounamu and support the creation of a collection of initiated ventures. Whānau Enterprise coaching includes support with networking, planning, business administration, te reo Māori, tikanga Māori and toi Māori. In 2016/17, 11 Whānau Enterprise coaches spent 2971 hours supporting whānau. Whānau Enterprise coaches work closely with Contract Advisors to ensure whānau receive co-ordinated, effective and transparent support.

Te Koha – Suicide Prevention Collaboration

148. Te Koha is a suicide prevention project that Te Pūtahitanga o Te Waipounamu is involved in. It was developed in 2016/17 and is due to begin in 2017/18. The purpose of the project is for organisations within Te Waipounamu to work together in the suicide prevention space. The work is being developed with an emphasis on the Whānau Ora approach. The project seeks to understand the gaps in the current provision of support for whānau.

Te Punanga Haumarū results

149. Te Punanga Haumarū is a relatively new fund developed in 2015/16 aimed at commissioning a whānau-centred approach to support whānau and communities to create safe and nurturing environments for tamariki and rangatahi. In 2016/17, Te Pūtahitanga o Te Waipounamu undertook the following:
- facilitated a series of educational sessions with whānau including tamariki and rangatahi with a focus on keeping tamariki and rangatahi safe from bullying
 - supported Tū Pono: Te Mana Kaha o te Whānau project which helps whānau through the harms of domestic and sexual violence
 - led the Tū Pono: Integrated Safety Response (ISR) pilot; and
 - completed a Data Futures project relating to the ISR pilot and Tū Pono: Te Mana Kaha o Te Whānau.

Educational Sessions

150. In 2016/17, Te Pūtahitanga o Te Waipounamu held over 67 educational sessions with 202 tamariki and rangatahi and 70 adults/caregivers. The sessions aimed to support whānau and community led initiatives:
- that encourage positive behaviour, and reduces bullying of tamariki and rangatahi
 - build ownership and commitment at a local level to changing attitudes and behaviours in the communities within Te Waipounamu
 - increase the knowledge and understanding of the impact of bullying; and
 - provide tools and strategies to support effective community action.
151. Te Pūtahitanga o Te Waipounamu reported that during 2016/17, over 90 percent of tamariki and rangatahi who attended the education sessions now know new strategies to protect themselves from being bullied. Furthermore, over 94 percent of tamariki and rangatahi who attended the education sessions now know new ways of recognising the signs of bullying. The results show that all parents and caregivers (100 percent) who responded to the survey reported new ways of recognising the signs of bullying and new strategies to prevent their tamaiti (child) from being bullied. In 2016/17, 130 whānau reported they were satisfied with the educational sessions.

Tū Pono: Te Mana Kaha o te Whānau

152. Tū Pono: Te Mana Kaha o te Whānau is a community engagement initiative that aims to have a collective impact on family violence in Te Waipounamu. It does this by building capacity to foster kaupapa Māori and Whānau Ora in inter-agency responses to family violence. It aims to strengthen the workforce and volunteers who deal with family violence on a daily basis and create change in addressing family harm through the prevention of family violence. In 2016/17, Te Pūtahitanga o Te Waipounamu consulted with more than 700 whānau at hui in Christchurch, Morven, Invercargill, Dunedin, Hokitika and Blenheim. The hui provided a safe space for whānau to express ideas of change including:

- exploring possibilities for whānau to take ownership of their own future wānanga/ engagement hui
- scoping ways to build capacity to strengthen a Whānau Ora approach
- identifying support networks for whānau
- building whānau networks and whānau-centred solutions; and
- supporting each whānau to have a voice to advocate for positive change in their homes, marae and communities.

153. In June 2017, the Tū Pono – Te Mana o Te Kaha Whānau Launch was held at Rehua Marae, Christchurch. As part of Tū Pono, a response model was developed for addressing family harm, whānau responsiveness and service responsiveness.

Tū Pono: Integrated Safety Response (ISR) pilot

154. Te Pūtahitanga o Te Waipounamu is leading the Tū Pono: Integrated Safety Response pilot based in Christchurch. The purpose is to strengthen the drive for positive change by addressing family harm through the prevention of family violence. This is a collaborative effort between Police; Child, Youth and Family; Corrections; Health; Māori service providers; and Non-Government Organisations.

155. During 2016/17, Te Pūtahitanga o Te Waipounamu held 12 hui across Te Waipounamu to advance progress of the pilot. Discussions contributed towards designing a draft plan to guide the delivery of the Tū Pono kaupapa and informing the kaupapa Māori response to eliminate violence as part of the Integrated Safety Response trial.

Vote Social Development contract transfers to Te Pūtahitanga o Te Waipounamu

156. From 1 July 2016, Te Pūtahitanga o Te Waipounamu managed five³⁹ contracts transferred from the Ministry of Social Development. The contracts were based in Christchurch, Dunedin, Tuatapere, Ōtautau and Lumsden. The contracts focused on Family Support Services and community worker roles. The contracts were active in quarter two. No reporting was available during 2016/17.

Research and Evaluation

157. Te Pūtahitanga o Te Waipounamu research and evaluation work for 2016/17 included:
- completing a Data Futures project relating to the Integrated Safety Response pilot and Tū Pono: Te Mana Kaha o Te Whānau
 - research about the Ministry of Social Development contracts that were transferred to Te Pūtahitanga o Te Waipounamu. The research sought to answer how the Whānau Ora approach was being utilised by the mainstream service providers and in their work with whānau; and the nature and the feature of the outcomes and progress made by each initiative; and
 - presentation at the National Jigsaw Conference in April 2017.

Emergency Response and Preparedness

158. Te Pūtahitanga o Te Waipounamu provided emergency response support including:
- undertaking more than 200 comprehensive needs assessments of whānau that remained in Kaikōura following the 2016 earthquake
 - participating in the emergency response strategy review regarding the Kaikōura earthquakes because Te Pūtahitanga o Te Waipounamu staff played a key role in supporting whānau in need; and
 - establishing specialist navigator roles based in Kaikōura and Hurunui.

39 The five contracts transferred from the Ministry of Social Development included: Methodist Mission Southern; Northern Southland Community Resource Centre; Early Start; Ōtautau and District Community Charitable Trust; and the Tuatapere Community Worker Support Trust.

Is Te Pūtahitanga o Te Waipounamu on track to achieve priority outcomes?

