Whānau Ora
COMMISSIONING AGENCY

Quarter Four Progress Report
Whānau Ora Commissioning Agency

Date issued	26 August 2019	**Issued to**	Te Puni Kōkiri
Overall project status	Green	**Issued by**	Whānau Ora Commissioning Agency
Period start	1 July 2018	**Period end**	30 June 2019

Executive Summary

The Whānau Ora Commissioning Agency (WOCA) continues to work with Whānau Ora partners across Te Ika a Māui to operationalise our commissioning for outcomes policy. This is the quarter four report of the 2018/19 year. This report highlights key information in relation to commissioning activities across Te Ika a Māui. It also provides success stories on how our commissioning activities have positively changed the lives of whānau.

Whānau Direct

- A total of 1,065 whānau were supported through Whānau Direct this quarter and a total of 3,053 whānau (including 8,511 whānau members) have been engaged since 1 July 2018.
- A total of 5,439 outcomes (an average of 1.8 outcomes per whānau) have been planned so far this financial year with 4,847 (89%) of these outcomes confirmed as achieved through the 'check-in' process.
- The most common outcomes sought (as a percentage of total outcomes planned) were within the domains of whānau standards of living (44%), followed by whānau health (28%) and whānau participation in the community (13%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	546	1,708
Tāmaki Makaurau	466	1,208
Hauraki-Waikato	425	1,344
Waiariki	490	1,248
Ikaroa-Rāwhiti	558	1,507
Te Tai Hauāuru	568	1,496
Total	**3,053**	**8,511**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	2,414	2,164	90%
Whānau health	1,537	1,381	90%
Whānau participation in the community	699	589	84%
Whānau knowledge	557	509	91%
Whānau relationships	165	152	92%
Whānau engagement in Te Ao Māori	67	52	78%
Total	**5,439**	**4,847**	**89%**

Kaiārahi

- A total of 4,558 whānau have been engaged by Kaiārahi this quarter and a total of 5,893 whānau (including 14,229 whānau members) have been engaged since 1 July 2018.
- A total of 12,416 outcomes (an average of 2.1 outcomes per whānau) were planned over this quarter with 5,797 (47%) of these outcomes achieved since 1 July 2018.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau standards of living (30%), followed by whānau health (22%) and whānau knowledge (20%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	1,131	3,188
Tāmaki Makaurau	870	1,491
Hauraki-Waikato	882	2,209
Waiariki	1,152	3,358
Ikaroa-Rāwhiti	1,099	2,748
Te Tai Hauāuru	759	1,235
Total	**5,893**	**14,229**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	3,686	1,745	47%
Whānau health	2,746	1,256	46%
Whānau knowledge	2,439	1,042	43%
Whānau participation in the community	1,864	888	48%
Whānau relationships	975	467	48%
Whānau engagement in Te Ao Māori	706	399	57%
Total	**12,416**	**5,797**	**47%**

Collective Impact for Whānau

- 1,329 whānau have been engaged through Collective Impact this quarter and a total of 1,397 whānau (including 2,928 whānau members) have been engaged since 1 July 2018.
- A total of 3,868 outcomes (an average of 2.8 outcomes per whānau) were planned as at the end of this quarter with 1,030 (27%) of these outcomes achieved since 1 July 2018.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of Whānau Health (32%), followed by Whānau Knowledge (25%) and Whānau Participation in the Community (15%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	210	511
Tāmaki Makaurau	248	452
Hauraki-Waikato	186	417
Waiariki	236	470
Ikaroa-Rāwhiti	283	466
Te Tai Hauāuru	234	612
Total	**1,397**	**2,928**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau health	1,233	381	31%
Whānau Knowledge	969	169	17%
Whānau participation in the community	569	134	24%
Whānau standards of living	529	123	23%
Whānau engagement in Te Ao Māori	449	219	49%
Whānau relationships	119	4	3%
Total	**3,868**	**1,030**	**27%**

Innovation Fund

- 1,880 whānau (including 2,749 whānau members) were engaged in programmes through the Innovation Fund this year.
- A total of 3,716 outcomes (an average of 2.0 outcomes per whānau) were achieved, with the most common outcomes being within the domains of Whānau Participation in the Community (46%), Whānau Health (19%), followed by Whānau engagement in Te Ao Māori (14%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	165	210
Tāmaki Makaurau	791	791
Hauraki-Waikato	395	1,178
Waiariki	321	325
Ikaroa-Rāwhiti	113	124
Te Tai Hauāuru	95	121
Total	**1,880**	**2,749**

Outcome Domain	Outcomes Achieved
Whānau participation in the community	1,724
Whānau health	720
Whānau engagement in Te Ao Māori	526
Whānau standards of living	408
Whānau relationships	176
Whānau knowledge	162
Total	**3,716**

1.0 Commissioning Activity

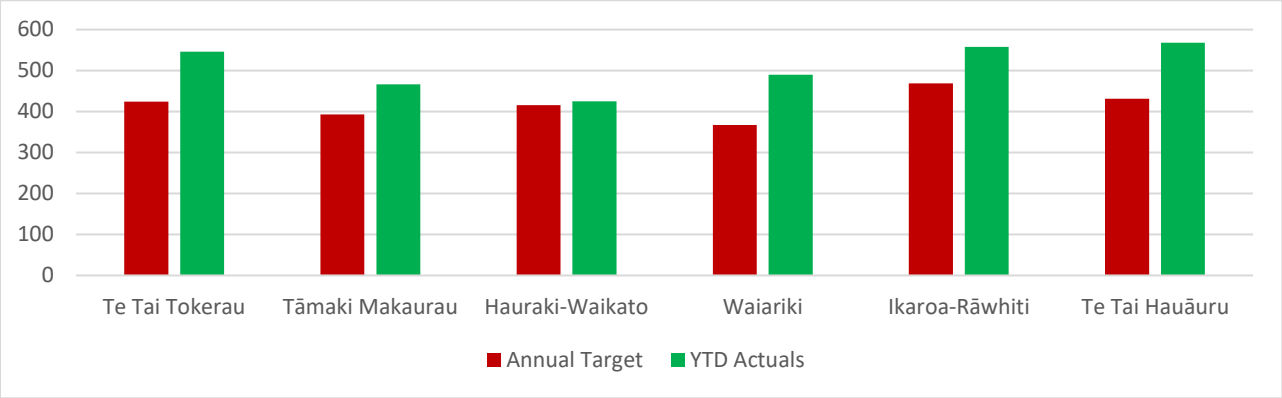
1.1 Commissioning Programmes

1.1.1 Whānau Direct

1.1.1.1 Whānau Engagement

The following table outlines the number of whānau supported by Whānau Direct across the six regions.

Region	Target			Actuals			
	Whānau			Whānau		Whānau members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	424	106	424	198	546	629	1,708
Tāmaki Makaurau	393	98	393	129	466	304	1,208
Hauraki-Waikato	416	104	416	203	425	638	1,344
Waiariki	367	92	367	58	490	129	1,248
Ikaroa-Rāwhiti	469	117	469	252	558	653	1,507
Te Tai Hauāuru	431	108	431	225	568	591	1,496
Total	**2,500**	**625**	**2,500**	**1,065**	**3,053**	**2,944**	**8,511**



A total of 1,065 whānau were supported through Whānau Direct this quarter and a total of 3,053 whānau (including 8,511 whānau members) have been engaged since 1 July 2018. For this quarter, the highest volume was processed in Ikaroa-Rāwhiti (24%) and the lowest volume was processed in Waiariki (5%).

Whānau members supported through Whānau Direct were mostly female (57%) vs male (41%) and reflect a young population with the majority of whānau members being aged 24 years and under (62%). The main ethnic group that whānau identify with (allowing up to three responses) is NZ Māori (86%), followed by Pasifika peoples (5%) and NZ European/Pākehā (5%). A breakdown of whānau members receiving support through Whānau Direct this financial year is below:

Gender	Cumulative
Female	4,823
Male	3,518
Data Gap	170
Total	**8,511**

Age Band	Cumulative
0 - 9 years	2,756
10 - 17 years	1,714
18 - 24 years	812
25 - 44 years	1,871
45 - 64 years	995
65+ years	339
Data Gap	24
Total	**8,511**

Ethnic Group	Cumulative
NZ Maori	7,360
Pasifika peoples	453
NZ Euro / Pakeha	423
Other	129
Data Gap	146
Total	**8,511**

1.1.1.2 Whānau Outcomes

The following table outlines the outcomes planned and achieved by whānau by outcome domain this year.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	2,414	2,164	90%
Whānau health	1,537	1,381	90%
Whānau participation in the community	699	589	84%
Whānau knowledge	557	509	91%
Whānau relationships	165	152	92%
Whānau engagement in Te Ao Māori	67	52	78%
Total	**5,439**	**4,847**	**89%**

A total of 5,439 outcomes (an average of 1.8 outcomes per whānau) have been planned so far this financial year with 4,847 (89%) of these outcomes confirmed as achieved through the 'check-in' process. The most common outcomes sought (as a percentage of total outcomes planned) were within the domains of whānau standards of living (44%), followed by whānau health (28%) and whānau participation in the community (13%).

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	Basic furnishings/amenities	763	677	89%
	Housing standards including household maintenance	565	521	92%
	Safe transport options	523	460	88%
Whānau health	Physical/Personal health	1,051	948	90%
	Family/Social Health	221	191	86%
	Nutrition	182	170	93%
Whānau participation in the community	Legal Documents incl birth certificates, passports	206	151	73%
	Access to community resources	175	162	93%
	Connection to community networks	123	111	90%
Whānau knowledge	Financial literacy/Budgeting	244	236	97%
	Education/training	216	191	88%
	Skills/knowledge for employment	52	38	73%
Whānau relationships	Household relationships	68	64	94%
	Relationships with service providers incl govt. depts.	41	35	85%
	Wider whānau relationships	31	28	90%
Whānau engagement in te ao Māori	Connections to Māori organisations including Kohanga etc	39	26	67%
	Māori lore/knowledge/customs	13	11	85%
	Te reo Māori	8	8	100%

1.1.1.3 Whānau Resources

The top 15 resource categories funded through Whānau Direct made up 74% of the total investment this quarter.
The most common resources purchased contributed to over 32% of the investment including household appliances (14%), vehicle repairs and maintenance (11%) and beds, cots, mattresses and linen (7%).

Resource Category	% of Investment
Household appliances	14%
Vehicle repairs and maintenance	11%
Beds, cots, mattresses and linen	7%
Driver licensing	6%
Adult's clothes/shoes	5%
School, education and tuition fees	4%
Specialist health & social services/resources	4%
Dental services/resources	4%
Children's clothes/shoes	4%
Other household contents/items	3%
School uniforms	3%
Rent and accommodation expenses	3%
Electricity and gas	2%
Baby supplies/equipment	2%
Vehicle licensing and WOF	2%

Whānau standards of living continued to be a priority outcome area for whānau applying for the Whānau Direct. Applications were submitted for items, such as, rental arrears, utility bills, fridge, washing machine, furniture, bedding, linen, warm clothing and footwear. These items are significant for improving the day to day quality of life for whānau.

Whānau Direct supported whānau to improve the quality of their homes during the winter months. Minor home repairs, such as, fixing a broken window, repairing floors or insulation, contributed to creating warm and comfortable home environments for whānau.

Whānau were supported with educational resources for their tamariki. Providing parents with the financial support to pay for school fees, uniforms and stationery, allowed tamariki to be fully engaged in school. Partners noted an improvement in school attendance, self-confidence and self-esteem.

Transient whānau and homelessness continues to be a growing issue across Te Ika a Māui. Whānau Direct resource supported homeless whānau with warm clothing, footwear and kai.

Partners reported that whānau continue to require financial support for unexpected expenses that arise throughout the year. Whānau Direct supported working whānau to pay for car repairs, rental arrears and outstanding utility bills.

Whānau asked for support to provide practical education tools. Whānau Direct provided a kuia with the resource to purchase a tunnel greenhouse for teaching māra kai fundamentals to the community.

