

FREQUENTLY ASKED QUESTIONS

1. What is Whānau Ora?

Whānau Ora is a holistic approach to improve the wellbeing of whānau as a group, it addresses individual needs within the context of whānau.

Whānau Ora puts whānau at the centre of the services and support they need to work together, build on their strengths and fulfil their potential.

It addresses a long-standing challenge. Whānau Ora was developed because standard ways of delivering social and health services were not serving whānau or families, particularly those with multiple issues, well enough.

While Whānau Ora is based on Māori principles, the services available can benefit all New Zealanders and are there for everyone to use.

The Whānau Ora Outcomes Framework identifies that Whānau Ora has been achieved when whānau are:

- self-managing
- living healthy lifestyles
- participating fully in society
- confidently participating in language and culture
- economically secure and wealth creating
- cohesive resilient and nurturing
- responsive to living and natural environments

There have been two phases to the Whānau Ora approach. The first (2010-2015) focussed on building provider capability. The second (2014 onwards) has a focus on building whānau capability through a commissioning approach.

2. What is the purpose of the Review of Whānau Ora?

The intention of the Whānau Ora Review is to ensure that Whānau Ora is strengthened, providing better outcomes in the community to respond to the diverse needs of whānau and families.

The primary purpose of the Review is to:

- assess the ability of the Whānau Ora commissioning approach to effect sustainable change in the wellbeing and development potential of whānau;
- scope the applicability of a whānau-centred approach as a useful exemplar for improving outcomes for whānau across the government with an emphasis on the social sector; and,
- explore the extent to which the Whānau Ora service delivery model and commissioning approach is accountable and transparent in the achievement of outcomes for whānau.

The Review Panel will also make recommendations in relation to the:

- wider service delivery and operational environment within which Whānau Ora operates;

- achievement, accountability and transparency of measurable outcomes;
- best practice monitoring and evaluation arrangements; and
- efficacy of the overall Whānau Ora system, as it operates at national, regional, and local levels.

3. Who are the members of the Review Panel and how were they chosen?

Caren Rangī is the Chair. Other members are:

- Tania Hodges
- Te Raumawhītu Kupenga
- Donna Matahaere-Atariki
- Kim Ngārimu
- Brenda Steele

Members were chosen base on their expertise, experience and skills in relation to:

- Knowledge of whānau development;
- Knowledge of the Whānau Ora system as it has evolved since 2010;
- Knowledge of, and experience in, frameworks for managing and monitoring the performance of outcomes;
- Knowledge and experience of quality management; and
- Knowledge of, and experience in, the contract and purchasing arrangements of the New Zealand government and non-government sector.

4. How much will the Review cost?

The Review is projected to cost between \$700,000 and \$800,000 and this cost will be met from within existing baselines.

5. How can I get involved in the Review and provide feedback?

The Review Panel will develop the methodology and approach for the review. There will be ample opportunity for those with an interest in Whānau Ora and its future development to have a say. More information will be made available on the Te Puni Kōkiri website www.tpk.govt.nz at the appropriate time.

6. Why the focus on Whānau Ora and not other initiatives?

Key findings of previous evaluations and reports show that Whānau Ora holds much promise to tackle long-standing issues for improving the wellbeing of Māori, Pasifika and other families. The Review is about establishing an evidence base about what works, and better understanding how we can replicate the best of Whānau Ora across government.

The Review does not preclude a focus on other government initiatives.

7. What is the timeframe for the Review?

The Review Panel has been given a six month period to conduct the Review beginning in April and concluding in September 2018. The Panel will deliver a report on their findings to the Minister in early November 2018. The Minister for Whānau Ora is expected report back to Cabinet in December 2018.

8. Will the Review findings be made public? If so, when will they be available?

Information about the Review findings and recommendations will be made available following a report back by the Minister for Whānau Ora to Cabinet in December 2018.