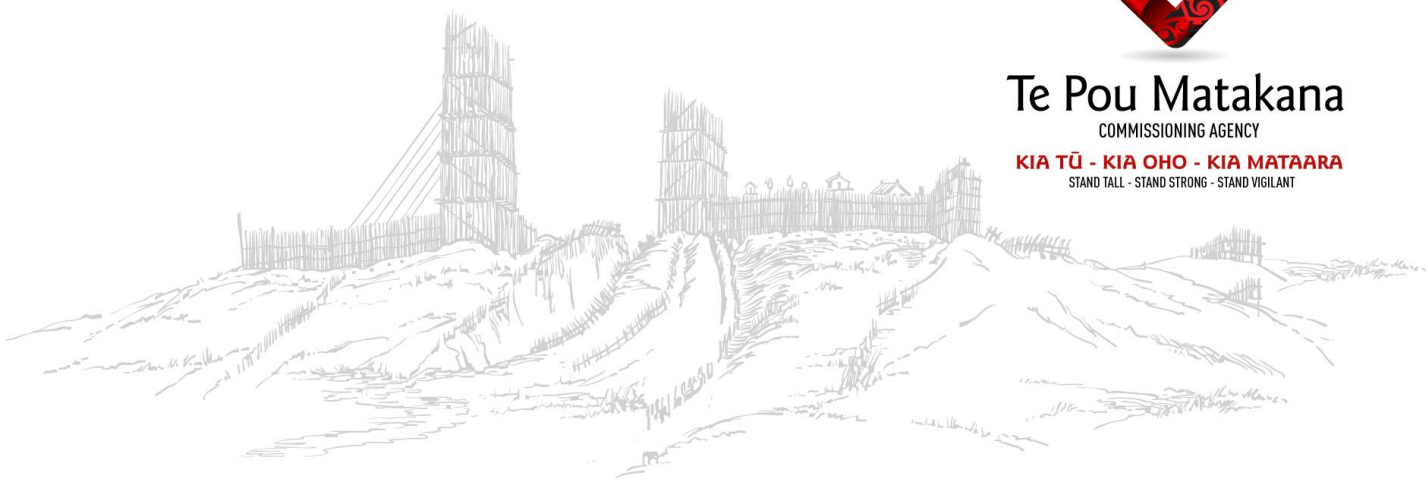


Te Pou Matakana
COMMISSIONING AGENCY
KIA TŪ - KIA OHO - KIA MATAARA
STAND TALL - STAND STRONG - STAND VIGILANT

Quarter One Progress Report
Te Pou Matakana

Date issued	14 November 2018	**Issued to**	Te Puni Kōkiri
Overall project status	Green	**Issued by**	Te Pou Matakana
Period start	1 July 2018	**Period end**	30 September 2018

Executive Summary

Te Pou Matakana (TPM) continued to work with Whānau Ora partners across Te Ika a Māui to operationalise the commissioning for outcomes policy. This is the first quarter of the 2018/19 year. This report highlights key information in relation to commissioning activities across Te Ika a Māui. It also provides whānau stories on how the activities have changed the lives of priority whānau.

Whānau Direct

- A total of 526 whānau were supported through Whānau Direct this quarter including 1,464 whānau members.
- A total of 909 outcomes (an average of 1.7 outcomes per whānau) have been planned so far this financial year with 754 (83%) 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 (41%), followed by whānau health (34%) 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	92	284
Tāmaki Makaurau	91	220
Hauraki-Waikato	55	163
Waiariki	141	399
Ikaroa-Rāwhiti	65	177
Te Tai Hauāuru	82	221
Total	**526**	**1,464**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	370	317	86%
Whānau health	308	247	80%
Whānau participation in the community	136	109	80%
Whānau knowledge	63	57	90%
Whānau relationships	27	19	70%
Whānau engagement in Te Ao Māori	5	5	100%
Total	**909**	**754**	**83%**

Kaiārahi

- A total of 3,169 whānau have been engaged by Kaiārahi this quarter including 6,921 whānau members.
- A total of 6,935 outcomes (an average of 2.2 outcomes per whānau) were planned this quarter with 705 (10%) 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 (27%), followed by whānau health (24%) and whānau knowledge (21%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	770	1,919
Tāmaki Makaurau	510	811
Hauraki-Waikato	293	757
Waiariki	568	1,370
Ikaroa-Rāwhiti	618	1,406
Te Tai Hauāuru	410	658
Total	**3,169**	**6,921**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	1,903	206	11%
Whānau health	1,678	214	13%
Whānau knowledge	1,430	92	6%
Whānau participation in the community	872	90	10%
Whānau relationships	701	69	10%
Whānau engagement in Te Ao Māori	351	34	10%
Total	**6,935**	**705**	**10%**

Collective Impact for Whānau

- A total of 352 whānau have been engaged through Collective Impact initiatives this quarter including 1,081 whānau members.
- A total of 1,077 outcomes (an average of 3.1 outcomes per whānau) were planned this quarter with 99 (9%) 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 (34%), followed by whānau health (26%) and whānau participation in the community and whānau knowledge (both 15%).