159. Te Pūtahitanga o Te Waipounamu has demonstrated that whānau are making positive progress across all seven Whānau Ora Pou/outcome areas. Initiatives commissioned by Te Pūtahitanga o Te Waipounamu have supported whānau to increase their knowledge and awareness of the benefits of health and wellbeing; education, employment and skills; and culture and identity. Whānau have improved their lifestyles through participating in initiatives such as Maara Kai, Māori-inspired food programmes, kaupapa-Māori whānau-led gyms, marae-based programmes, rangatahi camps, educational sessions, kapa haka and reo wānanga and other community-based activities.
160. Whānau enterprise and innovation is a distinct feature of the Te Pūtahitanga o Te Waipounamu approach. This is shown by the focus Te Pūtahitanga o Te Waipounamu has placed on supporting the development of entrepreneurial and leadership skills within whānau and building whānau capability to create sustainable long-term outcomes. Another special feature of Te Pūtahitanga o Te Waipounamu is the priority placed on strengthening the development and leadership skills of rangatahi. Te Pūtahitanga o Te Waipounamu has shown a whānau-led approach to Māori development which has seen Te Pūtahitanga o Te Waipounamu initiatives give whānau the tools and knowledge they need to build positive futures for themselves and their wider whānau.
161. Overall, Te Pūtahitanga o Te Waipounamu has been able to demonstrate that whānau have progressed across the ecosystem. Going forward, the extent of progress is expected to be more accurately measured and determined with improvements in outcomes-based monitoring data.

2.2.3 Pasifika Futures

162. Pasifika Futures works with Pacific families throughout New Zealand to achieve their aspirations in a range of areas including succeeding in education, living healthy lives, being economically independent and resilient, and exercising cultural and community leadership.
163. Pasifika Futures continued to focus on four priority outcomes in 2016/17:
- succeeding in education through lifelong learning
 - living healthy lives, seeing families living longer and living better
 - economically independent and resilient families with financial freedom; and
 - leading and caring for our families, communities and countries.
164. Pasifika Futures commissioning activities are centred on family-driven plans and innovation; working collaboratively with providers and partners to support families to achieve their goals, aspirations and outcomes; demonstrating effectiveness through research, monitoring and evaluation; and advocating for the needs of Pacific families and communities.

Pasifika Futures Commissioning Activities

165. Pasifika Futures delivers its commissioning activities through three mechanisms.
- **Core Commissioning** – utilises a navigation model where families work alongside a navigator to develop a family plan identifying the priorities and goals of the family. Families are supported by the navigator to achieve their goals and connect them with the resources they need to succeed. Pacific families are able to access core commissioning across New Zealand, with coverage in Northland, Auckland, Midcentral North Island, Wellington and across the South Island.
 - **Commissioning for Innovation** – invests in innovative programmes developed within the Pacific community. Each innovation programme supports families to achieve their aspirations in one or more of Pasifika Futures key outcome areas. This commissioning approach focuses on identified areas of need for families and allows Pasifika Futures to be flexible and responsive to opportunities that may arise in the future.
 - **Commissioning for Communities through Small Grants** – enables small community organisations who leverage a largely volunteer community to support Pacific families across New Zealand. Programmes in this stream contribute to one or more Pasifika Futures outcome domains and are often faith based and ethnic based services.

166. Pasifika Futures has established a collaborative network across all three commissioning streams with 38 commissioned partners. In 2016/17, Pasifika Futures has also worked collaboratively with the Data Futures Partnership, the Electoral Commission, Canterbury District Health Board and the JR McKenzie Trust. Pasifika Futures has also worked collaboratively with the other two Whānau Ora commissioning agencies.
167. Pasifika Futures Data Quality Enhancement Strategy continues to focus on enhancement of data systems and analytical insights. In the 2016/17 financial year, Pasifika Futures continued to strengthen data collection, analytics, and reporting capacity and capability. This has allowed timely and in-depth analysis and reporting to Pasifika Futures Partners to support performance and decision making.
168. This work follows 2015/16 where Pasifika Futures reviewed and revised reporting templates, developed resources and tools for reporting and data collection, shifted from a manual to electronic method of data collection, provided partners with ongoing feedback and support, and provided training on software use.
169. Pasifika Futures continued to respond to tragedy in the Pacific community in 2016/17, providing support to Pacific families involved in three major accidents⁴⁰ across New Zealand. Pasifika Futures worked alongside the New Zealand Police, the Ministry of Pacific Peoples, and other agencies to provide emergency support to the Pacific families impacted by these accidents. This support was requested directly by the Minister for Pacific peoples.

40 The accidents included the Katikati Fruit Pickers car crash where five Tongan men lost their lives, the Gisborne Bus Crash involving fifty people and two fatalities, and the sinking of the Francie where eight people drowned.

What results were achieved for each commissioning activity?

Overall engagement

170. In 2016/17, Pasifika Futures engaged 6,394 families – 2,964 families through 17 core commissioning partners, 2,857 families through 11 Innovation partners, and 573 families through 10 community partners who manage small grants. This exceeds the 2016/17 target of engaging with 6,153 families. In comparison to 2015/16, Table 12 shows that just over 1,000 more families were engaged in Innovation programmes. This is partly due to increased funding available for Innovation commissioning in 2016/17.

Pasifika Futures engaged with 6,394 families in 2016/17

Table 12: Families engaged with Pasifika Futures commissioning activities for 2015/16 and 2016/17

Commissioning Activities	2015/16 Number of Families	2016/17 Number of Families	2016/17 Number of Partners
Core Commissioning	2,953	2,964	17
Innovation Commissioning	1,843	2,857	11
Commissioning for Communities / Small Grants	542	573	10
Total	5,338	6,394	38

171. The geographic spread of families engaged in Pasifika Futures commissioning covers the length of New Zealand, from Invercargill to Kaitiāia. The residence of engaged families largely corresponds to Pacific population proportions reported in the 2013 individual Pacific census data. The majority, 69 percent of Pasifika Futures families live in Auckland, followed by 12 percent living in Wellington and 12 percent in the Midlands region. Lastly, six percent of engaged families live in the South Island (see Table 13).

Table 13: Residence of Pacific families engaged with Pasifika Futures during 2016/17

	% of Pacific families residing in Auckland	% of Pacific families residing in Wellington	% of Pacific families residing in the Midlands region	% of Pacific families residing in the South Island
Families engaged with Pasifika Futures	69%	12%	12%	6%

Pasifika Futures supported 10.5 percent of all Pacific families in New Zealand

172. Pasifika Futures family ethnicity data shows broad representation from a diverse spread of Pacific ethnicities, with families identifying with over 15 different Pacific ethnicities. This includes Samoan, Tongan, Cook Island, Fijian I Taukei, Niuean, Tuvaluan, Tokelauan, Ni-Vanuatu, Tahitian, Solomon Islander, Kiribati, Rotuman, Wallisian, Futunian and Nauruan.
173. The majority of Pasifika Futures families identified as Samoan (36 percent), followed by Tongan (25 percent), Cook Island (22 percent), Other Pacific (11 percent), Fijian (three percent) and Niuean (two percent). Tuvalu made up the majority of “Other Pacific ethnicities” accounting for five percent of all families engaged with Pasifika Futures. Furthermore, 10 percent of Pacific families identified with more than one Pacific ethnicity and three percent of Pacific families also identified as Māori.
174. The number of Pacific families supported by Pasifika Futures in the 2016/17 financial year represents 10.5 percent⁴¹ of all Pacific families in New Zealand. Of the Pacific population⁴², Pasifika Futures has engaged with 19 percent or 56,039 Pacific people and 10,400 families cumulatively since 2014.
175. Pasifika Futures data shows families are large, with 97 percent of engaged families having children under the age of 18. The average family size of engaged families is five members, while 38 percent of engaged families consist of six or more family members.