Partners supported whānau to access resource and the local foodbanks to provide kai for their whānau. Kaimahi use their community networks to navigate whānau to alternative community resources that can support whānau.

Whānau continued to be referred to budgeting support services to transition whānau from reliance on grants to establishing financial plans. Partners reported that whānau want to explore alternative sources of income to meet their basic costs of living.

Whānau Direct supported whānau to access to counselling services for whānau to heal from past trauma. The support from Whānau Ora was invaluable to whānau in providing a safe environment to open up about their mamae and to start healing from past trauma.

Partners identified that the resource is key in assisting with the progression of whānau plans, aspirations and outcomes.

Partners recognised that the Whānau Direct resource is a valued contributor to aspirational planning for whānau. Whānau are shifting their focus to plan for positive whānau development and are using Whānau Direct as a resource for success and growth.

1.1.1.4 Whānau Success

Withheld under section 9(2)(a)

[redacted]

1.1.1.5 Partner and Workforce Development

Please refer to the narrative in section 1.2.2 for an update regarding our Workforce Development programme.

1.1.1.6 Other Performance Measures

The following table outlines the other performance measures that were accomplished this year (targets vs actuals).

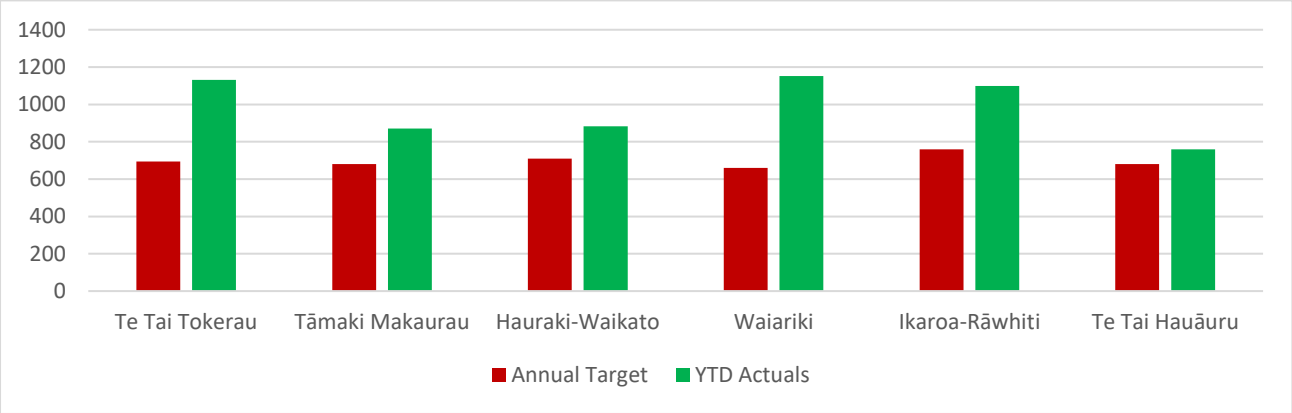
KPI	Indicator	Target	Actual
WD2	90% of funds are distributed within two working days of WOCA's receipt of approved applications	90%	99.1% (3,025 out of 3,053)
WD3	80% priority whānau report a positive experience	80%	99.0% (2,708 out of 2,736)
WD4	90% of priority whānau report that an immediate change has been achieved through Whānau Direct	90%	98.7% (2,700 out of 2,736)
WD5	90% of priority whānau report a positive impact on the whānau situation as a result of the intervention	90%	98.7% (2,700 out of 2,736)

1.1.2 Kaiārahi

1.1.2.1 Whānau Engagement

The following table outlines the number of whānau supported by Kaiārahi across the six regions.

Region	Target	Actuals				
	Priority whānau	Priority whānau and whānau members				
	4,184 priority whānau supported in FY18/19	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged since 1 July 2018	# priority whānau members engaged since 1 July 2018
Te Tai Tokerau	694	75	139	791	1,131	3,188
Tāmaki Makaurau	680	215	78	596	870	1,491
Hauraki-Waikato	710	240	42	800	882	2,209
Waiariki	660	256	117	877	1,152	3,358
Ikaroa-Rāwhiti	760	246	76	916	1,099	2,748
Te Tai Hauāuru	680	148	62	578	759	1,235
Total	**4,184**	**1,180**	**514**	**4,558**	**5,893**	**14,229**



A total of 4,558 whānau have been engaged by Kaiārahi this quarter and a total of 5,893 whānau (including 14,229 whānau members) have been engaged since 1 July 2018.

Whānau members supported through Kaiārahi were mostly female (56%) vs male (43%) with the majority of whānau members aged 24 years and under (51%). The main ethnic group that whānau identify with (allowing up to three responses) is NZ Māori (84%), followed by Pasifika peoples (6%) and NZ European / Pākehā (5%). A breakdown of whānau members receiving support through Kaiārahi this financial year is below:

Gender	Cumulative
Female	7,978
Male	6,120
Data Gap	131
Total	**14,229**

Age Band	Cumulative
0 - 9 years	3,143
10 - 17 years	2,418
18 - 24 years	1,727
25 - 44 years	3,426
45 - 64 years	2,200
65+ years	1,186
Data Gap	129
Total	**14,229**

Ethnic Group	Cumulative
NZ Māori	11,926
Pasifika peoples	792
NZ Euro / Pakeha	757
Other	597
Data Gap	157
Total	**14,229**

Kaiārahi engagement in priority communities

The following table outlines the number of whānau engaged through Kaiārahi since 1 July 2018 across Te Puni Kōkiri defined priority communities, benchmark vs actuals.

Region	Priority Community	Benchmark	Actuals
Te Tai Tokerau	Kaitāia	70	221
	Whangārei	194	379
	Kaikohe	85	275
Region total		**349**	**875**
Tāmaki Makaurau	Glen Innes	14	99
	Papakura	42	92
	Māngere	19	151
	Manukau East	83	75
Region total		**158**	**417**
Hauraki-Waikato	Hamilton	427	263
	Ngāruawāhia	74	88
	Huntly	87	112
Region total		**588**	**463**
Waiariki	Rotorua	191	477
	Taupō	27	73
	Ōpōtiki	39	171
	Whakatāne	50	121
	Tūrangi	25	56
	Kawerau	53	35
Region total		**385**	**933**
Ikaroa-Rāwhiti	Northern East Coast	79	142
	Kaitī	30	109
	Gisborne	8	135
	Wairoa	55	127
	Camberley	21	13
	Flaxmere	29	47
	Lower Hutt	98	96
Region total		**320**	**669**
Te Tai Hauāuru	Southern Taranaki	30	12
	Whanganui	98	192
	Taumarunui	41	3
Region total		**169**	**207**
Total		**1,969**	**3,564**

Whilst WOCA policy is permissive and does not confine Kaiārahi engagement to specific locations within each community, Kaiārahi do engage whānau within the above defined priority communities (60% of total whānau engaged) across Te Ika a Māui.

Due to our policy, there will be communities where whānau engagement does not reach benchmark levels, as per the above table.

As part of the ongoing work by Data Analysts to ensure accurate data is maintained within Whānau Tahi, we anticipate that a number of partners may reclassify the community that whānau reside in throughout the financial year.

Kaiārahi priority whānau engagement re: whakapakari tinana

The following table outlines the number of whānau supported by Pou Hākinakina across the six regions.

Region	Target	Actuals				
	Priority whānau	Priority whānau and whānau members				
	338 priority whānau supported in FY18/19	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged since 1 July 2018	# priority whānau members engaged since 1 July 2018
Te Tai Tokerau	78	12	4	68	106	150
Tāmaki Makaurau	52	47	30	76	76	136
Hauraki-Waikato	26	0	0	36	36	34
Waiariki	52	8	7	79	83	90
Ikaroa-Rāwhiti	78	12	0	75	108	138
Te Tai Hauāuru	52	3	1	79	85	158
Total	**338**	**82**	**42**	**413**	**494**	**706**

Pou Hākinakina continue to maintain engagement with regional sports organisations and government agencies to strengthen and promote ongoing robust relationships focused on improving access to health and wellness facilities for whānau. The Green Prescription continues to be a valuable tool for assisting whānau with access to gym and pool facilities.

Pou Hākinakina has seen an increase in engagement from tamariki who want to join and play rugby during the winter season. Tamariki were able to leverage off the skills and expertise of their coach who was able to connect and engage with them through rugby development skills and techniques therefore improving their self-confidence and motivation.

Pou Hākinakina in Te Tai Hauauru implemented an eight week boot camp for wāhine Māori. The boot camp consisted of workshop style classes that taught wāhine the principles to enhance their awareness of Te Ao Māori kaupapa and tikanga. The response to the unique fitness programme was positive, wāhine reported that they were more connected to te ao Māori.

Kaimahi have observed a positive shift in whānau relationships, there is an increase of whānau who want to engage with their tamariki through sports and recreation. This has had a positive impact on the tamariki both in attitude and in behaviour. The continual encouragement from whānau shows an increase in whānau engagement, self-esteem and motivation.

Partners in Tai Tokerau supported whānau with support and transport to access swimming lessons for their rangatahi. Swimming is a huge advantage for rangatahi who live on the coast, or by water. Whānau recognise the significance of water smart training for their tamariki's health and wellbeing.

Eke Tū programme continues to be a popular programme for kaumatua with long term health conditions in the Te Tairāwhiti rohe. Feedback from whānau on the programme has been positive and highly encouraging. Whānau feel that working within a group who are of the same age and have very similar health conditions, makes it so much easier to participate in the programme.

Pou Hākinakina are using innovative methods to engage whānau in group-based activities that promote health, fitness and wellbeing. Whānau participated in self-directed training and weight loss programme aimed at developing a comprehensive wellness plans based on the results generated from their CPX machine results. This highly specialised clinical exercise physiology service, informs whānau of the physical activities best suited to their current health and wellness situation.

Pou Hākinakina within Tāmaki Makaurau conducted a study to understand the sports and recreational activities for kaumātua including the barriers that contribute to participation (or lack of) in sports and recreation. Key findings indicated that the barriers that affect kaumātua participation include transport, cost and having a friend to participate with. This study also demonstrated that kaumātua are less catered for than other age groups within sport and recreation, and that there is a need to examine the access that kaumātua have to facilities, as well as knowing what is available within their rohe for kaumātua.

Partners in the Waiariki region completed a comprehensive survey with local Māori sporting entities which supported a wider regional strategy conducted by Sports Bay of Plenty aimed at recognising and collaborating with Māori sporting entities within the region. The survey identified Māori sporting entities who will benefit from ongoing support from their regional sporting organisations.

1.1.2.2 Whānau Success

Withheld under section 9(2)(a)

[redacted]

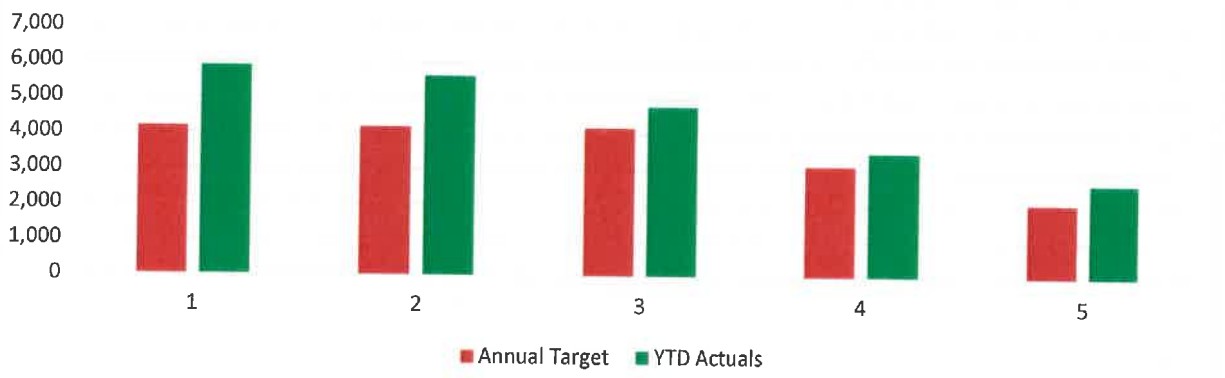
1.1.2.3 Whānau Progress

The following table outlines the unique priority whānau highest end positions by region on the Milestone Indicator Framework:

Region	1	2	3	4	5
Te Tai Tokerau	3	112	195	340	481
Tāmaki Makaurau	36	147	173	139	375
Hauraki-Waikato	18	120	214	42	488
Waiariki	80	132	348	126	466
Ikaroa-Rāwhiti	15	167	197	143	577
Te Tai Hauāuru	123	159	149	72	256
Total unique whānau	**275**	**837**	**1,276**	**862**	**2,643**

The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	4,184	4,184	4,184	3,138	2,092
Year-to-date Actuals	5,893	5,618	4,781	3,505	2,643



Of the 5,893 whānau engaged through Kaiārahi since 1 July 2018, 5,618 (95%) have completed assessments to identify their needs and aspirations, and 4,781 (81%) have developed a plan with goals.