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	38	144
Tāmaki Makaurau	44	43
Hauraki-Waikato	41	141
Waiariki	53	185
Ikaroa-Rāwhiti	87	201
Te Tai Hauāuru	89	367
Total	**352**	**1,081**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	363	36	10%
Whānau health	280	7	3%
Whānau participation in the community	164	10	6%
Whānau knowledge	164	20	12%
Whānau engagement in Te Ao Māori	73	24	33%
Whānau relationships	33	2	6%
Total	**1,077**	**99**	**9%**

Innovation Fund

Planning has commenced for the Innovation Fund 2018/19. The team have reviewed the funding categories, guidelines and relevant templates including the project plan and contract variation templates. Partners are due to submit project plans for the fund on 31 October 2018.

1.0 Commissioning Activity

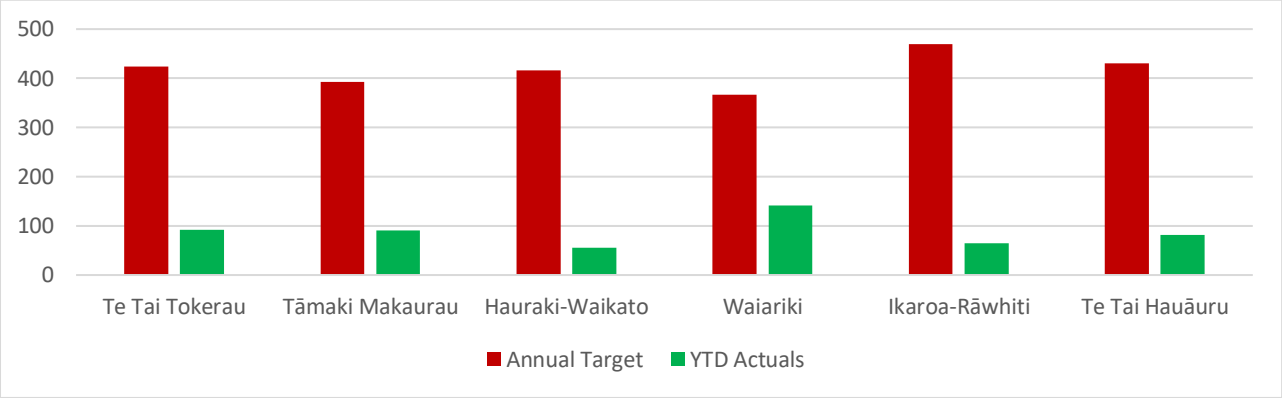
1.1 Commissioning Programmes

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	106	92	92	284	284
Tāmaki Makaurau	393	98	98	91	91	220	220
Hauraki-Waikato	416	104	104	55	55	163	163
Waiariki	367	92	92	141	141	399	399
Ikaroa-Rāwhiti	469	117	117	65	65	177	177
Te Tai Hauāuru	431	108	108	82	82	221	221
Total	**2,500**	**625**	**625**	**526**	**526**	**1,464**	**1,464**



There were a total of 526 applications processed this quarter, with the highest volume processed in Waiariki (27%) and the lowest volume processed in Hauraki-Waikato (10%).

Whānau members supported through Whānau Direct were mostly female (56%) vs male (42%) and reflect a young population with the majority of whānau members being aged 24 years and under (60%). The main ethnic group that whānau identify with (allowing up to three responses) is NZ Māori (86%), followed by NZ European/Pākehā (6%) and Pasifika peoples (5%). A breakdown of whānau members receiving support through Whānau Direct this financial year is below:

Gender	Cumulative
Female	822
Male	611
Data Gap	31
Total	**1,464**

Age Band	Cumulative
0 - 9 years	464
10 - 17 years	273
18 - 24 years	143
25 - 44 years	315
45 - 64 years	187
65+ years	78
Data Gap	4
Total	**1,464**

Ethnic Group	Cumulative
NZ Maori	1,260
Pasifika peoples	78
NZ Euro / Pakeha	88
Other	19
Data Gap	19
Total	**1,464**

1.1.1.2 Whānau Outcomes

The following table outlines the outcomes planned and achieved by whānau by outcome domain for FY17/18.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	370	317	86%
Whānau health	308	247	80%
Whānau participation in the community	136	109	80%
Whānau knowledge	63	57	90%
Whānau relationships	27	19	70%
Whānau engagement in te ao Māori	5	5	100%
Total	**909**	**754**	**83%**

A total of 909 outcomes (an average of 1.7 outcomes per whānau) have been planned so far this financial year with 754 (83%) 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 (41%), followed by whānau health (34%) 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 standards of living	Basic furnishings/amenities	115	101	88%
	Housing standards including household maintenance	85	76	89%
	Safe transport options	79	63	80%
Whānau health	Physical/Personal health	203	170	84%
	Family/Social Health	53	40	75%
	Nutrition	41	28	68%
Whānau participation in the community	Access to community resources	37	33	89%
	Legal Documents incl birth certificates, passports	33	26	79%
	Connection to community networks	19	17	89%
Whānau knowledge	Education/training	34	31	91%
	Skills/knowledge for employment	22	20	91%
	Financial literacy/Budgeting	3	3	100%
Whānau relationships	Household relationships	11	7	64%
	Relationships with service providers incl govt. depts.	6	3	50%
	Wider whānau relationships	5	5	100%
Whānau engagement in te ao Māori	Connections to Māori community organisations including Education/Kohanga	2	2	100%
	Whakapapa/whānau connections	1	1	100%
	Māori lore/knowledge/customs	1	1	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 almost 30% of the investment including vehicle repairs and maintenance (12%), household appliances (12%), and adults clothes/shoes (5%).