Core Commissioning results

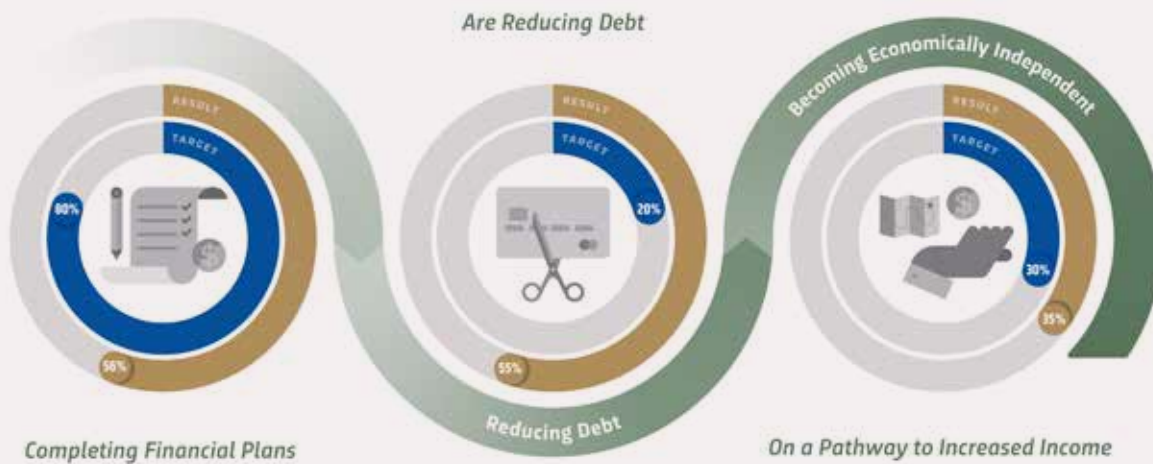
176. Core Commissioning is based on Pasifika Futures working with partners to support Pacific families across New Zealand. This commissioning activity uses a navigation model where families are referred or self-referred to a service provider. Families undertake an assessment across four outcome areas and complete a standardised assessment tool (MAST⁴³). Families are supported to develop a plan and identify their priority goals, actions and outcomes. Providers connect families with relevant services and the resources they need to succeed.
177. In 2016/17, Pasifika Futures set 10 key performance targets for their Core Commissioning activities in the areas of: financial literacy and family debt; early childhood education; healthy families; and culture and community networks. Four of the ten targets were exceeded, three targets were close to being achieved (within five percent) and three were not achieved. The following figures (26–29) present the achievement for families against Pasifika Futures key performance targets for 2016/17.
178. Figure 29 shows that of the families who prioritised debt reduction, 56 percent (857/1530) have completed a budget/debt assessment and 55 percent (840/1530) have started to reduce their debt. In addition, of the families with a goal and pathway to increase their income, 35 percent (551/1584) have started on their pathway.

41 10.5 percent of all Pacific families consists of 34,000 individuals.

42 The Pacific population of NZ was recorded as 295,941 in 2017 (Pasifika Futures Annual Report, 2017).

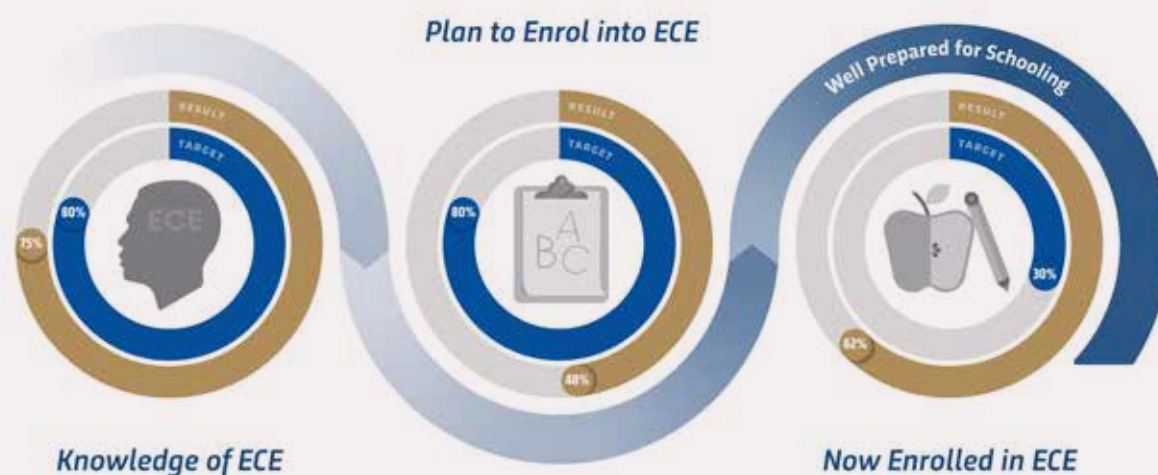
43 MAST is Pasifika Futures standardised “measuring assessment and scoring tool” that families are assessed against to identify their goals and progress. The tool is used on entry and exit of the programme and at regular intervals throughout their engagement with Pasifika Futures programmes.

Figure 29: Pasifika Futures Financial Literacy and Family Debt targets and results for 2016/17



179. Figure 30 shows that of the families with children of Early Childhood Education (ECE) age, 75 percent (980/1303) know about the range of ECE options and 48 percent (347/722) have a plan to enrol their children in ECE. Furthermore, 62 percent (714/1144) of children who were not enrolled in ECE, are now enrolled.

Figure 30: Pasifika Futures Early Childhood Education targets and results for 2016/17



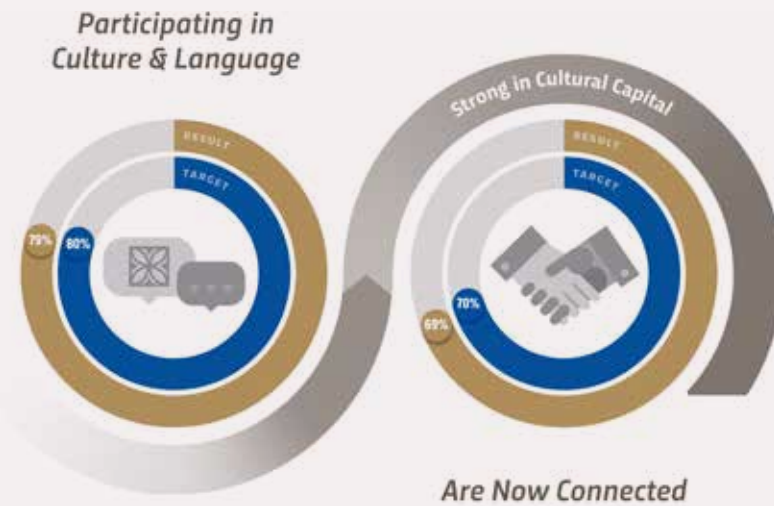
180. Figure 31 shows that of the families who prioritised health, 53 percent (1309/2483) have a health plan and 31 percent (407/1317) who were smokers are now smoke free.