3,505 whānau (59%) have completed a milestone goal, making significant progress towards their priority outcomes, and 2,643 whānau (45%) have achieved one or more of their priority outcomes.

1.1.2.4 Whānau Outcomes[1]

The following table outlines the outcomes planned and achieved by whānau by outcome domain this year.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	3,686	1,745	47%
Whānau health	2,746	1,256	46%
Whānau knowledge	2,439	1,042	43%
Whānau participation in the community	1,864	888	48%
Whānau relationships	975	467	48%
Whānau engagement in Te Ao Māori	706	399	57%
Total	**12,416**	**5,797**	**47%**

A total of 12,416 outcomes (an average of 2.1 outcomes per whānau) were planned over this quarter with 5,797 (47%) of these outcomes achieved since 1 July 2018. The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau standards of living (30%), followed by whānau health (22%) and whānau knowledge (20%). This prioritisation of outcome domains is consistent with last year, and is the same when comparing across all six domains.

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	Housing standards including household maintenance	1,265	550	43%
	Basic furnishings or amenities or clothing	705	410	58%
	Access to safe transport options	607	250	41%
Whānau health	Physical/Personal health	931	430	46%
	Whānau/social health	669	280	42%
	Mental health	368	165	45%
Whānau knowledge	Education/training	1,263	575	46%
	Financial literacy/Budgeting	674	268	40%
	Skills/knowledge for employment	267	84	31%
Whānau participation in the community	Access to community resources	840	521	62%
	Connection to community networks	651	245	38%
	Legal Doc's/Passports/Personal ID/Drivers License	267	77	29%
Whānau relationships	Parenting knowledge/skills	282	120	43%
	Whānau/Household relationships	232	98	42%
	Wider whānau relationships	191	99	52%
Whānau engagement in te ao Māori	Knowledge of whakapapa/whānau connections	285	206	72%
	Involvement with Māori organisations incl. Kohanga or Kura	177	29	16%
	Ability to speak te reo Māori	80	33	41%

Whānau have continued to prioritise outcomes consistent with last year, with the top three outcome areas within each domain remaining the same across the majority of outcome areas.

[1] We are continuing to work with Whānau Ora partners on linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as the coding protocols are refined within this framework

Kaiārahi continued to work with whānau to improve their financial knowledge. Partners worked closely with budgeting support services to help guide whānau to improve their financial literacy that will support them to independently manage their finances, to support their financial independence and to work towards becoming debt free.

Lack of adequate private and social housing continues to be the predominant issue affecting whānau. Home assessments indicated that damp, cold and poorly insulated homes affected the health and wellbeing of whānau living. Kaiārahi provided support and advocacy to whānau on their tenancy rights included the insulation of their homes, which increased their knowledge.

Whānau continued to engage with Kaiārahi for support and advocacy regarding Oranga Tamariki. The impact of the uplifts on the whānau is significant, often causing whānau trauma for tamariki and their whānau. Kaiārahi supported whānau to attend parenting courses, anger management courses and drug and alcohol programmes.

Kaiārahi worked alongside their clinicians and community services to ensure whānau are receiving a full wrap around services. This strategy has proven to be effective in engaging whānau with complex needs.

Kaiārahi reported that they are continuing to strengthen their relationships with their local real estate agents and WINZ office through good communication and information sharing. By establishing robust relationships with local housing providers, Kaiārahi are able to guide and support whānau throughout the rental application process leaving whānau in a positive position to receive housing.

Partners participated in He Kainga Oranga, a healthy housing strategy that enables whānau to gain access to a healthy home. Kaiārahi supported whānau through the process which lead to stable and permanent housing for whānau.

Kaiarahi increased whānau reach by attending outreach health and wellbeing clinics held within rural communities. Kaiarahi noted that this strategy has increased their referrals and reach to whānau within their rohe.

Kaiārahi supported whānau with employment opportunities and no transport. To address this Kaiārahi facilitated a whānau car pool service, to provide transport from rural communities to nearby towns for mahi.

Whānau engaged with employment services such as Kiwi Can Do who provide training for whānau who want to gain employment opportunities within the construction industry.

Kaiārahi utilised their community networks to support whānau to meet their legal obligations with the courts, police and probation. Kaiārahi reported the lack of immediate access to legal service support for whānau.

Travel, time and geography are barriers that impact rangatahi living in isolated rural areas. Kaiārahi reported that collaboration and innovative thinking is required on how they reach and facilitate programmes and services to rangatahi living in rural areas. To mitigate these barriers, Kaiārahi are forging strong relationships with the local kura and GP clinics to ensure rangatahi have access to educational programmes and health services available to them. Kaiārahi supported rangatahi through group programmes, such as, weekly kids clubs, mentoring and school holiday programmes creating positive learning experiences.

Kaiārahi collaborated with government agencies to pilot a youth offending programme, Te Pae Oranga Rangatahi. The pilot was a 12-week programme aimed at rangatahi aged between 14 to 16 years of age who have committed low level offences. The programme supports rangatahi to take responsibility for the offence, giving victims a voice, repairing the harm caused, and building pathways for those affected to progress in a positive direction. Kaiārahi support the entire whānau through the panel process meaning whānau are not required to go to court or have a criminal record.

Whānau were supported to gain their drivers licence, access employment advice and help, and participate in Te Ao Maori activities.

1.1.2.5 Whānau Success

Withheld under section 9(2)(a)

[redacted]

1.1.2.6 Partner and Workforce Development

Please refer to the narrative in section 1.2.2 for an update regarding our Workforce Development programme.

1.1.2.7 Data Analysts

This quarter has seen two key focus areas for the Data Analysts:

- Reviewing and verifying data for year-end reporting – The team has worked alongside our partner Data Analysts to review data for year-end reporting and ensure it is in a state of readiness for the verification process. Partner Data Analysts have also needed to work closely with Kaiārahi to ensure documentation is in order in preparation for this process.
- Collective Impact Outcomes Measurement refinement - Data Analysts have also focused on implementing the new outcomes measurement frameworks aligned with the refined CI indicators developed over this quarter and the previous quarter. This has required a refinement in tools, processes, and the Whānau Tahi system, and has required a coordinated approach by WOCA and our partners to ensure successful implementation. This will continue to be an area of focus for our Data Analysts over the first two quarters of FY19/20.

1.1.2.8 Other Performance Measures

The following table outlines the other performance measures for Kaiārahi, targets versus actuals.

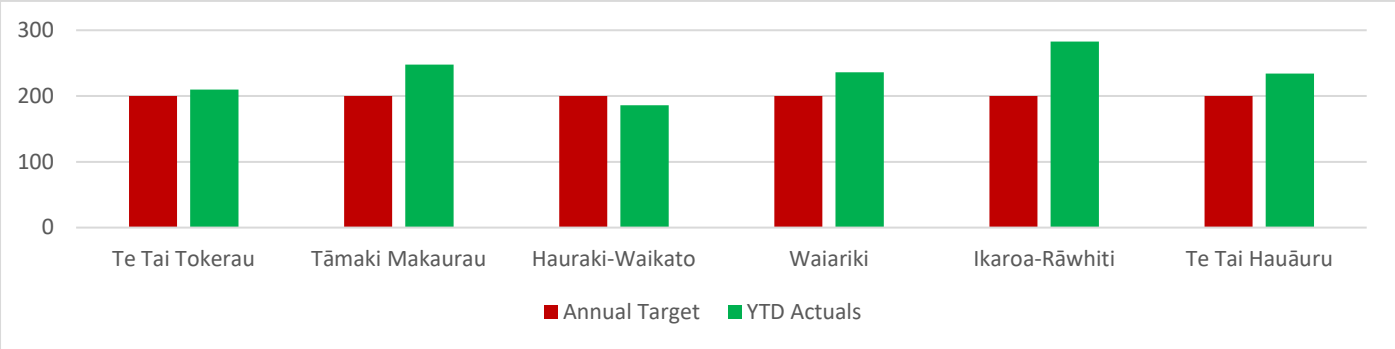
KPI	Indicator	Target	Actual
Kaiārahi			
K4	Priority whānau have been referred to relevant services/programmes.	4,184	5,244 out of 5,893 89%
K9	Priority whānau report that the initiative has identified and responded to their priorities and needs.	80%	2,152 out of 2,624 82%
K10	Priority whānau report a positive experience.	70%	2,842 out of 3,123 91%
K14	Priority whānau report improvements in ability to plan and achieve goals.	80%	2,047 out of 2,382 86%
K17	Priority whānau experience measurable progress towards achieving multiple priority outcomes, as evidenced by a positive shift to (at least) milestone 4 on the milestone indicator framework in 2 or more of their priority outcomes.	35%	2,278 out of 5,893 39%
Pou Hākinakina			
K11	Priority whānau report that the initiative regarding whakapakari tinana has identified and responded to their priorities and needs.	80%	113 out of 138 82%
K12	Priority whānau report a positive experience through the engagement regarding whakapakari tinana.	70%	106 out of 117 91%
K6	WOCA Lead partners have established relationships and are working collaboratively with 10 of the Regional Sports Trusts and/or other sports and recreational institutions to enable the implementation of whakapakari tinana initiatives across the six regions.	13	13
Data Analysts			
K7	15.0 FTE data and outcomes measurement resources are deployed across Te Ika a Māui.	15	15 (100%)
K8	Whānau Ora partners have been engaged in training workshops (including ongoing guidance) to continue to build outcomes measurement capacity and capability in priority communities in Te Ika a Māui, providing them with the relevant support to engage, assess, measure and report on whānau outcomes.	60	57 (95%)
K13	Whānau Ora partners engaged in the training workshops report that the training material was easy to understand and that the training workshops were good quality, providing them with the relevant support to engage, assess, measure and report on whānau outcomes.	45	53
K18	Whānau Ora partners report improvements in their knowledge and understanding of outcomes measurement, data collection and reporting.	45	53

1.1.3 Collective Impact for Whānau

1.1.3.1 Whānau Engagement

The following table outlines the number of whānau supported by Collective Impact across the six regions.

Region	Target	Actuals				
	Priority whānau	Priority whānau and priority whānau members				
	990 priority whānau supported in FY18/19	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged since 1 July 2018	# priority whānau members engaged since 1 July 2018
Te Tai Tokerau	165	38	18	197	210	511
Tāmaki Makaurau	165	36	0	248	248	452
Hauraki-Waikato	165	19	4	183	186	417
Waiariki	165	62	0	225	236	470
Ikaroa-Rāwhiti	165	58	2	265	283	466
Te Tai Hauāuru	165	17	22	211	234	612
Total	**990**	**230**	**46**	**1,329**	**1,397**	**2,928**



1,329 whānau have been engaged through Collective Impact this quarter and a total of 1,397 whānau (including 2,928 whānau members) have been engaged since 1 July 2018.