Resource Category	% of Investment
Vehicle repairs and maintenance	12%
Household appliances	12%
Adult's clothes/shoes	5%
Dental services/resources	5%
Other household contents/items	5%
Beds, cots, mattresses and linen	4%
School/educational resources and supplies	4%
Rent and accommodation expenses	4%
Baby supplies/equipment	4%
Driver licensing	4%
Children's clothes/shoes	3%
Household repairs and maintenance including materials	3%
Health support services/resources	3%
Dining and lounge furniture	3%
Electricity and gas	3%

Improved standards of living was a priority this quarter. Whānau applied for furniture, appliances, household items and clothing to meet their day-to-day needs.

First time parents applied for resource to support their new-born babies. Parents were supported with safe sleeping resources, warm clothing and feeding devices to support baby in the early stages of their life.

Whānau were supported to pass their learners, restricted and full licenses. Resource supported driving lessons, practice theory tests and mock driving tests to prepare whānau to pass their licence.

Partners reported an increase in Whānau Direct applications received from whānau in full time employment who struggle to meet unexpected expenses - vehicle servicing and repairs so they can continue to travel to mahi.

Whānau reported that Whānau Direct uplifts their mana, allows them to have a positive experience and sense of pride completing the application and seeing the result - seeing their tamariki in clean clothes and shoes for school.

Whānau Direct has given whānau the opportunity to make a positive change in the lives and improve their health and well-being.

1.1.1.4 Whānau Success

Withheld under section 9(2)(a)

[redacted]

1.1.1.5 Partner and Workforce Development

Our TPM help desk team has provided training to six partners this quarter, including 10 kaimahi, and 100% of training evaluations highlighted improvement in their understanding on the system and process for Whānau Direct.

The Whānau Direct user manual was finalised and distributed to partners in quarter four of last year. We have continued to develop and refine the supporting video guide this quarter, and intend to have this finalised by the end of quarter three.

Following the updated Whānau Direct user manual, lead partners have nominated super users within each of their organisations, and we are in the process of planning a train-the-trainer programme for these super users to be delivered in quarter three. We intend to test the video user guide as part of this training programme to ensure it meets the needs of our Whānau Ora practitioners.

1.1.1.6 Other Performance Measures

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

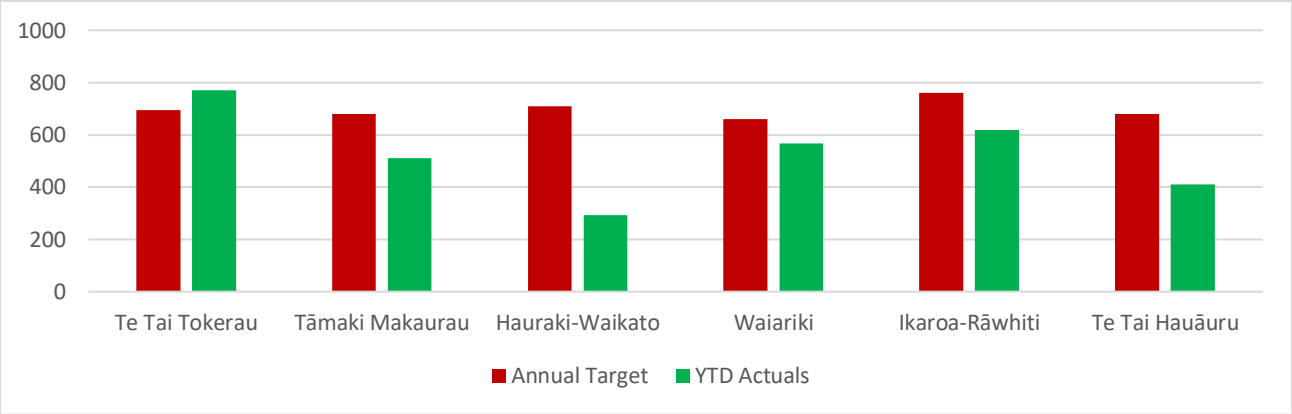
KPI	Indicator	Target	Actual
WD2	90% of funds are distributed within two working days of TPM's receipt of approved applications	90%	99.6% (524 out of 526)
WD3	80% priority whānau report a positive experience	80%	98.9% (451 out of 456)
WD4	90% of priority whānau report that an immediate change has been achieved through Whānau Direct	90%	99.6% (454 out of 456)
WD5	90% of priority whānau report a positive impact on the whānau situation as a result of the intervention	90%	99.6% (454 out of 456)

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	136	122	770	770	1,919
Tāmaki Makaurau	680	173	86	510	510	811
Hauraki-Waikato	710	61	24	293	293	757
Waiariki	660	143	99	568	568	1,370
Ikaroa-Rāwhiti	760	101	61	618	618	1,406
Te Tai Hauāuru	680	48	45	410	410	658
Total	**4,184**	**662**	**437**	**3,169**	**3,169**	**6,921**



A total of 3,169 whānau have been engaged by Kaiārahi this quarter including a total 6,921 whānau members.