Figure 31: Pasifika Futures Healthy Families targets and results for 2016/17



181. Figure 32 shows that of the families who prioritised culture and community networks, 79 percent (631/802) participated in cultural and language programmes, meanwhile 69 percent (375/546) who were not connected to their communities are now connected.

Figure 32: Pasifika Futures Culture & Community Networks targets and results for 2016/17



182. The results show families engaged with Pasifika Futures are making positive progress towards achieving their goals. For example, the target for enrolling children in early childhood education who were not already enrolled (30 percent) was well-exceeded (62 percent), as was the target for families who were smokers and are now smoke-free (the target was 15 percent and the result was 31 percent).
183. The targets that were not achieved related to families completing plans (financial plans, health plans and plans to enrol children in early childhood education).
184. When comparing the 2016/17 results with the 2015/16 results, Pasifika Futures improved across every comparable indicator. The one exception was the indicator related to being on a pathway to increased income, which was not measured in 2015/16.
185. In addition to the core key performance indicators in 2016/17, Pasifika Futures introduced reporting on Core Commissioning MAST Outcome Indicators. These indicators provide deeper insight and show families are achieving significant progress between MAST assessments, reducing their overall MAST scores and needs levels. The results indicate that families who have completed a progress MAST are more likely, on average, to have achieved a positive family outcome.
186. MAST Outcome Indicator results show that families through self-assessment have demonstrated significant progress in the Lifelong Learning domain, particularly in Early Childhood Education (ECE), schooling; tertiary, trades and training and English literacy. Enrolment in ECE has seen one of the largest growth indicators increasing from 40 percent (162/403 families) to 70 percent (244/349 families).
187. Financial Freedom is the most challenging domain for families with the majority of Pasifika Futures families struggling financially. Pasifika Futures data shows that the majority of families earn under \$40,000 a year, are not able to meet basic living costs, and only five percent own their own home. Despite these challenges, significant progress can be seen across all financial freedom MAST indicators. Families are gaining employment and increasing their income, and the proportion of families who are able to meet basic living costs has increased from 22 percent (174/803) to 43 percent (348/803).
188. Families are changing their lifestyles to live longer and better. The proportion of families who are smoke-free increased from 33 percent (265/803) to 45 percent (361/803). Families regularly exercising and eating healthily increased from eight percent (64/804) to 24 percent (196/803). The largest average increase across all MAST Indicators is seen in families with long term conditions managing their health with health professionals, which has moved from 37 percent (191/519) to 75 percent (336/446).
189. Results show more families are able to have a conversation in their Pacific language and more families are connected to their community. Importantly, families who are living in a safe and supportive environment increased from 50 percent (405/805) to 81 percent (653/805).

190. Families report improvements in the way they see themselves and their abilities across the four domains. Families who have self-assessed themselves as strong and safe, had the largest self-assessment increase, while the smallest increase is seen in families self-assessing as financially independent.
191. The following story provides an example of a family that was supported by Core Commissioning partner Pacific Home Care Trust to achieve their goals.



Core Commissioning Family Success Story

– A positive start!

A family of four was living in a garage, with no insulation and exposed to flooding during heavy rains. At the time of initial engagement with Whānau Ora, the parents were separated and the children had just migrated back to New Zealand from Australia to live with dad. Since then mum and dad have reunited and are all living in the garage.

The family had been applying for private rental homes with no success. Mum was working part time due to finding it difficult to schedule time for the children's education and sports while in full time employment. Dad had been driving his children with no driver's license. One of the children was diagnosed with ADHD earlier in the year and it was affecting her performance at school.

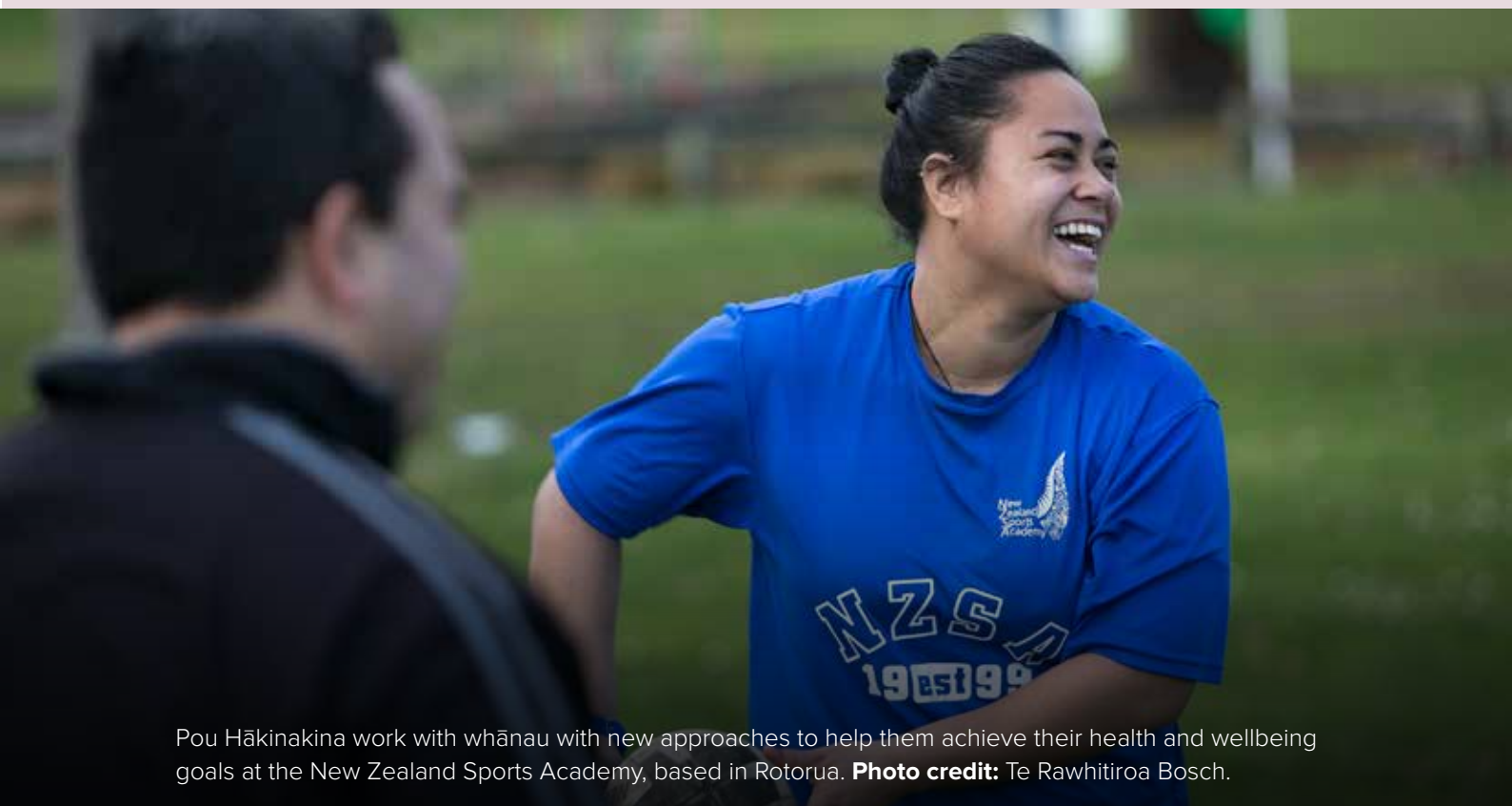
Whānau Ora funding has helped purchase clothes for the children, and heaters and a fan for the garage for the winter and summer seasons. All children's uniforms and school stationery were paid for as well as the dad's learners' license which he now holds. The most important was car repairs as this is the main transportation for school and work. In addition, the