Whānau members supported through Collective Impact were mostly female (56%) vs male (44%) with the majority of whānau members aged 24 years and under (56%). The main ethnic group that our whānau identify with (allowing up to three responses) is NZ Māori (84%), followed by Pasifika peoples (8%) other NZ Euro / Pakeha (3%) and. A breakdown of whānau members receiving support through Collective Impact this financial year is below:

Gender	Cumulative
Female	1,637
Male	1,281
Data Gap	10
Total	**2,928**

Age Band	Cumulative
0 - 9 years	688
10 - 17 years	646
18 - 24 years	293
25 - 44 years	710
45 - 64 years	412
65+ years	121
Data Gap	58
Total	**2,928**

Ethnic Group	Cumulative
NZ Māori	2,464
Pasifika peoples	225
NZ Euro/Pākehā	92
Other	88
Data Gap	59
Total	**2,928**

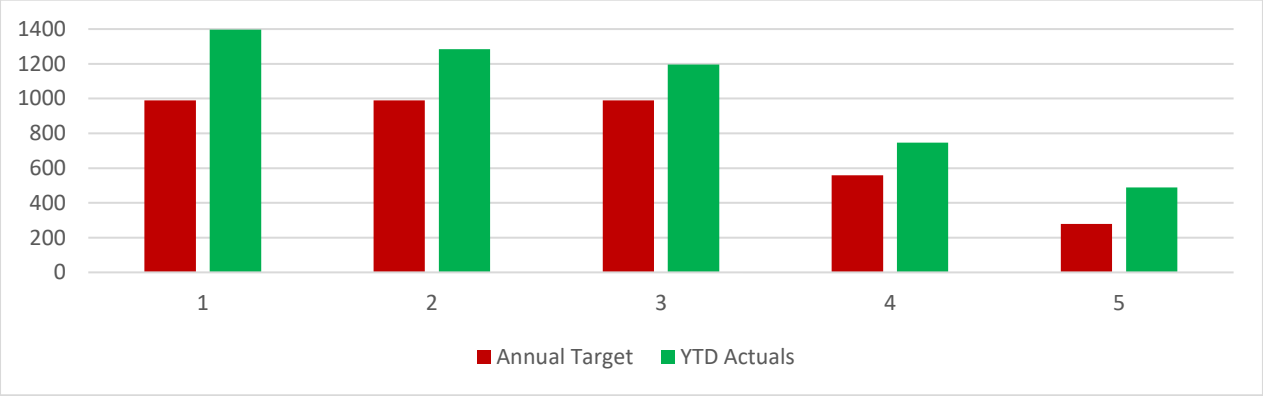
1.1.3.2 Whānau Progress

The following table outlines the unique priority whānau highest end positions by region on the Milestone Indicator Framework:

Region	1	2	3	4	5
Te Tai Tokerau	21	0	37	57	95
Tāmaki Makaurau	8	41	112	0	87
Hauraki-Waikato	9	3	34	22	118
Waiariki	48	0	87	89	12
Ikaroa-Rāwhiti	0	30	148	10	95
Te Tai Hauāuru	27	14	31	80	82
Total unique whānau	**113**	**88**	**449**	**258**	**489**

The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	990	990	990	559	279
Year-to-date Actuals	1,397	1,284	1,196	747	489



Of the 1,397 whānau engaged through Collective Impact since 1 July 2018, 1,284 (92%) have completed assessments to identify their needs and aspirations, and 1,196 (86%) have developed a plan with goals.

559 whānau (53%) have completed a milestone goal, making significant progress towards their priority outcomes, and 489 whānau (35%) have achieved one or more of their priority outcomes.

1.1.3.3 Whānau Outcomes[2]

The following table outlines outcomes planned and achieved by whānau by outcome domain for this financial year.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau health	1,233	381	31%
Whānau Knowledge	969	169	17%
Whānau participation in the community	569	134	24%
Whānau standards of living	529	123	23%
Whānau engagement in Te Ao Māori	449	219	49%
Whānau relationships	119	4	3%
Total	**3,868**	**1,030**	**27%**

[2] We are continuing to work with Whānau Ora partners on linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as the coding protocols are refined within this framework

A total of 3,868 outcomes (an average of 2.8 outcomes per whānau) were planned as at the end of this quarter with 1,030 (27%) of these outcomes achieved since 1 July 2018.

The most common outcomes (as a percentage of total outcomes planned) were within the domains of Whānau Health (32%), followed by Whānau Knowledge (25%) and Whānau Participation in the Community (15%).

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau health	Physical/personal health	790	158	20%
	Nutrition	249	179	72%
	Whānau/social health	127	22	17%
Whānau knowledge	Health literacy	443	56	13%
	Education/training	367	95	26%
	Financial literacy/Budgeting	92	7	8%
Whānau participation in the community	Access to community resources	278	65	23%
	Connection to community networks	171	42	25%
	Legal Doc's/Passports/Peronsal ID/Drivers License	82	18	22%
Whānau standards of living	Housing standards including household maintenance	252	36	14%
	Whānau employment	73	45	62%
	Basic furnishings or amenities or clothing	36	7	19%
Whānau engagement in te ao Māori	Tikanga Māori/lore/customs	318	186	58%
	Involvement with Māori organisations incl, Kohanga or Kura	86	26	30%
	Te Reo Māori	34	5	15%
Whānau relationships	Whānau/Household relationships	72	2	3%
	Wider whānau relationships	19	1	5%
	Parenting knowledge/skills	11	0	0%

1.1.3.4 Collective Impact Whānau Success Indicators

The following table outlines the additional "better off" measures for Collective Impact:

Collective Impact Partner	Engagement	#	Progress Milestone	# / %	Outcomes Achieved	# / %
Te Whānau o Waipareira	# of whānau engaged who have prioritised improved nutrition and/or increased physical activity levels	120	# / % of whānau engaged who have prioritised improved nutrition and/or increased physical activity levels that have completed their milestone goal	98 82%	# / % of whānau who report improved nutrition and/or increased physical activity levels	89 74%
Te Kōhao Health	# of whānau engaged who have prioritised employment that are unemployed at the initial engagement	102	# / % of whānau engaged who have prioritised employment that are unemployed at the initial engagement that have completed their milestone goal	55 54%	# / % of whānau engaged who were previously unemployed become employed (either part-time or full time)	48 47%
Ngāti Rangi	# of whānau engaged who have prioritised improved housing standards through better insulation	8	# / % of whānau engaged who have prioritised improved housing standards through better insulation that have completed their milestone goal	6 75%	# / % of whānau engaged who have evidenced improved housing standards through better insulation	6 75%

Significant work continued in relation to the outcome measurement workshops. The workshops covered four key areas:

1. Whānau outcomes and logic models - Unpacking whānau activities to appreciate the greater outcomes that are achieved with and by whānau, and more importantly how
2. Partner insights - Dedicated space to discuss logic modelling and outcomes, also Collective Impact as a whole
3. Systemic outcomes - Deep-dive of where systemic change has occurred as a result of Collective Impact
4. Moving forward - Commissioning Agency will continue to support partners with this work through ongoing engagement and communications

15 Collective Impact initiatives have confirmed their outcomes for 2019/20. The process undertaken by Research and Relationship Managers to complete this piece of work acknowledges the complexities in refining logic models required to configure outcomes. While time consuming, partners have enjoyed the opportunity to reflect on the work they are doing with whānau.

We had three new initiatives, Muaupoko Iwi Authority, Tūwharetoa Te Iwi and Te Rūnanga o Te Whānau, who have spent the last year informing their Collective Impact initiatives. They will agree their outcomes next quarter.

Partner	Common Agenda	Agreed Outcomes for 2019/20	Progress Update
Ngāti Hine Health Te Tai Tokerau	Moko I te Puna Tamariki in Te Tai Tokerau will get the best start at school. This initiative will support parents as first teachers by providing access to knowledge, resources and services to support and develop their ability to provide essential support to their tamariki. This initiative will also aim to increase tamariki enrolment in early	• Improved access to health providers • Improved access to education services • Improved understanding of the education needs of tamariki	Programme is progressing successfully. Whānau engaged have completed whānau consent and action plans The team continued to engage with whānau in the areas of health and wellbeing, financial literacy and employment Partner reported that the health checks for all tamariki engaged in their services are current and up to date

	childhood care, and/or primary school		
Te Puna Hauora Te Tai Tokerau	He Maara Hou Ngati Whatua rangatahi successfully completing secondary school	• In progress	Established a robust plan to deliver the new He Maara Hou initiative. This kaupapa aims to support the educational needs of Ngāti Whatua rangatahi to leave kura successfully A dedicated project manager is in place to ensure that everyone is clear and informed of progress An environmental scan was completed, looking into issues and statistics concerning education for rangatahi within the rohe of Ngati Whatua Key networks have been developed with Northcote College. Response has been positive and the He Maara Hou initiative is welcomed by teachers and management staff A hui was held with Northcote College to establish a working relationship to include co-design of the programme but more importantly ensuring that activities and/or contributions are coordinated for mutually reinforcing outcomes or whanau As a part of co-design a rangatahi engagement plan has been developed by, for and with rangatahi Communication mechanisms are under construction and include a website, social media platforms and governance newsletters He Maara Hou is supported by the wider Tamaki region, to ensure the initiative is successful and in line with key learnings learnt from previous initiatives Te Puna Hauora is now registered with Social Value Aotearoa which has proven to be a key resource for accessing measurement tools and online learning support There has been three hui in the last quarter with the outcomes team from Te Pae Herenga to develop the He Maara Hou logic model. There is more clarity with specific activities and well defined short, medium and long term outcomes
Manukau Urban Māori Authority Tāmaki Makaurau	He Ararau Working with whānau to connect to Te Ao Māori Cultural identity and accessing cultural knowledge and support has emerged as a key need with whānau who access programmes at MUMA. Although this is part of the way MUMA engages and works with whānau it has been identified that more	• Whānau have increased awareness of opportunities to engage in Te ao Maori • Whānau have access to Te Ao Māori activities Whānau participate in kaupapa Maori activities • Whānau have increased knowledge of Te ao Maori	The past year has provided a number learnings, which led to a change in project manager and refinement of this initiative The initiative we will work on the relationships with partners with the key focus areas: 1. To strengthen collaboration and network partner performance through skilled staffing 2. Coordinate effective communication among partnering organisations 3. Proactively recruit new collaborators rather than sustain familiar provider partnerships

	intense support is required in this area		In terms of data, the focus is to continue upskilling the team in Whānau Tahi and how to utilize the system best to strengthen our CI outcomes journey Collective Impact partnership, we will review partners currently involved and look for new ones that align to the kaupapa and who are committed to actively participate in this kaupapa The new project manager in place has provided a clear direction forward and sound coordination Theory of Change, the team has been involved in workshops on this document, alongside running workshops on Te Kauhau Ora. The Theory of change has been used to develop the whānau surveys for next year Whakapapa and Tikanga Wanānga were held for whānau to participate in. Kaupapa Maori topics in Uku, Nga Whetu, Matariki, korero alongside our tikanga wananga for Te Reo Matahiapo and weekly Te Reo classes for beginners and advanced
Te Kotahitanga Tāmaki Makaurau	Lean In Whānau Supporting whānau to achieve a healthy lifestyle All partners are located within South Auckland and have identified health and wellbeing (focus on obesity) as an issue for whānau across their area. All partners will work with different cohorts utilising the same assessments and tracking	• Increased knowledge of health planning and/or management Improved health planning • Increased opportunities to be physically active Improved physical health • Increased motivation and/or confidence to participate in Physical Activity	Whānau are actively engaged in physical activity programmes across the collective with whānau aging in range from 6 years old to 80 The colder weather and other factors (i.e tangi) have impacted attendance, whānau are the key drivers of the initiative and communicate well with kaimahi Smaller whānau groups are involved in specialized kaupapa including: Fizz Free whānau, Biggest Loser, Green Prescription which caters to appropriate health needs for whānau engaged Healthy kai workshops have identified that tamariki and rangatahi eating habits are influenced by external factors including tuck shops at school and corner stores on the way to school. Kaimahi are working proactively with whānau to ensure they are working through these issues and keeping on track with their health plans 14 Rangatahi performed together for the first time since the start of #LeanIn at Hip Hop International New Zealand Nationals and did themselves and whānau proud. Rangatahi had their own fears of performing in front of a crowd of 700 people however, they overcome these fears with the support of their peers and leaders of the #LeanIn program. Rangatahi are eager to perform again to express themselves through something they love to do, dance
Te Kōhao Health	Te Ngira Improve the economic outcomes for rangatahi aged	• Increased work readiness	Some whānau this quarter were successfully placed into paid employment