Whānau members supported through Kaiārahi were mostly female (56%) vs male (43%) with the majority of whānau members being aged 24 years and under (53%). The main ethnic group that whānau identify with (allowing up to three responses) is NZ Māori (85%), followed by NZ European / Pākehā (5%) and Other ethnicities (4%). A breakdown of whānau members receiving support through Kaiārahi this financial year is below:

Gender	Cumulative
Female	3,907
Male	2,994
Data Gap	20
Total	**6,921**

Age Band	Cumulative
0 - 9 years	1,721
10 - 17 years	1,229
18 - 24 years	726
25 - 44 years	1,842
45 - 64 years	1,042
65+ years	349
Data Gap	12
Total	**6,921**

Ethnic Group	Cumulative
NZ Māori	5,872
Pasifika peoples	281
NZ Euro / Pakeha	369
Other	282
Data Gap	117
Total	**6,921**

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	126
	Whangārei	194	165
	Kaikohe	85	114
Region total		**349**	**405**
Tāmaki Makaurau	Glen Innes	14	68
	Papakura	42	14
	Māngere	19	53
	Manukau East	83	30
Region total		**158**	**165**
Hauraki-Waikato	Hamilton	427	105
	Ngāruawāhia	74	34
	Huntly	87	25
Region total		**588**	**164**
Waiariki	Rotorua	191	226
	Taupō	27	0
	Ōpōtiki	39	113
	Whakatāne	50	52
	Tūrangi	25	0
	Kawerau	53	23
Region total		**385**	**414**
Ikaroa-Rāwhiti	Northern East Coast	79	46
	Kaitī	30	54
	Gisborne	8	87
	Wairoa	55	104
	Camberley	21	0
	Flaxmere	29	0
	Lower Hutt	98	42
Region total		**320**	**333**
Te Tai Hauāuru	Southern Taranaki	30	2
	Whanganui	98	167
	Taumarunui	41	4
Region total		**169**	**173**
Total		**1,969**	**1,654**

Whilst TPM 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 (52.2% 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. This will be highlighted accordingly within each quarterly report.

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 FY17/18	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged since 1 July 2017	# priority whānau members engaged since 1 July 2017
Te Tai Tokerau	78	7	26	77	77	95
Tāmaki Makaurau	52	27	0	27	27	29
Hauraki-Waikato	26	0	0	1	1	1
Waiariki	52	2	3	48	48	72
Ikaroa-Rāwhiti	78	38	5	72	72	72
Te Tai Hauāuru	52	4	1	42	42	128
Total	**338**	**78**	**35**	**267**	**267**	**397**

Pou Hākinakina facilitated a 12-week fitness boot camp. The camp focused on whānau in relationships with the view that whānau that live together and train together can achieve positive results. The camp offered healthy food choices, support to be active, positive lifestyle changes and positive relationship workshops. 30 whānau members successfully completed the 12-week programme.

Pou Hākinakina partnered with a kōhanga reo to deliver a Fit4Whanau five-week programme (Taranaki). The programme had positive uptake and ongoing attendance with 10 whānau attending sessions. A highlight was seeing tamariki and their whānau participating in the initiative together. Whānau surveys highlighted the positive learning experience from participants. A Facebook page was set up and whānau continue to post their progress including healthy recipes, walking groups and wellbeing stories.

Whānau were supported for their fitness preparation for Te Matatini (February 2019), Iron Māori (throughout Te Ika a Māui) and Youngatira Hauora (a rangatahi programme focused on Māori movement, kanikani, healthy kai and health education).

Partners in Tāmaki Makaurau conducted a series of interviews with whānau to understand the barriers that whānau had with participating in sport and recreation. The key findings showed a gap in sport and recreation participation for rangatahi and Kaumātua. Some of the key findings showed that barriers to participation for Kaumātua included transport, cost and not having someone to participate with. Based on these findings, an event proposal has been submitted aimed at bringing Kaumātua from the different regions together to participate in a Kaumātua Olympics. Leading up to the event, partners will be connecting Kaumātua to existing sport and recreational activity to prepare for this event and will also ensure they have access to sport and recreational activity on a more ongoing basis.