family gained budgeting and financial advice from Pacific Homecare in conjunction with Fonua Ola.

Upon review, the family have moved from the high end of medium needs to low needs. Their family income has increased as mum is now in full time employment. The family has also moved into their own private rental home. Health plans have been maintained especially for the daughter with ADHD. Mum has ensured they attend all specialist appointments and is keeping track of her daughter's medication and progress in school. The family have attended all financial literacy classes held at Pacific Homecare and have committed to their saving of \$25 a week.

Dad has enrolled the son in rugby to keep him active and stay connected with the community. This is their family outing to go out and support their son as a family. Mum has joined an 8-week challenge and has lost 5kg. The children are excelling in their new school and the family are in a much better place.

Source: Pasifika Futures, 2017.



Pou Hākinakina work with whānau with new approaches to help them achieve their health and wellbeing goals at the New Zealand Sports Academy, based in Rotorua. **Photo credit:** Te Rawhitiroa Bosch.

Commissioning for Innovation results

192. Pasifika Futures had partnerships with 11 Innovation partners in 2016/17 to work with families to achieve their aspirations in innovative ways. Each Innovation partnership is focused on one or more of the four key outcome areas prioritised by Pasifika Futures. These Innovation partnerships are outlined in Table 14.
193. Pasifika Futures Innovation partners engaged with 2,857 families and over 16,464 individuals during 2016/17. While not every partner met its target in terms of families participating (seven out of 11 providers met their target), the overall number of families exceeded the target of 2,651 families (see Table 14).

Table 14: Commissioning for Innovation providers family engagement during 2016/17

Provider and Description	Target Families Engaged	Actual Families Engaged
Oceania Careers Academy	383	342
Otahuhu College STEM Leadership Pipeline	694	748
Vaka Tautua – a financial literacy programme	225	275
Cook Island Development Agency New Zealand (CIDANZ) oneCOMMUNITY S.H.E.D	300	320
South Waikato Pacific Islands Community Services Trust (SWIPIC)	250	279
Pasifika Foundation Trust	90	130
Wellington Tongan Leaders [Council Trust]	120	120
Epiphany Trust	400	383
Whare Ora Trust	70	200
Crosspower Ministries	100	52
The Fono	19	8
Total	2,651	2,857

Highlighted areas indicate the target was achieved.

194. Innovation partners worked with families to achieve positive outcomes, including completion of school qualifications, reduction of debt, job creation, improved health, cultural engagement and housing conditions. Table 15 outlines the Innovation providers, the number of families engaged in each programme and the outcomes achieved by families during 2016/17.

Table 15: Commissioning for Innovation providers and family outcomes achieved in 2016/17

Providers and number of families engaged	Outcomes
Oceania Careers Academy (342 families)	<ul style="list-style-type: none"> 300 students have successfully completed Level 1, Level 2 or Level 3 NZQA qualification as a result of the programme
Otahuhu College STEM Leadership Pipeline (748 families)	<ul style="list-style-type: none"> 33% of STEM students achieved University Entrance in 2016, outperforming the Pacific national benchmark at 29% 59% of STEM students achieved NCEA Level 1 in 2016 88% of STEM students achieved NCEA Level 2 in 2016, outperforming the Pacific national benchmark at 77% 70% of STEM students achieved NCEA Level 3 in 2016, outperforming the Pacific national benchmark at 58%. Participation by students in STEM subjects has increased by 65%.
Vaka Tautua – a financial literacy programme (275 families)	<ul style="list-style-type: none"> 100% of families that have high debt have prioritised debt reduction 100% of families that have prioritised debt reduction have completed a debt assessment and financial plans or budgets 50% of families that have prioritised debt reduction have reduced their debt by 5% or more 87% of families with a goal and a pathway to increase their income have started on their pathway.
Cook Island Development Agency New Zealand (CIDANZ) oneCOMMUNITY S.H.E.D (320 families)	<ul style="list-style-type: none"> 64 new jobs have now been created across various co-operatives and family start-ups 22 Business start-ups have been created out of the oneCOMMUNITY S.H.E.D. 29 Emerging leaders have been identified and are on a pathway or have completed further management/business training
South Waikato Pacific Islands Community Services Trust (SWIPIC) (279 families)	<ul style="list-style-type: none"> 100% of families with a goal and a pathway to increase their income have started on their pathway 100% of families with a health plan have achieved a health goal 15 families with a long-term condition have a plan to manage their condition.
Pasifika Foundation Trust (130 families)	<ul style="list-style-type: none"> 100% of children are engaged in support to achieve age related standards 100% of families are participating in cultural and language programmes 100% of families who have produced a song or family story have incorporated elements of their Pacific culture and or language 91% of families have achieved an education goal in their plan.

Providers and number of families engaged	Outcomes
Wellington Tongan Leaders [Council Trust] (120 families)	<ul style="list-style-type: none"> • 100% of families have started on a goal and a pathway to increase their income • 100% of families have a health plan • 90% of families with a health plan have achieved a health goal • 60% of families have improved their housing conditions (ventilated, warm, dry and not overcrowded).
Epiphany Trust (383 families)	<ul style="list-style-type: none"> • 100% of families are participating in cultural and language programmes • 100% of families are now connected to a community group.
Whare Ora Trust (200 families)	<ul style="list-style-type: none"> • 100% of families have completed a financial plan or budget • 190 families have reduced debt by 5% or more • 200 families have a savings plan to own their own home • 9 families own their own home.