Hauraki Waikato	16 – 24 years and their whānau through education, employment and training This initiative will support whānau to be self-sufficient by focusing on their income to meet family budgets and consumption needs e.g. housing, child care, transportation, food, and health care.	• Increased access to services • Increased connection to Te Ao Maori • Increased training & skill development • Increased employment	Whānau have successfully passed micro-credentials - drivers licensing, traffic control certificate, business administration and te reo māori Kaiārahi continue to build out their networks by meeting with local training providers who can support whānau with access to government funded training that lead to potential full-time paid employment. Regular hui with local iwi and regional government departments help to inform Kaiārahi and collect insights into up and coming projects in the rohe Kaiārahi continue to provide ongoing support to whānau to prepare for jobs. Kaiārahi are assisting whānau to identify training providers, industry specifics and their transferrable skills to better position themselves to be placed successfully into full time employment
Raukura Hauora o Tainui Hauraki Waikato	Te Taniko To improve tamariki wellbeing by providing safe environments for whānau Te Taniko is achieved through a shared vision of the collective To reduce the number of mokopuna from 0-10 years of age, of Waikato-Tainui, who are at medium to high risk of being taken into state care	• Increased awareness of existing health services • Increased access to health services • Increased awareness of agencies to support whānau affected by trauma • Increased engagement with agencies to support whānau affected by trauma • Increased motivation to engage with agencies to support whānau affected by trauma	Ongoing Kaiārahi support with whānau to further understand their specific needs Kaiārahi reported that by identifying specific whānau needs informs the Kaiārahi on what network of agencies, clinicians and specialised support services the whānau needs Kaiārahi worked with whānau to develop customised whānau plans, unique and specific to whānau. This informed the kaiārahi to what specialised support services to wrap around each whānau
Ngā Mataapuna Oranga Waiāriki	Manawa Ora Improving health outcomes by addressing respiratory conditions with Te Rereatukahia whānau This initiative will support whānau who have a respiratory disease or are at risk of having a respiratory condition. Due to the location of this pa (community) NMO will work with local authorities to build a mobile access strategy. The initiative will also assess housing conditions impacting their health Whānau who reside in the Te Rereatukahia Pa, in	• Whānau have access to health services • Increased knowledge of respiratory health • Increased knowledge of housing health risks Whānau are addressing home health risks	Partners continued to successfully support whānau to achieve their goals and aspirations by working with local organisations to address housing associated health risks Partners continued to build and develop strong relationships with Western Bay of Plenty District Council to provide housing repairs for whānau with chronic respiratory health conditions

	Tauranga West, and who have respiratory disease		
Te Rūnanga o Te Whānau Waiāriki	Apanui Hikitia To improve whānau Relationships. This common agenda evolved from previous research they conducted with whānau. Engage with whānau who have a desire / need to address factors impacting on their whānau relationships	• In progress	The initiative is centred on the whānau making everyday decisions, such as, days and time of appointments, how often they meet with Kaiārahi and for what purpose. This practice empowers the whānau to demonstrate their mana motuhake in their everyday life The programme encourages and empowers whānau 'sit in the driver's seat' of their life in order to create positive change and outcomes for their whānau Partners have created practical learning environments within action oriented workshops that teach whānau the tools to sit in the driver's seat for their life Partners are making progress in supporting whānau to improve and strengthen their whānau relationships. Whānau identified that there are positive benefits to improving the quality of their relationships within the whānau, and within their community
Te Arawa Whānau Ora Collective Waiāriki	Whaimua Improving whānau quality of life by addressing the management of longterm conditions relating to respiratory disease This initiative will support whānau who have a life-long respiratory disease or are at risk of having a respiratory condition, to effectively manage their condition. By providing support and access to essential medical services and increasing knowledge of their condition through a number of tailored activities	• Whānau have improved management of their respiratory condition • Improved Knowledge and awareness of their respiratory condition • Improved whānau Wellbeing	Kaiārahi identified that the practice of whakawhānaungatanga plays a significant role in building trust and improving whānau engagement and participation in the programme. Whānau report that whakawhānaugatanga contributed significantly to them achieving their overall outcome of improved respiratory management Kaiārahi reported whānau are shifting their focus from short term goals to working towards long term sustainable goals Kaiārahi reported whānau are working with them to co-design initiatives that promote whānau wellbeing and independence Kaiārahi continued to work with whānau through educating themselves on government systems and processes in order to provide a full wrap around Kaiārahi service to high needs whānau
Tūwharetoa Iwi Trust Waiāriki	Ma te Mahi Ka Ora Improving economic outcomes for whānau through employment, education, training and entrepreneuriala activities	• In progress	Significant progress towards creating a positive environment for whānau to improve their economic outcomes. Kairārahi report that the whānau are starting to shift their thoughts by identifying solutions to their issues and working through a step by step plan to improve their individual situation A whānau space was set up for whānau to engage, communicate and learn with each other. Computers were also donated to the programme for whānau to use Standard of living analysis completed this quarter. These results will help form the plan for 2019/20

			Continued collaboration and hui with local organisations and community help whānau achieve their goals through suicide prevention and education Kaiārahi report that it is the wāhine of the whānau that continue to lead out whānau wānanga within the newly created whānau space The whānau engagement created within the space improves whānau relationships, creates a space for positive engagement and is a safe place to build whānau resilience Kaiārahi report a positive shift in whānau relationships. Parents are shifting their focus to engage positively with their rangatahi and are open to engaging further suicide prevention support
Te Rūnanganui o Ngāti Porou Ikaroa Rāwhiti	Ta Te Manawa Improved health of tamariki 0-4yrs who are affected by respiratory infections and asthma This initiative will support whānau with tamariki that have a respiratory disease or are at risk of having a respiratory condition.	• Increased Whānau access to relevant informative resources • Increased knowledge of and contact with relevant service providers • Increased Whānau awareness and understanding of respiratory Risk factors	Partners reported that whānau are successfully completing outcomes as identified in their whānau plans Whānau are seeing success in areas of improved standards of living, increased participation in the community, increased knowledge, increased engagement in Te Ao Māori and improved health and wellbeing. Some whānau are seeing improvements in more than one of these outcome domains The Collective introduced a new member to the Steering Group Pharmacist, Horouta Pharmacy. The new partner has has offered his expertise and services to whānau to reinforce medication adherence and health literacy
Te Taiwhenua o Heretaunga Ikaroa Rāwhiti	Takitimu Ora Improve the economic outcomes for rangatahi aged 16 – 24 years and their whānau through education, employment and training This initiative will support whānau to be self-sufficient by focusing on their income to meet their household needs such as housing, child care, transportation, food, and health care Whānau in the Hastings area with rangatahi not in education, employment and training or who want to engage in education, employment and training with the purpose of increasing their income to meet their household needs	• Increased readiness for work • Increased Transition Into Education	With the implementation of the initiative, data within the collective report is improving. The data is based on the 4 cohorts: • Cohort One: Those who are NEET • Cohort Two: Those in education • Cohort Three: Those in Training • Cohort Four: Those in employment Whanau have now been with the initiative for 6 months and we are starting to see achievement of goals set. This is a huge improvement. Currently we have multiple clients moving along the Milestone Indicator framework with 3 currently shifting to 4+ on the framework with 2 or more outcomes We have focussed this quarter on confirming outcomes for 2019/20. This has provided some really good learning with respect of progressive data on whānau outcomes and indicators Completion of training with Kaiārahi on our new whānau survey and our system is now configured Implementation of new operational roles to focus on strengthening the function of

			Whānau Ora navigators. The workload is often overwhelmed by admin so these roles will be a great advantage for them as support but also to review how we do what we do to ensure our time is mostly spent with whānau
Ngāti Rangi Trust Te Tai Hauāuru	Te Whare Āhuru ki Ruapehu (Housing Project) Ruapehu whānau proudly living in safe, warm homes This initiative will improve the living standards of whānau by supporting whānau into safe, warm and healthy homes or making improvements to their home to be safe, warm and healthy	• Increased knowledge of home maintenance Warmer, safer and healthier homes	Partners report that whānau who identified insulation as a key issue for their homes were connected to local organisations to provide access to funding for insulation. This has had immediate success with some whānau meeting the criteria for free insulation Roofing, bathroom and heating repairs continue to be a priority for whānau during the winter season Kaiārahi continue to assist whānau to access pathways to alternative avenues for financial support. Kaiārahi report that whānau who are equipped with the tools to access and source alternative funding are able to confidently move forward on their path to provide a healthier home for their whānau
Tui Ora Te Tai Hauāuru	He Kawa Ora To improve the unique cultural identity and connection of rangatahi living in North Taranaki aged 10-12 This initiative will increase the health, environmental and educational opportunities for rangatahi through the Taranaki Mounga project that aims to restore the ecological vitality of Mount Taranaki.	• Increased access to te ao Māori • Increased knowledge of te ao Māori; Increased demonstration of te ao Māori • Increased peer mentoring of te ao Māori • Increased access to whenua tupuna • Increased knowledge about whenua tupuna • Increased demonstration of whenua tupuna • Increase of taoihi teaching others about whenua tupuna	He Kawa Ora has contributed to increased self-esteem, increased sense of cultural identity, an increase in positive behaviours and a reduction in truancy Through the programme, Rangatahi are developing leadership skills with the opportunity to lead karakia, waiata and mihi and manaaki to manuhuri. Rangatahi who participate in these activities are recognising their natural leadership qualities Partners identified a strategy for improving rangatahi attendance and participation. The presence of a tuakana for new students has become imperative to keep rangatahi engaged from start to finish Partners identified that the data collected through their Collect Impact initiative demonstrates that the connection to nature, whenua tūpuna and cultural identity helps shape rangatahi into confident and capable students The Department of Conservation signalled a commitment to progressing the programme and invest in a programme evaluation with the aim of increasing the scale of the programme regionally. There is also scope to for DOC to create career pathways for rangatahi engaged in the programme
Te Tihi o Ruahine Trust	Kainga Whānau Ora Whānau participating fully in society	• Increased access to employment	Progressing with the Data Dashboard prototype completed. This is an amazing achievement of how we will collate and