Whānau Success Story Example Withheld under section 9(2)(a)

[redacted]

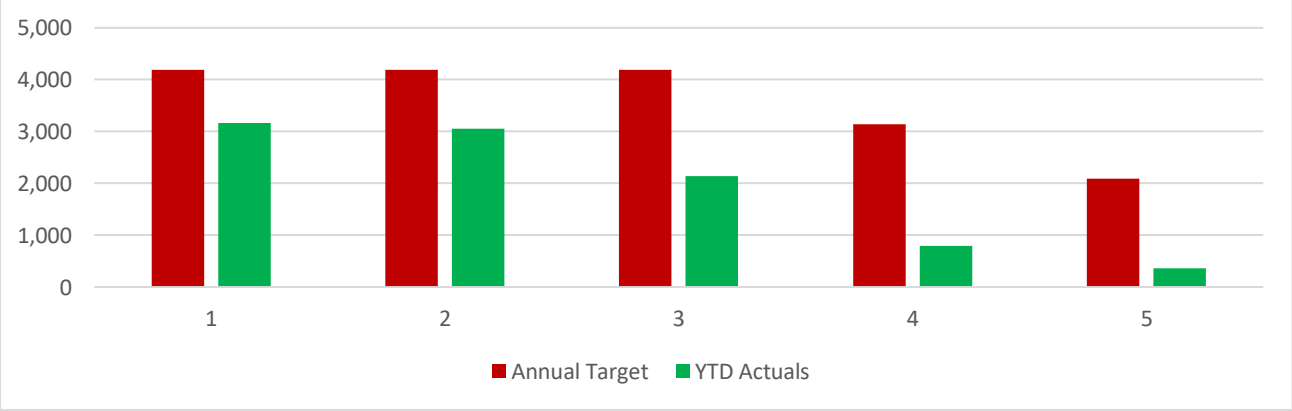
1.1.2.2 Whānau Progress

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	0	208	326	184	52
Tāmaki Makaurau	7	135	184	99	85
Hauraki-Waikato	6	89	48	17	133
Waiariki	7	137	316	76	32
Ikaroa-Rāwhiti	57	250	254	28	29
Te Tai Hauāuru	35	103	215	32	25
Total unique whānau	**112**	**922**	**1,343**	**436**	**356**

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	3,169	3,057	2,135	792	356



Of the 3,169 whānau engaged through Kaiārahi since 1 July 2018, 3,057 (96%) have completed assessments to identify their needs and aspirations, and 2,135 (67%) have developed a plan with goals.

792 whānau (25%) have completed a milestone goal, making significant progress towards their priority outcomes, and 356 whānau (11%) have achieved one or more of their priority outcomes. We expect these volumes will increase over the financial year, as whānau are supported to achieve their outcomes.

1.1.2.3 Whānau Outcomes[1]

The following table outlines the outcomes planned and achieved by whānau by outcome domain for FY17/18.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	1,903	206	11%
Whānau health	1,678	214	13%
Whānau knowledge	1,430	92	6%
Whānau participation in the community	872	90	10%
Whānau relationships	701	69	10%
Whānau engagement in Te Ao Māori	351	34	10%
Total	**6,935**	**705**	**10%**

A total of 6,935 outcomes (an average of 2.2 outcomes per whānau) were planned this quarter with 705 (10%) 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 (27%), followed by whānau health (24%) and whānau knowledge (21%). 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	580	66	11%
	Basic furnishings or amenities or clothing	296	56	19%
	Access to safe transport options	294	24	8%
Whānau health	Physical health	674	113	17%
	Whānau or social health	309	33	11%
	Mental health	213	15	7%
Whānau knowledge	Education or training	730	48	7%
	Financial literacy or budgeting	341	35	10%
	Skills or knowledge for employment	226	7	3%
Whānau participation in the community	Connection to community networks	354	55	16%
	Access to community resources	304	20	7%
	Legal documents incl birth certificates, passports	129	11	9%
Whānau relationships	Parenting knowledge or skills	203	52	26%
	Whānau or household relationships	114	5	4%
	Wider whānau relationships	100	3	3%
Whānau engagement in te ao Māori	Whakapapa or whānau connections	145	3	2%
	Marae activities	68	12	18%
	Te reo Māori	67	8	12%

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

Partners reported that they are seeing high numbers of whānau who require assistance obtaining documentation. Some Kaiārahi implemented processes to ensure whānau have essential documents such as a curriculum vitae, birth certificate, tax number and bank account.

Housing continued to be an issue that challenges whānau throughout Te Ika a Māui. Kaiārahi supported whānau to navigate through the emergency housing process. Kaiārahi also facilitated hui with private rental owners to secure accommodation for whānau.

Whānau required support to improve their health, both physically and mentally. Some whānau do not attend medical appointments due to the cost and lack of transport. Partners offered whānau a koha based nurse-led community clinic. Whānau were able to access the culturally appropriate clinic that was affordable and accessible increasing positive health outcomes. Referrals were made to mental health, counselling and social services.

Partners provided Mama and Pēpi and Whānau Ora Health and Wellbeing programmes that incorporated te ao Māori - pepeha, waiata and karakia. Whānau reported that the sessions increased their confidence and self-esteem. "The positive environment helped me to learn and participate, build new relationships and find out more about services for my whānau."