195. The results show that families engaged with Innovation initiatives are making significant progress across all four priority outcome areas which is improving the overall wellbeing of Pacific families.
196. The following story provides an example of a family that was supported by an Innovation partner to achieve short, medium and long-term goals.



Commissioning for Innovation Family Success Story

A Cook Island family of nine started on their Whānau Ora journey two years ago with a goal of starting their own catering business.

The family comprises a solo mother, her five children and her retired mother who worked as a cook at a hospital for over 45 years. The family have a history of welfare dependency and have high debt with no one in the family having earned a tertiary qualification.

The family's goal is to establish a family catering enterprise. In the journey towards achieving this goal, the family has participated in a co-design process learning how to develop a family-led enterprise. The family has completed a business plan and worked with other families interested in traditional foods, and raising the standard of these foods in preparation for a broader market. At the one COMMUNITY S.H.E.D (Pasifika Futures Innovation Partnership) the family have access to the 'think, plan and do' space and information technology to research. They also have access to skilled knowledge and professional support to gain practical and commercial skills. To date the family has

appointed a manager and chef and has run several successful catering jobs mainly in the public sector.

The financial investment made in this family has enabled another four families to join this family in driving the four key cooperative enterprises including a pop-up shop. This is where many family members apply their skills in a practical setting. The pop-up shop particularly has given them valuable experience in the industry.

The family continue to hold weekly cooking classes in an effort to draw on skills and the expertise of family members to design and improve the menu and cookbook. Whānau Ora provides support for families in a way that they have real control over their development. The family reports that the spirit and principles underpinning Whānau Ora is embedded in how work is conducted in their business, including how they will in turn support other families to grow their individual and collective knowledge and skills.

Source: Pasifika Futures, 2017.



Porirua Cook Island women gather every Wednesday to revive the Cook Island craft of tivaevae (quilt) making with the support of Taeaomanino Trust. **Photo credit:** Adrian Heke.

Commissioning for Communities / Small Grants results

197. This fund is allocated to small community organisations with largely volunteer teams to support initiatives focused on supporting Pacific families. In 2016/17, Pasifika Futures supported 573 families through 10 partner organisations to make progress in health, education, cultural knowledge and community engagement, employment, budgeting and financial literacy. While not all providers met their expected targets in terms of family participation (five out of 10 met their targets), the overall number of families participating exceeded the target of 522 families (see Table 16).

Table 16: Commissioning for Communities / Small grants description, key performance indicator targets and outcomes for 2016/17

Provider and description	Target families	Actual families	Outcomes
<i>South Auckland Tongan Seventh Day Adventist Church:</i> this initiative worked with Tongan Families in South Auckland targeting obesity and establishing lifestyle goals for fitness, healthy eating, and regular health check-ups.	30	23	Weight loss. Lowered blood sugar. Improved management of health issues.
<i>Tuvalu Auckland Community Trust:</i> supported families to celebrate Tuvaluan culture and increase community engagement led by Tuvaluan Youth.	120	120	Improved participation of Tuvaluan youth in community decision-making.
<i>Vinepa Trust:</i> Sa Petaia “As a family” – provided a weekly study hub, learner license classes and identity workshops covering Samoan history, culture and language.	50	35	Improved understanding of Samoan culture. Improved confidence to engage in cultural events.
<i>USO Bike Ride:</i> Power to the People – worked with families to promote and improve health and wellbeing amongst the Pacific community in Aotearoa through cycling.	30	90	Health and fitness checks for Pacific men. Implementation of training and nutrition plans. Increased fitness.
<i>Marlborough Primary Health Organisation:</i> worked with Pacific families in Blenheim and the surrounding area to encourage affordable and healthy diets through the growing of vegetables, exercise, and assisting recovery from injury, illness and surgery.	77	20	Weight loss. Improved health. Smoking cessation – 28 of 48 smokers that set a date to quit smoking have quit.

Provider and description	Target families	Actual families	Outcomes
<i>Pacific Island Advisory and Cultural Trust:</i> worked with Pacific families in Invercargill on multiple services including: governance and leadership with family and community groups; business workshops; budgeting services; programmes for elderly awareness and wellbeing; a homework centre for students; an intergenerational forum for the transfer of knowledge and wisdom between Pacific elders and young people; and support for families for early childhood education.	40	100	Improved computer literacy. Improved nutrition in homes.
<i>Tangata Atumotu Trust:</i> worked to improve the physical, mental and spiritual wellbeing of Pacific Matua (elderly) in Christchurch through exercise.	30	45	Improved physical activity, healthy eating and managing their health.
<i>Tulanga U and Tonga Advisory Council:</i> delivered the Pacific Vaka Haofanga (Safer Boating) programme to build the skills and capacity of Pacific boaties by focusing on key safety messages.	30	30	Improved healthy and safe environments through water safety.
<i>Fanogagalu Project:</i> involved community work with Tokelau families in Porirua to assist parents to navigate better pathways for their children's education aspirations.	50	50	Increased the knowledge of Tokelau language and culture. 20–25 students regularly participated in fortnightly classes.
<i>Fotumalaina o le Taea o a'oga Amata:</i> is an early childhood group that ensured children understood and were aware of their cultural background and identity.	65	60	Strengthened cultural capital and sense of belonging. Improvements in healthy eating and physical activity. Increased active participation in the community.
Total	522	573	

Highlighted areas indicate the target was achieved.

198. The largest number of initiatives funded through Commissioning for Communities / Small Grants related to health, including a focus on healthy eating, exercise, water safety and growing fresh food. As a result, some participants report that they have lost weight, while others have stopped smoking.
199. It is also evident that Pasifika Futures support youth development. Five of the 10 initiatives support youth to develop their leadership skills, access to cultural, language and identity classes, homework centres, life skills, and the transfer of knowledge from elders to youth.

Is Pasifika Futures achieving its priority outcomes?

200. During 2016/17, Pasifika Futures continued to achieve the priority outcomes of:
- succeeding in education through lifelong learning
 - living healthy lives, seeing families living longer and living better
 - economically independent and resilient families with financial freedom; and
 - leading and caring for our families, communities and countries.
201. Pasifika Futures has demonstrated that families engaged with their commissioning initiatives have made improvements in their four priority outcome areas resulting in families: succeeding in education and developing skills which has led to tertiary education and higher paid employment opportunities; leading healthier lifestyles; being more financially aware; and connecting culturally as families and with the wider community.
202. There has been an overall increase (over 1000) in family engagements compared to the previous year. In addition, the 2016/17 target was met (6,394 families engaged compared to a target of 6,153 families) which partly reflects an increase in funding during the 2016/17 financial year. This engagement number reflects the trust the broad Pacific community places in Pasifika Futures to work alongside families.
203. Pasifika Futures has continued to implement its Data Quality Enhancement Strategy in order to build its data analysis and insight capacity and capability to further improve reporting on outcomes.
204. Pasifika Futures has made positive progress supporting Pacific families across New Zealand to work towards and achieve their goals and aspirations.