Te Tai Hauāuru	This initiative will improve the living standards of whānau by supporting whānau into safe, warm and healthy homes or making improvements to their home to be safe, warm and healthy	• Increased knowledge for debt management • Increased access to primary healthcare • Improved health management	provide analysis and information on the data we collect within Kāinga Whānau Ora. Synergia have been building the dashboard and we have been working closely with them to ensure we have a user-friendly application. Once finalised we are going to test with a small cohort of whānau to ensure that it is relevant and useful for whānau. The accessibility of data we are collecting from our Partners to whānau will inform the decisions they make in their lives. . There was a decrease in whānau overall as we exit whānau who have been engaged for at least two years and are now self-managing. We have also been cognisant that there has been a period of uncertainty as to the continuation of Kāinga Whānau Ora in regards the Budget Bid. This meant we did not want to take on too many additional whānau and not be able to provide an ongoing engagement with them. Now that we are aware of our successful bid, we will be focussed on increasing the numbers of whānau who are offered the opportunity to participate in Kāinga Whānau Ora New Kaiwhakaaraara (Kaiārahi) have come into the alliance so they were introduced to Te Ara Whānau Ora. They'll now start testing their learnings with whānau We are currently reviewing our CI partner representation to ensure they come with the mandate and decision-making abilities on behalf of their organisation. We are also looking to establish sub-groups so we can have a specific focus on key areas where we want to achieve change that will include and benefit whānau Successful budget bid with Minister Sepuloni through MSD will allow scaling and transferability of Kāinga Whānau Ora
Muāupoko / Raukawa Whānau Ora Te Tai Hauāuru	#Rangatahi4Waiora Improving enagement opportunities for rangathi in the Hororwhenua region	• In progress	This quarter we have engaged in a number of partner and community networking groups, partnering in community wide programmes. Engagement has been the focus of the last quarter, for the our initiative or project continues to develop itself and its partners Ongoing communication through phone calls, emails and smaller hui when people were available Breaking barriers to engaging with rangatahi has been a significant area that we have needed to focus on. The leadership teams have identified with rangatahi several strategies to combat the challenges involved in working with or alongside rangatahi. A key learning has been to not treat them like a

			problem or that they have one, instead focusing on what they want to engage with A flurry of activity for youth programmes has occurred in the Horowhenua, particularly with emphasis on suicide, suicide prevention and increased youth programmes within the community. Rangatahi 4 Waioro is working closely with these initiatives to offer a more coordinated and co-designed approach There has been considerable time and hui, spent engaging with our partners and rangatahi groups in the Horowhenua. This includes working with Horowhenua District Council, local hapū and marae, service providers, colleges and whānau groups. Key relationships are established with the Community Development team at the Horowhenua Council, and we have been present and supporting rangatahi events, hui and forums. This includes the Youth Wellbeing forum, that was led by youth council group and Horowhenua District Council where we were a partner and stakeholder in this forum. This forum and the Horowhenua Youth Network will form part of the key partners and contributors to the common agenda and shared measurement outcomes for the programme. A considerable amount of time was spent supporting local youth hui with the YEP Youth Council, including the Youth Wellbeing forum that was held with partners and led out by Horowhenua District Council. Whānau and rangatahi engagement has been achieved through events and marae noho. There has also been ongoing engagement with rangatahi and whānau through hui and events at the local secondary schools and supporting the rangatahi events around the community. A rangatahi leadership group has been established, they will provide guidance and rangatahi voice to our programme. The marae noho was held at the end of June, and partnered under Fusion with the kaupapa of "It's Awesome to be Māori". This is part of the outcome of "Rangatahi are engaged". Regular noho rangatahi will be a part of #Rangatahi 4 Waiora.
Whaiora Whanui Ikaroa Rāwhiti	Kia Rite, Kia Ora To improve and support whānau health literacy of child obesity and its impact to the whānau This initiative will target 50% of the local kura kaupapa Maori to reduce the prevalence of obesity through increased	• Improved access to healthy kai • Improved knowledge and awareness of healthy nutrition Tamariki and their whānau have healthier eating habits • Increased participation/ motivation/ enjoyment of Physical Activity	Partners continued to engage whānau through building trusting relationships based on the practice of whānaungatanga. Whānau report that a practice based on principle of whānaungatanga leads to positive whānau engagement and participation. Kaiārahi reported that the practice of whakawhānaungatanga with whānau whether in their home, at kura or in office promotes positive whānau engagements.

	knowledge and access to healthy kai and to improve rangatahi behaviours toward fitness and recreational activities	Increased tamariki understanding of benefits of Physical Activity • Tamariki are more confident in their physical activity Tamariki and their whānau have more PA habits (including outside te Kura) NOTE: Initiative currently been refined	
Te Roopu Awhina ki Porirua, Tākiri Mai Te Ata Te Tai Hauāuru/ Ikaroa Rāwhiti	Mana Taiohi To support whānau to manage their tauira transition from intermediate school (Year 7) to secondary school (Year 9) This initiative will support whānau to understand the value of education with a specific focus on transition for rangatahi from intermediate and high school. By providing information and support to through the enrolment to both rangatahi and their parents. This initiative will also enable parents with resources to adequately become more involved in their childs education journey	• Increased whānau knowledge of enrolment process • Successful enrolment at high school • Adequately resourced for high school • Successful transition to high school • Improved tauira & whānau knowledge of key personnel at school • Improved engagement with peers at school • Improved engagement with school personnel	Partner report highlights include the development of a logic model, outcomes matrix, and surveys Partner is collaborating with Tu Kotahi Māori, Asthma Research Trust and Otago University to evaluate the effectiveness of the programme Collective Impact Steering Group was restructured to be strategically positioned to address systemic change. The steering group identified specific government agencies who could potentially join the steering group to provide networks and ongoing support for funding with the aim of implementing the programme within the schools regionally

Withheld under section 9(2)(a)

1.1.3.5 Whānau Success

[redacted]

1.1.3.6 Partner and Workforce Development

Please refer to the narrative in section 1.2.2 for an update regarding our Workforce Development programme.

1.1.3.7 Other Performance Measures

The following table outlines the other performance measures, targets versus actuals.

KPI	Indicator	Target	Actual
CI4	Priority whānau have been referred to relevant services/programmes.	990	1,117 out of 1,397 (80%)
CI5	Priority whānau report that the initiative has identified and responded to their priorities and needs.	80%	84% 278 out of 331
CI6	Priority whānau report a positive experience.	70%	93% 188 out of 202
CI7	CI partnerships have built upon existing activities and improved Whānau Ora practices of partner organisations to support priority whānau.	100%	100% 15 out of 15
CI8	Priority whānau report improvements in ability to plan and achieve goals.	80%	82% 269 out of 328
CI11	Priority whānau experience measurable progress towards achieving multiple priority outcomes, as evidenced by a positive shift to (at least) milestone 4 on the milestone indicator framework in 2 or more of their priority outcomes.	25%	44% 612 out of 1,397

1.1.4 Innovation Fund

1.1.4.1 Whānau Engagement

The following table outlines the number of whānau supported through the Innovation Fund across the six regions.

Region	# priority whānau engaged since 1 July 2018	# priority whānau members engaged since 1 July 2018
Te Tai Tokerau	165	210
Tāmaki Makaurau	791	791
Hauraki-Waikato	395	1,178
Waiariki	321	325
Ikaroa-Rāwhiti	113	124
Te Tai Hauāuru	95	121
Total	**1,880**	**2,749**

1,880 whānau (including 2,749 whānau members) were engaged in programmes through the Innovation Fund this financial year.

1.1.4.2 Whānau Outcomes

The following table outlines the outcomes achieved by whānau by outcome domain for this financial year.

Outcome Domain	Outcomes Achieved
Whānau participation in the community	1,724
Whānau health	720
Whānau engagement in Te Ao Māori	526
Whānau standards of living	408
Whānau relationships	176
Whānau knowledge	162
Total	**3,716**

A total of 3,716 outcomes (an average of 2.0 outcomes per whānau) were achieved, with the most common outcomes being within the domains of Whānau Participation in the Community (46%), Whānau Health (19%), followed by Whānau engagement in Te Ao Māori (14%).

1.1.4.3 Innovation Fund Initiatives

Region	Lead Partner	Action
Te Tai Tokerau	Ngāti Hine Health Commissioning for Community Development	Still in the early development stages of establishing their Puna. Two Puna established to date within their rohe Recruitment for a new Kaiārahi completed Kaiārahi are seeing improved whānau relationships. The programme has empowered whānau to be more involved with their tamariki and to take responsibility for their education Kaiārahi report a shift in behaviour from whānau, from passive to active participants in the programme Two workshops completed: 1. Focused on training and work opportunities for whānau 2. Focused on Mātauranga Māori
Tāmaki Makaurau	Te Whānau o Waipareira Commissioning for Community Development Programme Design and Delivery	Implementation of immediate to short term commission programmes across sub-regions Our focus under this stream was to develop further relationships in the community building off our grants and Pitch Local finalist projects from the previous year of funding. This allowed us to build continuity into how we use Innovation as well as build capacity in the community. This year has seen a number of grants to groups who had been successful in gaining funding in the previous year. These groups in particular have tended to submit higher quality applications and refined projects with stronger outcomes than last year – demonstrating the benefits of regular funding in building up local capacity. This fund also helps us to build stronger working relationships with these partners resulting in other opportunities for partnership outside the innovation fund. New grant/funding recipients have allowed for deeper and broader reach into communities Partner innovation programmes - We have had a variety of initiatives rolled out under this workstream this year across all partners. The flexibility in this fund to deliver outcomes in ways each partner sees fit naturally allows for innovation in the development of these programmes. We were also able to use the Pitch Local model as a means to develop a number of initiatives through kaimahi for a series of smaller partner innovation programmes. Each have been small scale initiatives but we have seen clear outcomes for whānau involved in these programmes, suggesting value in running smaller more concentrated programmes for short term outcomes for whānau Building Managing to Outcomes Capacity across partners - We have focused on building leadership capability across the partners, and extending outcomes measurement capability to kaimahi through Pitch Local development workshops. Partners have also identified specific trainings needed for their workforce. Local Project Highlights: • John Vake - A free after school kickboxing program focused on youth aged 13 to 18 years old. This program will be facilitated by John Vake and other appropriate personal trainers / mentors. There will be a focus on using kickboxing as a means to changing mind-sets, improving skill sets, self-worth and self-confidence to enable rangatahi to transform their lives through health and fitness • Recovery First - Funding to teach whānau how to build and construct portable gardens out of pallets as well as how to grow their own organic kai. They will be given knowledge and skills to then continue to source their own supplies for their own further

		gardens provided by way of a four-hour workshop. This project builds on last year's initiative of establishing a plant nursery that aims to support, awhi and manaaki those of our whanau and community members who suffer with alcohol and drug addiction • Te Atatu Marae - Matariki Celebration continues as an annual event, this grant supports with the involvement of local schools in creating art exhibitions for matariki, enabling opportunities for tamariki to connect and learn about Te Ao Maori • Te Puna Hauora grant for the Bring Your Own Device Initiative which provides funding for 30 tablets. This was a resource for tamariki to do homework, continuation of work from class to home and to enable access to curriculum and education not able to be offered at school e.g. science • Waipareira grant to Ruapotaka for an initiative centred on empowering marae and local community of local Maori history including site visits, series of wananga, facilitators in schools and video capture The Te Pae Herenga collective had a broad range of innovation programmes. As a collective the Pitch Local approach focused on enabling kaimahi to develop ideas that work with whānau beyond their ordinary contractual service delivery Partners have also each rolled out their own Innovation Programmes under this funding stream. These are developed internally by each partner, designed to deliver short term outcomes with whānau in areas they have identified needs but are currently unable to deliver to under existing services. These Programmes have included: Te Puna - Papakainga site development initiative Oruawharo - The Ngati Whatua Whanau Ora Collective (NWWOC) completed the final commissioning activity for a papakainga site development in Oruawharo. Partner capacity as local commissioners has been completed with strengthened relationships within the community of Oruawharo. Whanau of the Ashby Trust Oruawharo have full access to their whenua with the development of a roadway through their papakainga land. Outcome: To bring whānau back to the land in a connected way and create a sense of belonging. • Multiple shareholder, 30 people attending hui on what site will look like, where houses will go,etc. • Approx. 4/5 hui focusing on getting agreement on above • Establishing processes for agreement as per Trust deed • Funding given to whānau to develop land to get it to state of readiness to receive houses i.e. excavation equipment as well as whānau labour MUMA MAHI - Developing MUMA Mahi Employment initiative has been planned by our Senior Leadership team with a focus around providing an employment pathway for all whanau engaged/enrolled with MUMA services. Employment for whanau ensures a higher standard of living can be achieved when there is an increase in household income. We find this to be a significant contribution to whanau wellbeing when medium to long term jobs are secured. MUMA Mahi will work intensely with whanau who have significant barriers to employment. A holistic whanau wrap approach will be used to improve work readiness and labour market skills of the whanau, through one on one planning, goal setting sessions and navigation support. Outcomes: • Engaged 9/13 whanau into the service • 6 placed into employment • Further 11 whanau members placed into employment (not directly enrolled on MUMA Mahi)