Some partners trained Kaiārahi as budgeters to better support whānau meet their outcomes. Kaiārahi are able to identify whānau entitlements with work and income and other agencies, develop a robust budget and provide basic budgeting advice to assist the whānau with their plans.

1.1.2.4 Whānau Success

Withheld under section 9(2)(a)

[redacted]

1.1.2.5 Partner and Workforce Development

TPM continues to encourage shared learning / Whānau Ora best practice hui across the regions facilitated by our Whānau Ora leads within each community. TPM is also looking to refine Kaiārahi specific training and support as part of our wider Workforce Development strategy.

1.1.2.6 Data Analysts

We continue to work closely with Data Analysts within our lead partners, and have utilised quarter one as a 'check-in' with our Data Analyst workforce, in particular, identifying any new resources. We have confirmed five new Data Analysts this quarter, and have been able to provide training to two of these people this period, with the other three scheduled for quarter two.

We have also utilised this quarter to work with our Data Analysts to refine the reporting workbook and provided updated compliance checks and guidelines to support them to deliver complete and accurate data and reporting to our team.

The verification process commenced this quarter, which meant another level of support and communication was provided by our teams to our partners and Data Analysts, to ensure they were able to provide the necessary evidence to meet the requirements. Our internal review of partner documentation and feedback from TPK as part of the verification process will help inform our ongoing training and support initiatives, including our training modules specific to Data Analytics, outcomes measurement and Whānau Tahi. This will also be aligned with the wider Workforce Development Strategy being developed, and will include refinement and testing of a Data Analyst competency matrix with our partners.

Our Data Analysts continue to provide positive feedback around TPM's investment in this area, and continue to enhance relationships with other Data Analysts across the regions, as well as the TPM data and performance team.

1.1.2.7 Other Performance Measures

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

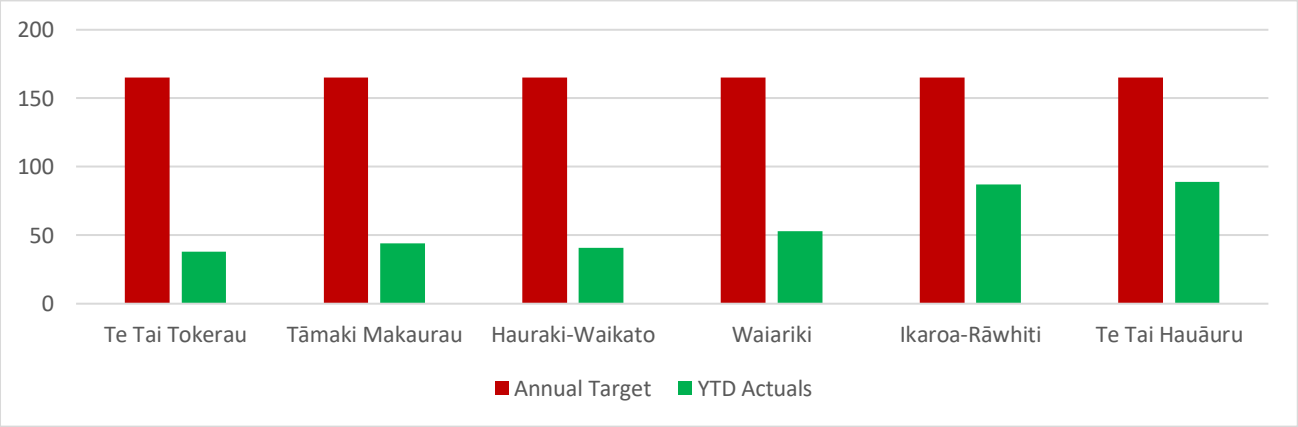
KPI	Indicator	Target	Actual
Kaiārahi			
K4	Priority whānau have been referred to relevant services/programmes.	100%	59% 1,874 out of 3,169
K9	Priority whānau report that the initiative has identified and responded to their priorities and needs.	80%	*Report six-monthly*
K10	Priority whānau report a positive experience.	70%	*Report six-monthly*
K14	Priority whānau report improvements in ability to plan and achieve goals.	80%	*Report six-monthly*
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%	*Report six-monthly*
Pou Hākinakina			
K11	Priority whānau report that the initiative regarding whakapakari tinana has identified and responded to their priorities and needs.	80%	*Report six-monthly*
K12	Priority whānau report a positive experience through the engagement regarding whakapakari tinana.	70%	*Report six-monthly*
K6	TPM 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	*Report six-monthly*
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	42 (70%)
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	*Report six-monthly*
K18	Whānau Ora partners report improvements in their knowledge and understanding of outcomes measurement, data collection and reporting.	45	*Report six-monthly*

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	4	0	38	38	144
Tāmaki Makaurau	165	44	0	44	44	43
Hauraki-Waikato	165	14	0	41	41	141
Waiariki	165	0	1	53	53	185
Ikaroa-Rāwhiti	165	30	6	87	87	201
Te Tai Hauāuru	165	23	8	89	89	367
Total	**990**	**115**	**15**	**352**	**352**	**1,081**



A total of 352 whānau have been engaged through Collective Impact initiatives this quarter including 1,081 whānau members.