2.2.4 Whānau Ora Partnership Group

205. During 2016/17, the Whānau Ora Partnership Group continued to provide strategic leadership by informing the direction and priorities of Whānau Ora. The group met three times during 2015/16 to set the strategic direction for 2016/17. Further input was provided from the Whānau Ora Iwi Leaders Group national hui-a-iwi consultation between April and June 2016.
206. In 2016/17, a fourth meeting was added to the three annual meetings in the Whānau Ora Partnership Group Business Meeting Cycle. This fourth meeting was included so that the Whānau Ora Partnership Group could meet formally with the three Whānau Ora Commissioning Agencies on an annual basis.
207. The Whānau Ora Partnership Group's key achievements for 2016/17 included:
- refining the Whānau Ora Commissioning Agencies reporting on outcomes for vulnerable whānau; and
 - the establishment of a project by the Whānau Ora Iwi Leaders Group to develop a monitoring tool to measure the achievement of Whānau Ora outcomes.
208. All other key priority areas that were set for 2016/17 have been addressed and are ongoing. These include:
- strengthening regional government agency engagement with Iwi and Whānau Ora providers and increasing the awareness and uptake of Whānau Ora at the regional government agency level
 - co-designing and trialling a Whānau Ora co-investment model for investment in Whānau Ora by government, Iwi, philanthropic and private organisations; and
 - developing and trialling a Whānau Ora data analytics workstream including the development of a data platform for seventy Iwi.
209. In addition, the Whānau Ora Partnership group continued to monitor progress towards achieving Whānau Ora outcomes by Government, Iwi and Commissioning Agencies during 2016/17.



Appendix 1

The Whānau Ora Outcomes Framework

Whānau Ora is an innovative approach to improving whānau wellbeing that puts whānau at the centre of decision-making. The Whānau Ora approach focuses on the whānau as a whole, and addresses individual needs within the context of the whānau.

Whānau are supported to identify the aspirations they have to improve their lives and build their capacity to achieve their goals. Iwi and the Crown have agreed to a shared Whānau Ora Outcomes Framework to guide their work to improve outcomes for whānau.

Whānau Ora Outcomes Framework

The Outcomes Framework builds on the work of the Taskforce on Whānau Centred Initiatives that carried out extensive consultation in 2009. An additional element has been added to recognise the importance of the natural and living environments. The Outcomes Framework confirms that Whānau Ora is achieved when whānau are:

- self-managing
- living healthy lifestyles
- participating fully in society
- confidently participating in Te Ao Māori
- economically secure and successfully involved in wealth creation
- cohesive, resilient and nurturing
- responsible stewards of their natural and living environments.

The framework recognises the long-term and progressive change required for whānau to achieve these aspirational goals by including short, medium and long-term outcomes.

Short-term outcomes are the improvements in quality of life for whānau that can be achieved within 1–4 years. Medium-term outcomes focus on what can be achieved in 5–10 years. Long-term outcomes focus on 11–25 years.

Whānau Ora Outcomes Framework Empowering Whānau Into The Future

Whānau Ora Outcomes	Whānau are self-managing & empowered leaders	Whānau are leading healthy lifestyles	Whānau are participating fully in society
<p>Long term outcomes</p> <p>11–25 years</p>	<p>Whānau exercise rangatiratanga on a daily basis by being self-managing, independent, and making informed decisions.</p> <p>Whānau recognise they are repositories of knowledge about themselves and their communities, and they contribute to their communities' understanding of them.</p> <p>Whānau determine the nature of their own leadership according to their own traditions. They value and grow their leadership that represents their notions of a leader.</p> <p>Whānau are self-determining in the management, control and aims they determine for their collective assets and resources.</p>	<p>Whānau have a quality of life that meets their health needs and goals across their lifespan.</p> <p>Whānau members enjoy positive and functional relationships with others to meet their health needs and goals across their lifespan.</p> <p>Whānau are health literate and they have access to evidence-based information to make decisions about their health needs and goals.</p> <p>Whānau have timely access to exemplary and culturally adept health and disability services to meet their health needs and goals.</p>	<p>Whānau can demonstrate educational success by an increase in the number of Māori entering higher learning and professional careers.</p> <p>Whānau have opportunities for formal learning that equips them with the skills and knowledge to follow their chosen path to employment, advanced learning or self-fulfilment.</p> <p>Whānau are enjoying educational success across all ages.</p> <p>Whānau recognise, value and nurture leadership that supports and enables them.</p> <p>Whānau leaders actively engage with community leaders and institutions for collective good.</p>
<p>Medium term outcomes</p> <p>5–10 years</p>	<p>Whānau are supported and enabled to take responsibility for their own lives and wellbeing.</p> <p>Whānau are making informed choices about the support they require and who they access support from.</p> <p>Whānau are able to draw on the skills of their own members to advance their collective interests.</p> <p>Whānau are actively participating in the management and growth of assets held in common.</p> <p>Whānau with disabilities participate equally in society.</p> <p>Whānau use, and understand the point of using, data both quantitative and qualitative to inform their decision making.</p>	<p>Whānau can model to other whānau members their ability to take personal responsibility for their own health and wellbeing by making choices about:</p> <ul style="list-style-type: none"> • Living drug free and smoke free. • Maintaining a healthy weight for their age and height. • Achieving exercise and fitness regimes for heart health. • Monitoring regularly the efficacy of their prescribed medicines or medical devices in conjunction with health professionals. • Engaging in health screening programmes. • The quality of the interpersonal relationships they have. 	<p>Whānau identify the added value they bring to a school community.</p> <p>Whānau can articulate the importance of early childhood education to the preparation of their children's future.</p> <p>Whānau choose and access culturally adept schools for their children's learning.</p> <p>Whānau can articulate and implement healthy living habits in the home that will support their children's educational success.</p> <p>Rangatahi are achieving the knowledge, skills sets and qualifications to pursue training and employment that provides them with financial security and career options.</p> <p>More whānau members are trained and serving as public, community & cultural leaders.</p> <p>Whānau have access to quality and timely services that are fully responsive to whānau priorities and whānau values.</p>
<p>Short term outcomes</p> <p>1–4 years</p>	<p>More whānau develop pathways to independence, including from government assistance and intervention in their whānau life.</p> <p>Whānau are knowledgeable about the capability that exists in their whānau network, and begin to tap into it.</p> <p>Whānau decision-making and planning is informed by timely access to personal information and data which is held about them by government or other agencies.</p> <p>Whānau are aware of their interests in assets held in common and knowledgeable about their rights and responsibilities in regards to those assets.</p> <p>Whānau are planning for emergencies, and taking appropriate action such as having insurance and plans for asset replacement.</p>	<p>Increased number of whānau are setting and achieving personal health goals for their physical, emotional, spiritual and mental wellbeing.</p> <p>Increased number of whānau are improving their knowledge and practice in healthy eating and physical activity.</p> <p>Whānau are managing chronic health conditions, including eczema, asthma and diabetes. And know when and how to access support to manage their conditions.</p>	<p>Rangatahi Māori are achieving NCEA level 2 as a minimum qualification and increasing numbers are achieving level 3.</p> <p>Increased number of tamariki and mokopuna enrolled and attending early childhood education.</p> <p>Increased number of whānau entering tertiary education or other advanced areas of learning and leaving with qualifications.</p> <p>Increased number of whānau exercising their right to vote in national and local council elections.</p> <p>Increased number of whānau engaged in sport and/or clubs or other community groups including kapa haka and waka ama.</p> <p>Whānau are choosing the services they wish to access, on the basis of good information. Whānau are confident to access services and advocate in their own right.</p> <p>Successfully rehabilitate and reintegrate whānau who have had contact with the corrections system back into communities.</p>