		Waipareira – Wai Hub - Project based around developing a hub for our whanau that becomes a place where they can meet, collectively discuss matters of concern to them and belong to. Funds went into the development of Smythe Road as a Whanau Hub by purchasing some basic equipment and resources that make the space more whanau friendly to use as well as provide the basics to enable programme delivery for kaimahi Outcomes – Whānau engagement, creating spaces for belonging. Whatukura - Whatukura Haka has had actions updated and regular monthly practices are now in place as a means of promoting healthy Māori activity and Whanaungatanga amongst new staff to Waipareia and WOCA. • Haka was adopted by Waipareira Rangatahi Rugby League team, who represented Waipareira at Māori Rangatahi tournament in Taupo 2019. The haka was taught through media and was well received by the team, whānau and coaching staff • Health was explored in its very broad facets with participants exploring cultural elements of healthiness as well as that of the body • CrossFit classes were provided through a local provider during work hours to promote work based activity – which also led to other activity, e.g. basketball games • Some members explored conditions that they have to manage, in attempt to understand their condition better and what they need to be aware of in a wider sense and with a long term view of health, e.g. gout, varicose veins, etc • One group used the time to focus on Te Ao Māori and how this contributes to health or oranga in a wider context resulting in one member conducting a research topic on whakapapa in the far north and this relates to other iwi interests Rangatahi CoDesign Setting up an ongoing rangatahi group as part of codesign approach to rangatahi services. Leveraging existing strong relationships with communities and networks in order to form a collective of 15-20 diverse, rangatahi Māori – aged between 15-24. The group has been set up to be ongoing, meaning it is able to be convened at regular intervals in order to discuss present and future programmes and services, to ensure that they reflect the true realities of rangatahi. Rangatahi will be supported through this process by facilitators who will capture the insights and look at ways to implement their ideas into existing and new services Outcome: Improved rangatahi voice, improved outcomes for rangatahi across all rangatahi services. Improved rangatahi leadership

Hauraki Waikato	Te Kōhao Health Programme Design and Delivery	Carving course delivered and was well received by whānau. A number of rangatahi have successfully completed the carving course and graduated in April 2019 Innovation funding provided students with access to transport, purchase of equipment and tools, lockable cabinet for their tools and workstations with table vices The course is supported by the truancy service who attend the classes to provide support to the kaiārahi to assist monitoring the behaviour of the rangatahi to ensure their safety is paramount. Kaiārahi report that the rangatahi who participate in the programme are able to re-connect to their cultural identity, be proud of who they are and improves their whānau relationships Taumaranui Marakai - Kaiārahi appointed to roll out and promote the programme to whānau. Whānau are engaged and have completed comprehensive whānau plans Kaiarahi report improved whānau engagement and participation in Te Ao Māori through karakia, pepeha and whakawhanungatanga. Improved whānau health - Kaumatua are practicing meditation techniques to assist with stress relief, are recognising the therapeutic benefits of Marakai for their hinengaro and strengthening their cognitive and physical movements by Conducted healthy kai workshops that teach whānau how to cook healthy kai on a budget Te Tomokanga Programme – Work placement programme for Year 11-13 commenced Internship Programme – intern programme rolled out across their business groups to provide an opportunity for rangatahi to experience a professional and culturally responsive work environment Partner completed a robust and comprehensive planning sessions across their business groups for their internship programme. Internship will continue next quarter Kaiārahi reported that rangatahi who participated in the Te Tomokanga programme uncovered a number of career pathways within the health industry
Waiariki	Te Arawa Whānau Ora Commissioning for Community Programmes	100% success rate with four clients having to do resits. Programme is supported by Automotive Association (AA) and Vehicle Testing New Zealand (VTNZ) Kaiārahi continue to provide ongoing support for theory tests by requesting readers for whānau who struggle with literacy and provide support to whānau to obtain the required documentation. The tutor was able to modify the delivery of the programme for whānau to have better understanding of the course content Kaiarahi provide advocate support to whānau to help with reducing fines. Two participants were able to reinstate their licence after completing the learner license theory test Whānau were able to gain employment as a result of passing their drivers licence
	Ngā Mataapuna Oranga Programme Design and Delivery	Web-based evaluation tool is still a work in progress. The tool will be used to pilot a mobile healthcare team to service whānau in rural areas Health survey completed – Survey reached over 700 whānau within the rohe and was conducted over a period of four weeks. Preliminary results show that whānau health and hauora are interconnected, communication and access to health are a priority for whānau and telephone and online services are important to whānau

		Partner has secured a healthlink setup with PHO to address issues with medical records. Outcomes mapping process is confirmed and implemented Other key activities: • Rangatahi Whānau Fun Day. Event held to promote youth development within the community • Whānau Wellness Wednesdays continue to connect whānau and bring together whānau across the rohe • Partner is working with the Ministry of Education to establish an education unit at the Pā • Marae are working on a project to document their stories digitally to share their history with rangatahi and future generations
	Eastern Bay of Plenty Collective Commissioning for Community Development	Regular Whakamana and Hineteora sessions: focussed on building confidence and resilience in te taha wairua, taha tinana, taha hinengaro, taha whānau Partner is working with an external communications agency to provide a robust communications strategy that includes regular website and social media marketing campaigns Weekly Life Skill classes conducted by Tūwharetoa Kia Kawerau – Kaiārahi report that whānau engagement is positive and that whānau are reporting an increased understanding of basic life skills and tools to assist with their day-to-day life Kaiārahi report that programmes that are localised has positive response in terms of whānau engagement. Kaiarahi are able to respond effectively to the current needs of our respective communities which empowers whānau and brings about quick and sustainable change
Ikaroa Rāwhiti	Te Taiwhenua o Heretaunga Commissioning for Community Programmes	KETE has been a significant success and the second year has shown an embedded kaupapa to support whānau into small business The use of a clinic approach for marketing and finance has also been a success in terms of cost and collective learning and progress. The new admin process has meant that we have been able to keep a coordinate between activities and track communications with whānau. The shorter business modelling course has also been effective in getting whanau started with their planning Workshops attracted whānau who had an idea, an existing business and who wanted to be in business but hadn't decided on what. The wairua created through collective aspirations and active participation in learning and development was the major highlight. Delivering in Waipukurau was another high light for an area that is generally under served Feedback from whānau and community regarding our Tax Seminar was extremely positive many mentioning they would recommend and want other whānau to attend in the future. Whanau knowledge and confidence increase to tackle their own business goals and understand ongoing requirements for them Being able to ask for more mentor follow ups has been a huge success for whānau to feel engaged and supported through the KETE programme as well ensuring we identify what their unique needs are to realise their new business potential Whānau knowledge - Whānau were eager to understand how business works. All attempted the business plans as we began by simple concepts and building on these through smaller group clinics Tax and finance clinics have been well received by our whānau, especially as some seem to under value their product or service, working with them on value and pricing has been a key driver for new businesses

		Marketing clinics have been well received and an advantage for those who are already in business to identify their customer base and methods to communicate with them to increase their income Whānau participation - Whānau wanted to involve whānau members in their business. Identifying their customers was a challenge in most cases particularly customers that pay! Understanding good support networks and what is available to them is important for whānau business events has been important for their confidence and realising there are many like them that they could also support or recommend to customers. Whānau standards of living - Developing a budget was a challenge however this became clearer as they progressed through clinics and one to one coaching. The main goal of whānau was to increase their income with some wanting to leave their job. There were two businesses run by pakeke who wanted to develop their business formally, so they could involve their mokopuna as a career/job option
	Te Rūnanganui o Ngāti Porou Commissioning for Community Development	Programme successfully launched this quarter - wraparound programme focused on managing and preventing chronic conditions through exercise and healthy lifestyle education Positive whānau engagement to date – target for total whānau engaged will achieved next quarter Kaiārahi report that whānau participating in the programme are achieving multiple outcomes. Whānau participating have achieved a combined weight loss of more than 60kg Kaiārahi completed a review of all whānau plans. Key focus areas for whānau are motivation, improved access to activities and a more informed understanding of their medication and its use
	Whaiora Whanui Commissioning for Community Development	Tu Whakahi celebrated cultural diversity. Rangatahi took the lead on this project from planning and budgeting to the coordination of the event Tu Whakahi was supported by Tu Rangiura o Wairarapa who provided meat and vegetables for the hangi. Rangatahi input ensured all kai served on the day was healthy Kaiārahi report that by giving rangatahi the opportunity to lead projects leads to achieving outcomes across multiple outcome domains, such as, whānau participation in the community, whānau participation in Te Ao Māori, whānau knowledge and whānau health Rangatahi completed outcomes Mental Health Foundation – Five ways to Wellbeing
	Te Rōpū Āwhina ki Porirua Programme Design and Delivery	Whānau reported an increase in confidence, and work readiness to move towards their training and career aspirations Increased engagement with priority whānau through improving their employability and resilience Kaiārahi report an increase in whānau participation in the community and an increase participation in Te Ao Māori Kaiārahi continue to provide ongoing support for whānau who want to sit their license with a high success and pass rate from whānau. Whānau are achieving driver confidence, increasing driver skills and knowledge Other initatives: • Onsite First Aid Training completed. All participants achieved their Workplace First Aid certificate • Site Safe Training completed. All participants achieved their Foundation Passport, Building Construction Mana Island trip completed. This trip provided the opportunity for whānau meet, engage and bond as a group, engage in te ao Māori and learn about the significance of Mana Island for local iwi

Te Tai Hauāuru	Nga Waihua o Paerangi/Ngāti Rangi Whare Facts Commissioning for Community Programmes	Whānau completed home ownership workshops. Workshops were supported by NZR Real Estate, BNZ & Moore Law who provided additional resources Home repairs and maintenance completed for a number of whānau. Installation of fireplaces and heat pumps have made a significant change in the health and wellbeing of whānau. Whānau report that their homes are warmer and drier Regional partners met to share information, training tips and database system configuration for utilising Whānau Tahi. Ongoing training has been identified
	Te Tihi o Ruahine Whānau Ora Alliance Programme Development and Delivery	Fūsion Gen H is underpinned by whānau ora and collective impact principles. Fūsion Gen H has two streams: Fūsion 2.2 - Strategic Learning, Programme Development and Delivery - Continuation of the delivery of rohe-specific programmes focused on Rangatahi Ora; with a key outcome area of Tuakiritanga - Whānau are engaged in te ao Māori and Fūsion Hangarau - Exposure and access for rangatahi and whanau to the tech sector within the context of being Māori; with a key outcome of area of pukenga rawa – Whanau build their tech specific knowledge and skills Fusion Te Papaioeā Whakapai Hauora, have sustained partnerships with Roslyn School to deliver kaupapa to rangatahi between the ages of 11-13 years old within an Ira Tane, Ira Wahine framework. Fusion Te Papaioea deliverd 6 Modules that covered: Anti-bullying, Healthy relationships, Self-Awareness, Effective communication, Te Taiao and Te Apiti (Okatia local pūrakau). These modules were delivered in a variety of formats, which included games, waiata and group-learning activities facilitated by Whakapai Hauora kaimahi and an external facilitator from Massey University for specific modules. They visited the Te Taiao exhibition at Te Papa, Wellington to increase their understanding of Te Ao Maori, their connection to the Whenua and responsibilities as Kaitiaki. Rangatahi delved further into the idea that 'We are more than just our pepeha' and how this applies to them Fusion Tamakinui-a-rua Te Whare Tapere delivered Kapa Haka based wananga to rangatahi between the ages of 13-15-years-old, ending in a final performance for whānau and the wider community. Te Whare Tapere, built their overall capacity to deliver sustainable kaupapa and displayed outstanding innovation in reporting by merging their newly developed Visual Media capabilities into a comprehensive video report; increasing their capacity for self-management through the growth of new data capture, coordination, partnership and scheduling skills Fusion Rangitikei-Oroua Te Kapa o Te Reureu leveraged off the many relationships they have with their members and local hapū and marae and deliver a Hui Rangatahi framework to rangatahi between the ages of 11-18 years old. This covered whakapapa, ngā mahi o ō tatou tipuna, whakawhanaungatanga, te reo rangatira, mihimihi, waiata and moteatea; culminating in a kai for local kaumatua, pakeke and whanau Fusion Hangarau fostered new relationships with Tai Wananga Tu Toa and created new community and whānau engagement in the kaupapa through social media channels. Fusion Hangarau saw rangatahi strengthen their relationship with Te Ao Hangarau through knowledge transfer specifically around coding and the development of their own app; gaining critical skills that continue to change their relationship with technology. From users to Māori innovators and creators
	Raukawa Whānau Ora	This initiative relies on innovative ways to support whānau in their aspiration to achieve whanau transformation by sharing and