Whānau members supported through Collective Impact were mostly female (56%) vs male (43%) with the majority of whānau members aged 24 years and under (61%). The main ethnic group that our whānau identify with (allowing up to three responses) is NZ Māori (81%), followed by Pasifika peoples (6%) and other ethnicities (5%). A breakdown of whānau members receiving support through Collective Impact this financial year is below:

Gender	Cumulative
Female	600
Male	468
Data Gap	13
Total	**1,081**

Age Band	Cumulative
0 - 9 years	247
10 - 17 years	311
18 - 24 years	98
25 - 44 years	242
45 - 64 years	130
65+ years	44
Data Gap	9
Total	**1,081**

Ethnic Group	Cumulative
NZ Māori	871
Pasifika peoples	63
NZ Euro/Pākehā	31
Other	54
Data Gap	62
Total	**1,081**

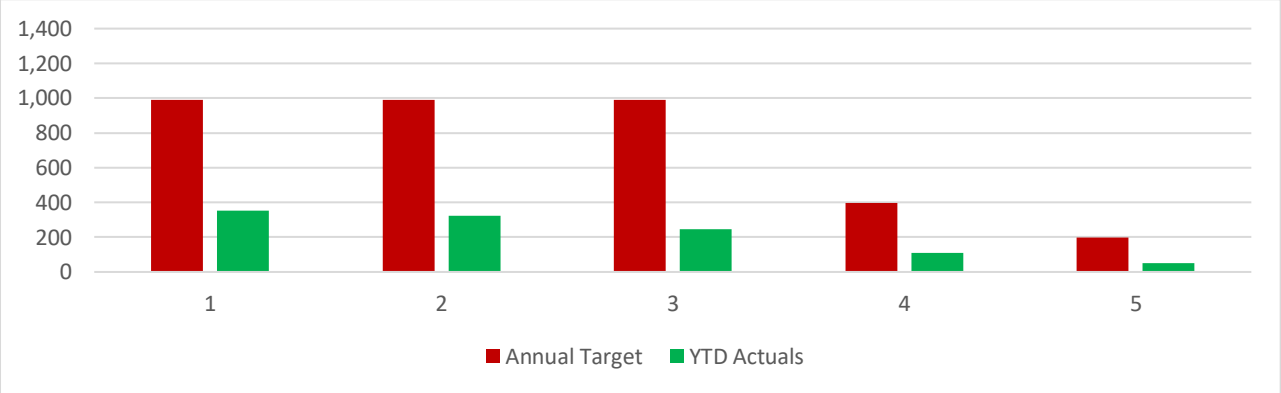
1.1.3.2 Whānau Progress

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	0	0	16	22	0
Tāmaki Makaurau	24	14	4	2	0
Hauraki-Waikato	2	7	4	0	28
Waiariki	0	6	32	15	0
Ikaroa-Rāwhiti	0	47	39	1	0
Te Tai Hauāuru	2	5	39	22	21
Total unique whānau	**28**	**79**	**134**	**62**	**49**

The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	990	990	990	396	198
Year-to-date Actuals	352	324	245	111	49



Of the 352 whānau engaged through Collective Impact this quarter, 324 (92%) have completed assessments to identify their needs and aspirations, and 245 (70%) have developed a plan with goals.

111 whānau (32%) have completed a milestone goal, making significant progress towards their priority outcomes, and 49 whānau (14%) 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 FY18/19.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	363	36	10%
Whānau health	280	7	3%
Whānau participation in the community	164	10	6%
Whānau knowledge	164	20	12%
Whānau engagement in te ao Māori	73	24	33%
Whānau relationships	33	2	6%
Total	**1,077**	**99**	**9%**

[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 1,077 outcomes (an average of 3.1 outcomes per whānau) were planned this quarter with 99 (9%) 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 (34%), followed by whānau health (26%) and whānau participation in the community and whānau knowledge (both 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 standards of living	Housing standards including household maintenance	208	2	1%
	Whānau employment	71	20	28%
	Financial provisions for the future or savings or investments	33	2	6%
Whānau health	Physical/personal health	107	2	2%
	Nutrition	86	0	0%
	Whānau or social health	74	3	4%
Whānau participation in the community	Access to community resources	70	0	0%
	Connection to community networks	47	7	15%
	Legal documents incl birth certificates, drivers licences	41	3	7%
Whānau knowledge	Education or training	101	13	13%
	Financial literacy or budgeting	28	3	11%
	Health literacy	18	1	6%
Whānau engagement in te ao Māori	Māori lore or knowledge or customs	41	21	51%
	Connections to Māori organisations incl Kōhanga/Kura	15	3	20%
	Te Reo Māori	13	0	0%
Whānau relationships	Wider whānau relationships	11	0	0%
	Whānau or household relationships	7	0	0%
	Relationships with Māori networks	6	2	33%

