Hon Peeni Henare

MP for Tāmaki Makaurau

Minister for the Community & Voluntary Sector
Associate Minister for Social Development
Minister for Whānau Ora
Minister for Youth

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Tēnā koe e Merepeka

Te urunga tū, te urunga tapu
Te mauri tū, te mauri tapu
Te mauri i whiwhia, te mauri i rawea
Te mauri nō hea? Nō runga, nō Rangi Nuku Tū
Tēnei te mauri ka whakapiki, tēnei te mauri ka whakakake
Te mauri o ngā Tupua, te mauri o ngā Atua
Kia puta ake i te whei ao ki te ao mārama
Tihewa mauri ora!

Rārangi maunga ka tū! Rārangi tāngata ka ngaro! Rātou kua riro atu ki te kāpunipunitanga o ngā wairua e moe okioki.

Ko te whānau ora o Te Ika ā Māui tēnā tātou katoa.

Letter of Expectations: Whānau Ora commissioning 2018-19

Thank you for the good work Te Pou Matakana has achieved over the 2016-17 financial year. Thank you also for the positive engagement Te Pou Matakana has had with Te Puni Kōkiri officials over this time. I am particularly impressed with your improved reporting and look forward to opportunities to touch base in the coming year.

I encourage Te Pou Matakana to continue to work closely with officials in the development of your Annual Investment Plan for 2018-19. Please continue to support whānau to achieve aspirations in line with the Whānau Ora Outcomes Framework, and reflect on my priorities and the priorities of government.

Looking forward to the next three years, there are a number of key objectives I intend to achieve with respect to Whānau Ora. Foremost amongst these is reviewing the existing approach to Whānau Ora. This is necessary to understand what is being done to support Whānau Ora across government, and have a clear picture of the efficacy of the commissioning model. I want to ensure that Whānau Ora achieves its full potential as an approach to achieving transformational outcomes for whānau throughout Aotearoa, New Zealand.

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Expectations for Whānau Ora for the 2018-19 financial year

In the 2018-19 financial year, I expect Te Pou Matakana to continue to support Whānau Ora by:

- Participating in a Ministerial review of Whānau Ora;
- Advancing Whānau Ora;
- Evidencing whānau transformation;
- Increasing collaboration with other government departments and agencies;
- Demonstrating contributions to improved standards of living; and
- Continue to support Whānau Ora partners to build capacity and capabilities.

I am confident that these expectations will help Te Pou Matakana to continue to improve the approach to Whānau Ora, and focus existing work to contribute to the priorities of the new government. Each expectation is explained in more detail below.

Participating in a Ministerial review of Whānau Ora

As you will be aware, a key priority of the government is to conduct a review of the current approach to Whānau Ora. The review will broadly focus on exploring the applicability of a whānau-centred approach to social-service delivery and whānau support across different government agencies. The review will also examine the Whānau Ora commissioning model, to assess its efficacy in the delivery of sustainable change in the wellbeing and development potential of whānau.

As one of three commissioning agencies contracted exclusively to deliver Whānau Ora outcomes, and the largest of the three, I expect Te Pou Matakana to be a key participant in the review. Your views and experiences will be crucial for informing government of the strengths and weaknesses of current approaches to Whānau Ora, and developing recommendations for improvements.

Advancing Whānau Ora

There continues to be a high level of public interest in Whānau Ora. I believe that the Whānau Ora approach to services and support for whānau has untapped potential to be implemented more broadly, and want to advance the approach where possible. I expect Te Pou Matakana to continue to champion the Whānau Ora approach.

Advancing Whānau Ora is not just about continuing business as usual. I expect Te Pou Matakana to continue to actively seek and seize opportunities to publicise the positive impacts of Whānau Ora. I also encourage your continuous improvement of the quality of services and support provided to Whānau.

Evidencing whānau transformation

Fundamentally, Whānau Ora is about empowering whānau to achieve positive transformational outcomes in their lives. Evidencing these outcomes can be challenging, but evidence is fundamental to the continued success of the Whānau Ora approach.

Te Pou Matakana has consistently demonstrated its ability to improve methods and systems to substantiate the outcomes being achieved by whānau with Whānau Ora support. I expect Te Pou Matakana to continue to collect and report evidence necessary to demonstrate the outcomes of Whānau Ora. I encourage you to continue your momentum in developing and refining ways in which to evidence outcomes.

Increasing collaboration

As noted above, part of my vision is understanding the applicability of the Whānau Ora approach more broadly across government. To achieve this, it will be necessary for greater collaboration between commissioning agencies and various government departments and agencies that also contract social services and support. With greater collaboration, information sharing, shared learnings, and a broader and better understanding of the Whānau Ora approach, we may all grow and improve support for our work.

I expect Te Pou Matakana to continue to actively seek opportunities for collaboration with other government departments and agencies at both national and local levels. I will instruct my officials to provide any possible support you may require in your endeavours.

Demonstrating contributions to improved standards of living

A key concern of mine is linking Whānau Ora outcomes, from the Whānau Ora Outcomes Framework, to more general government priorities relating to improved standards of living. Whānau Ora already delivers outcomes in a number of these areas, including housing, health, and economic security. The challenge will be drawing out the links between Whānau Ora outcomes and general whānau living standards.

I understand that whānau determine the outcomes they require, and you commission support to help them achieve their goals. I am not suggesting any alteration to this approach. However, I expect Te Pou Matakana to reflect on how specific outcomes being achieved by whānau may be considered in light of broader government priorities, and contribute to overall whānau wellbeing and improved living standards.

Continue to support Whānau Ora partners to improve capacity and capability

I understand Te Pou Matakana works hard to address challenges involved in ensuring Whānau Ora Collective Impact partners are delivering high quality services and support. I expect you to continue this work, to lift partners' capabilities and performance, and secure the delivery of Whānau Ora outcomes.

Annual Budget

At this time, I anticipate the budget for the 2018-19 financial year to be unchanged from the current budget for Te Pou Matakana:

Funding Type	**Quantum for 2018-19**
Commissioning funding	$19,916,141.00
Navigator funding (including Pou Hakinakina)	$14,647,680.00
Operating funding	$8,640,956.00
Incentive payment	$987,974.00
Total	**$44,192,751.00**

Please note that this budget is only indicative, and a final budget will be confirmed in May 2018.

General Performance

The 2016-17 financial year, and the first half of the 2017-18 financial year, has been a period of significant advances for Te Pou Matakana. I acknowledge all the hard work you have done

to improve provider performance, enhance data collection systems, undertake research, and develop training to enhance the Whānau Ora workforce and Whānau Ora delivery.

I am particularly pleased with the initiative Te Pou Matakana has demonstrated in developing systems and processes to deliver and evidence longer-term, transformational outcomes for whānau. I consider you have demonstrated your ability to adapt your policies and practices to the needs of whānau, while operating within a new system of social service delivery and support. This should be a source of pride.

As you know, the work will never be finished, and there is always room for improvement. Looking ahead to the 2018-19 year, I ask that you continue to improve your systems and processes, and commission services and support to secure the greatest possible positive changes in the lives of whānau.

I look forward to watching your continued effort to empower whānau to improve their lives. I am sure we will work together fruitfully in the coming year to shape the future direction of Whānau Ora and work towards our shared vision of whānau success. Ngā mihi nui ki a koe.

Nāku noa, nā

Hon Peeni Henare
Minita mō Whānau Ora