	Commissioning for Community Development	collaboration. Below is a snippet of some of the kaupapa we have managed to pull together for our whanau: • A key highlight for this quarter was reflected in the successful enrolment numbers for the Horowhenua Learning Centers' "Digital Literacy Programme". This is just one opportunity that is greatly valued by our whanau • We were able to initiate the Whānau Fit training, and this will be continued into the new year through the support of Sport Manawatu, access is confirmed for all of our cohort • Whanau are better informed and engaged in Te Ao Māori by having identified that 'Te Ara Whānau Ora' is an appropriate or vehicle for the transfer of their skills. Aligning the Te Ara Whānau framework and kaupapa tuku iho principles, in a way that works for the Te Awahou community. This continues the process of making contributions of significance to the pursuit of mauri ora for whanau in this takiwā • Whānau are in control of their own health and wellbeing, participation in the Sport Manawatu Programme being offered in the Te Awahou community and removing all barriers that might inhibit whānau to participate and having completed this process have again benefitted from the contribution at large The initial challenge for our initiative was that we were struggling to reach the identified grouping due to the population size of the locality in small town Horowhenua. Kaimahi were able to actively engage across this takiwā and extend invitations which were accepted by whanau to attend this training programme
	Tui Ora Mana Wāhine Programme Design and Delivery	Mana Wāhine programme successfully launched. Eight week health & fitness initiative aimed at supporting confident, capable and healthy mothers. This programme is supported by Sport Taranaki and Māori Womens Welfare League Kaiārahi has engaged a number of wāhine who were supported with developing whānau plans, goals and aspirations. A number of wāhine have started weekly yoga and boxing classes facilitated through Sport Taranaki and leadership courses facilitated through the Māori Womens Welfare League

1.1.4.4 Whānau Success

Withheld under section 9(2)(a)

[redacted]

1.2 Other Commissioning Activities

1.2.1 Research and Evaluation

Collective Impact Evaluation

The purpose of the evaluation was to assess how well two Whānau Ora partners have implemented their Collective Impact initiatives (i.e. process evaluation) and the extent to which WOCA commissioned outcomes have been achieved (as outlined in the WOCA Outcomes Framework[3]). This evaluation also builds on previous findings from a formative and process evaluation commissioned by WOCA in 2016, by providing an update on the WOCA Collective Impact initiative, particularly in terms of the initiatives' progress, and any new learnings to date.

Led by Ngāti Rangi, Te Whare Āhuru Ki Ruapehu Housing Project supports whānau within the Ruapehu rohe towards proudly living in safe, warm homes. The priority goals of this Collective Impact are to increase availability of houses for locals and to increase the percentage of healthy homes.

Led by Te Kōhao Health, Whakakaha Whānau has the collective strategic vision of 'improving whānau economic outcomes through education, employment and training'. Whakakaha Whānau supports whānau improve their 'work readiness' in the hope of supporting them into employment and/or training and education.

Qualitative interviews and focus group discussions were conducted with Collective Impact personnel and whānau to gain insight into the implementation, delivery and outcomes achieved. A total of eight qualitative interviews were conducted at the Te Whare Āhuru ki Ruapehu site and 22 were conducted at the Whakakaha Whānau site. This included two focus groups that were conducted at the Whakakaha Whānau site (one with whānau and one with kaimahi).

The evaluators have observed two partner practice exemplars that each have different approaches yet operate comfortably in the Collective Impact space, supported by a Whānau Ora approach which integrates cultural expectations of practice in a New Zealand context. While the respective Collective Impact initiatives differed in their approaches and implementation of Collective Impact – both sites similarly achieved in supporting and enabling their whānau to take responsibility for their own lives and leveraging their skills, knowledge, capabilities, experiences and networks for the benefit of themselves and others.

The report is complete.

Whānau Direct Outcomes Report 2017/18

As outlined in the previous report the Whānau Direct Outcomes Report for 2017/18 is complete. The infographic is attached.

Policy and Advocacy

In this quarter, the team submitted our response on the Health and Disability Review by the Parliament. It included translation of findings from the research ACC project and secondary research. The submission highlighted the various issues encountered by the subset of the population, specially Māori and recommended measures to improve the wellbeing.

In addition, the team participated in the consultation workshop with RBNZ and its follow up meetings to inform and advise on their recent proposal of change in policies with regard to increase in capital reserve. The team discussed the implications on whānau and consideration of factors within the policies which affect whānau and communities especially for small businesses and housing. The team will continue participation with RBNZ on potential financial policies as well input for microfinance and financial inclusion initiatives.

1.2.2 Workforce Development

The Commissioning Agency has continued to build and roll out their workforce development strategy. The activities within this strategy for this quarter include:

- Steering Group Committee - The Workforce Development (WFD) steering committee that is made up of key representatives across the WOCA network continue to meet every month. This type of representation allows an extensive coverage and collective understanding of what type of WFD activities are being shared with partners, as well as the opportunity to leverage off opportunities, share key learning, trends and needs that need to be addressed
- Shared Calendar - With so much shifts and movement across our networks, we are still continually and regularly updating our shared calendar to improve the visibility of meetings, wānanga and trainings across the regions with a view to enable Whānau Ora partners to have more opportunity to engage in scheduled training
- Centralised Online Platform - We are still continuing to socialise and share our online platform that hosts our workforce development tools, resources, best practice guides, and community of practice forums with a view for partner feedback to assist in refining the tool to best meet their purposes and needs. To date all WOCA partners have been set up with a log in

[3] A copy of the Te Pou Matakana Outcomes Framework can be found at the following link: https://www.tepoumatakana.com/resources/outcomes-framework/

for the member's area and instructions for logging in and accessing the various tools. The WFD trainer is communicating regularly with partners to encourage engagement with the platform

- Deployment of Relationship Managers and Trainer - The Relationship Managers and trainer have continued to engage with Whānau Ora lead partners to identify potential trainers/champions within their organisations. These trainers/champions will be our key contact(s) that will help mentor and build our pool of trainers, helping build our capability and capacity of WFD across our networks
- Training Modules & Resources - Three change training modules that were co-designed last quarter (Best Practices of Collective Impact Backbones, Collective Impact – Vision to Implementation, Using Data to Inform Practice) have undergone testing this quarter and due to feedback, have been further refined. These add to the already completed modules in the Managing to Outcomes, Adaptive Workforce, Collective Impact, Social Media 200 series.

1.2.3 Whānau Tahi

Whānau Tahi presented their refined system roadmap this quarter. The key functions that Whānau Tahi are aiming to deploy over the next 12 – 24 months are below:

These functions will directly support our Whānau Ora policy and better enable our Kaiārahi to support whānau to achieve their desired outcomes, and we will be working closely with Whānau Tahi to support the design and testing of the solutions.

1.2.4 Whānau Ora Accreditation Framework

The Whānau Ora Accreditation Framework has been in development for some time, and is aimed at providing a robust quality assurance mechanism for organisations working within Whānau Ora. The framework allows partners to be able to reference their activities and approach against a clearly defined set of best practice benchmarks that promote the essential nature and characteristics of Whānau Ora.

The Framework will offer organisations an opportunity to reflect on their strengths and success in working with whānau, initially through interaction with an online self-assessment tool. This will provide invaluable insight into recognising areas of excellence, as well as those that require further support to develop fully and help inform Workforce Development and Provider Capacity Building resources needed. As there was a sense of urgency to protect this space, and acknowledging that an accreditation framework takes at least three years to implement with a first phase being self-assessment.

Progress to date includes:

- A working group has been established
- A self-assessment tool has been developed across seven principles
- The draft self-assessment was circulated to partners, Government and other agencies for feedback
- The self-assessment was peer reviewed and endorsed by Social Value International
- The self-assessment was then made available online on the Social Value Aotearoa website
- All partners have been given access to this website with instructions to complete the first phase of accreditation which is self-assessment
- The Workforce Development team have been supporting partners as they engage with the tool
- 12 partners have completed the self-assessment tool in this test phase.

1.2.5 Whānau Ora Practitioner Framework

The report for the Whānau Ora Practitioner Framework is now complete. The Framework has been presented to Whānau Ora Commissioning Agency with the following recommendations:

- There is a commitment by the Whānau Ora Commissioning Agency to adopt Te Kawa o Whānau Ora as a working model for business culture and Te Kawa o Whānau Ora is led by the Whānau ora Commissioning Agency
- A work stream or streams are created to further develop Te Kawa o Whānau Ora Framework as it relates to the Whānau Ora Commissioning Agency and Whānau Ora partners (Accreditation Framework)
- A working group that oversees and appraises Te Kawa o Whānau Ora is established
- Training under the Whānau Ora Commissioning Agency will be explored whose core purpose is to provide training and workshops to Whānau Ora partners and practitioners based on competencies identified in this project within the context of Te Kawa o Whānau Ora
- Work completed on the Accreditation Framework to date be incorporated into Te Kawa o Whānau Ora and taken back to providers for feedback
- A steering group of Whānau Ora practitioners is established to contribute to system, reporting, process, policy, products and decisions.

The team are in the process of implementing key recommendations.

1.2.6 Te Pou Matakana Rebrand to Whānau Ora Commissiong Agency

The launch and rebrand to the Whānau Ora Commissioning Agency is nearly complete. Key branding is completed for the website, social media and internal templates. Branding of the office will take place next quarter.

More cohesion across the brand groups has seen Whānau Ora Commissioning Agency core messaging penetrate further into, and across, the partner communications channels. This has aided visibility and consolidation of Whānau Ora as a social movement.

1.3 Progress against Investment Plan

1.3.1 Activities completed this quarter

Key Activity	Quarter	Status
Monitoring and reporting of Whānau Direct, Kaiārahi, Collective Impact and Innovation initiatives	Quarter four	Complete
Internal reviews of WOCA programmes	Quarter four	Complete
Planning and negotiations for 2019/20 contracts	Quarter four	Complete

1.3.2 Activities planned next quarter

To be confirmed

1.3.3 Activities/timeframes modified for next quarter

No activities have been modified for next quarter.

2.0 Spending Profile

2.1 Operating costs and commissioning funds

Please see the attached financial report.

2.2 Cost escalation / underspend issues

Please see the attached financial report for any underspend or cost escalation.

3.0 Key Risks / Issues

3.1 Key Risks

Withheld under section 9(2)(b)(ii) and 9(2)(ba)(i)

Risk category	Description	Impact	Likelihood	Mitigation	Status
[redacted]					

Withheld under section 9(2)(b)(ii) and 9(2)(ba)(i)

Risk category	Description	Impact	Likelihood	Mitigation	Status
[redacted]					

Withheld under section 9(2)(b)(ii) and 9(2)(ba)(i)

Risk category	Description	Impact	Likelihood	Mitigation	Status
[redacted]					

3.2 Expected delays

There are no delays this quarter.

4.0 Operating Policies

Vulnerable Children Act 2014 and Health and Safety at Work Act 2015
Confirmation of compliance received from all partners in relation to policies and processes in place for both Vulnerable Children Act 2014 and Health and Safety at Work Act 2015.

By checking this box, I confirm that the operating policies in place satisfy the principles and mandatory requirements as set out in Clause 4 of Appendix 11 to the Outcome Agreement.	Y

Acknowledgement

By signing below, I confirm that the information contained in this report is true and correct to the best of my knowledge.

Signed **John Tamihere**

Date **26 August 2019**