Whānau and families are confidently participating in Te Ao Māori (the Māori World)	Whānau and families are economically secure and successfully involved in wealth creation	Whānau are cohesive, resilient and nurturing	Whānau and families are responsible stewards of their living and natural environments
<p>Whānau are secure in their cultural identity as Māori and actively participate in activities and events that celebrate their cultural make-up.</p> <p>Whānau are confident and proud that they are at least bi-lingual in Te Reo Māori and English/Te Reo Māori and NZ Sign, and able to transfer that knowledge to their members.</p> <p>Whānau access opportunities to be immersed in their culture and language in their communities.</p> <p>Whānau are major contributors to the cultural vibrancy and development of their own communities.</p>	<p>Whānau business leaders are innovative, entrepreneurial and successful.</p> <p>Whānau are active participants in research and development that advances their prosperity.</p> <p>Whānau are employed in occupations and positions that provide them with the income to achieve the standard of living they aspire to.</p> <p>Whānau have the knowledge and skills to manage their assets that enable them to achieve their life long aspirations.</p>	<p>Whānau relationships are positive, functional and uplifting of all members.</p> <p>Interpersonal skills between whānau members have improved and whānau conduct positive relationships and demonstrate good parenting.</p> <p>Whānau experience and contribute to the development and maintenance of safe and nurturing environments for themselves and their communities.</p> <p>Whānau access communication technology to sustain engagement with each other.</p> <p>All members of a whānau are valued.</p>	<p>Whānau exercise mana whakahaere (authority and control) and mana-kaitiaki over their natural environment.</p> <p>Whānau lead sustainable management of their natural environment.</p> <p>Whānau cultural, physical and spiritual wellness is nurtured by their access to, and engagement with, their natural environment.</p> <p>Whānau have choices about their living arrangements and in all cases, their living environment is safe, secure, warm, dry.</p>
<p>Whānau participate in their community using their language of choice.</p> <p>Whānau access cultural knowledge, engage in knowledge creation, and transfer that knowledge amongst themselves.</p>	<p>Increasing numbers of whānau are engaged in business, entrepreneurship, and innovation.</p> <p>Increasing numbers of whānau own their own businesses or benefit from the improved productivity and prosperity of their businesses.</p> <p>Whānau see improvements in the value of business they own.</p> <p>Whānau have increased financial literacy, improved access to capital and a practice of saving for key 'life' milestones.</p> <p>Whānau achieve at least a living wage.</p>	<p>Whānau live in homes that are free from abuse and violence.</p> <p>Whānau transform their lives through support from rehabilitation services (when needed).</p> <p>Whānau are confident to address crises and challenges.</p> <p>Whānau are stable, organised, and provide their tamariki with the best possible start in life.</p> <p>Whānau understand the importance of school attendance and support and encourage their tamariki and mokopuna to attend school.</p> <p>Rangatahi are supported and nurtured in their transition to adulthood.</p>	<p>Whānau are active participants and contributors to responsible and sustainable environmental management.</p> <p>Whānau access a range of housing options and the support required to pursue those options.</p> <p>Whānau are increasingly satisfied with their housing situation.</p> <p>Whānau increase the use of their land to provide housing, sustenance and food for themselves.</p>
<p>Increased numbers of whānau take up Te Reo Māori programmes.</p> <p>Increased number of whānau participating in iwi or cultural events or activities.</p> <p>Increased number of whānau registered with their iwi are exercising their democratic right in tribal elections.</p>	<p>Increased uptake by whānau in business training, skills acquisition, education and professional development.</p> <p>Increased numbers of whānau are self-employed, and whānau businesses are growing.</p> <p>Increased number of whānau improving their financial literacy.</p> <p>Whānau are engaged in savings and investment.</p>	<p>Parents build skills and strategies to nurture and care and provide for their children.</p> <p>Where necessary, whānau address violence, addiction, substance abuse, and risk of self-harm through increased uptake of affordable and culturally appropriate support services.</p> <p>Increase the number of tamariki from vulnerable whānau who are attending school on a regular basis.</p> <p>Relationships between partners are strong and supportive.</p> <p>Whānau are developing nurturing environments that provide for their physical, emotional, spiritual and mental wellbeing.</p>	<p>Increased opportunity for whānau to participate in environmental management practices.</p> <p>Increased number of whānau accessing services to improve the health of their homes.</p>

Appendix 2

Glossary of Māori terms

Hapū	Kinship group, subtribe
Harakeke	Flax
Iwi	Kinship group, tribe, nation, people, nationality, and race
Kaiārahi	Navigator
Kaimahi	Worker, employee, staff
Kainga	Home
Kaitiaki	Guardian, minder; custodian over natural resources
Kaumātua	Elder
Kawa	Customs
Maara kai	Community gardens
Marae	Courtyard in front of the whareniui, place of ancestral identity, communal meeting place
Rangatahi	Youth
Rongoā Māori	Natural remedy, traditional treatment, Māori medicine
Taiaha	Long wooden weapon – of hard wood with one end carved
Tamaiti	Child
Tamariki	Children
Tauira	Student
Te Ao Māori	The Māori world
Te reo Māori	The Māori language
Te reo Māori me ōna tikanga	Māori language and customs
Te Waipounamu	South Island
Te Pou Matakana	Whānau Ora Commissioning Agency for Te Ika a Māui (North Island)
Te Pūtahitanga o Te Waipounamu	Whānau Ora Commissioning Agency for Te Waipounamu (South Island)
Tikanga	Cultural codes of conduct, traditions and values
Toi Māori	Māori Arts
Wahine	Woman, female
Wāhine	Women, females
Wānanga	Tribal knowledge, learning, lore
Whakapakari tinana	Physical fitness, exercise
Whakapapa	Genealogy
Whakawhanaungatanga	Engage and establish relationships
Whānau	Extended family, family group
Whanaungatanga	Relationship, kinship
Whānau Ora	Philosophy, approach, outcome
Whānau Whakapapa	Genealogical linked families
Whare Hākinakina	Gymnasium
Whenua	Land

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