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	25	# / % of whānau engaged who have prioritised improved nutrition and/or increased physical activity levels that have completed their milestone goal	2 8%	# / % of whānau who report improved nutrition and/or increased physical activity levels	0 0%
Te Kōhao Health	# of whānau engaged who have prioritised employment that are unemployed at the initial engagement	15	# / % of whānau engaged who have prioritised employment that are unemployed at the initial engagement that have completed their milestone goal	8 53%	# / % of whānau engaged who were previously unemployed become employed (either part-time or full time)	6 40%
Ngāti Rangi	# of whānau engaged who have prioritised improved housing standards through better insulation	1	# / % of whānau engaged who have prioritised improved housing standards through better insulation that have completed their milestone goal	0 0%	# / % of whānau engaged who have evidenced improved housing standards through better insulation	0 0%

Collective Impact initiatives continued to support whanau. Some key activities are outlined below.

- Te Kōhao Health supported six whānau into paid employment this quarter. The Collective Impact Kaiārahi actively engaged whānau in planning and preparation for employment. Whānau were provided with support writing cover letters and curriculum vitaes, job searching via the internet, preparation for face to face interviews and ongoing mentoring to build self-esteem and confidence
- Ngāti Rangi facilitated budgeting workshops. The workshops supported whānau to share and learn as a group. Facilitators encouraged whānau to learn from others and gain control over their financial lives and build resilience. Key aspects of the workshops include getting control of debt, budgeting and cash flow management, financial products, safer lending and growing resources, learn from other people who are in similar situations, share their own insights and knowledge and build support networks with people going through the same experiences and access other information and support such as online forums, helplines and websites
- Tui Ora facilitated a hikoi and wānanga for rangatahi this quarter. The event targeted rangatahi experiencing difficulties in school. The focus was on building rapport and engagement through a strengths based reconnection of taiohi to whakapapa, cultural identity and whenua tupuna. Through strengthening these links, it is a pre-emptor to whānau realising their own aspirations. Following the whānau survey 78% of rangatahi felt that they had an increased connection to te ao Māori and 78% of rangatahi also said that they had an increased connection to whenua tupuna and te tai ao
- Te Taiwhenua o Heretaunga supported 22 whānau to gain their driver's license as a stepping stone to employment. The programme provided professional driving instruction for learner and restricted drivers aiming for their full licences. Programmes were offered at learner, intermediate and advanced levels to support whānau refine their skills, knowledge and attitude required to pass the practical driving test. 75% of whānau successfully passed their test.

Whānau Success

Withheld under section 9(2)(a)

[redacted]

Through the Collective Impact initiative Mum has moved from the benefit to working part time and recently full time employment. Her Kaiārahi referred her to the budgeting service who supported her to develop a budget and have begun reducing her debts. Mum had eye surgery and has made great strides in improving her overall health.

More recently Mum's job was reduced to a part time casual role and she moved back onto the benefit and begun getting in debt again. Mum and the Kaiārahi reviewed her moemoeā and she began looking again for full time employment without assistance from the programme. Mum secured a new full time job and her budget is back on track. She is in control of her finances and is looking at purchasing a vehicle. Mum is self-managing and committed to achieving her goals.

1.1.3.5 Partner and Workforce Development

An internal working group was established to review each Collective Impact Initiatives, particularly focusing on reviewing the logic models, outcomes and indicators, and action plans, to identify a dedicated support plan for each of the lead partners. The internal working group designed and developed a framework to support the lead partners, and an initial set of partner workshops have taken place this quarter to test the approach. This work stream is also aligned to the wider Workforce Development Strategy, which will be refined over quarter two.

1.1.3.6 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.	100%	222 (63%)
CI5	Priority whānau report that the initiative has identified and responded to their priorities and needs.	80%	*Report six-monthly*
CI6	Priority whānau report a positive experience.	70%	*Report six-monthly*
CI7	CI partnerships have built upon existing activities and improved Whānau Ora practices of partner organisations to support priority whānau.	100%	*Report annually*
CI8	Priority whānau report improvements in ability to plan and achieve goals.	240	*Report six-monthly*
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.	120	*Report six-monthly*

1.1.4 Innovation Fund

In quarter one, planning started for the Innovation Fund 2018/19. The team reviewed the funding categories, guidelines and operational issues from 2017/18. Some of the issues raised included time to implement project and realisation of outcomes within such a short timeframe. While these were real issues, we raised with partners the need to focus on short term outcomes for whānau.

As at 31 October 2018, partners submitted their project plans for the innovation fund. We intend to contract partners based on their plans by the end of quarter two. Partners will report on the outcomes achieved through the Innovation Fund at the end of quarter four 2018/19.

Further detail will be provided in the quarter two report regarding each partners' project.

1.2 Other Commissioning Activities

1.2.1 Research and Evaluation

TPM have commenced the research and evaluation plan for 2018/19. The team has planned key work streams and reports to be disseminated to key stakeholders. As an example, Research has begun disseminating the Kaumātuatanga report to whānau, partners and stakeholders. The report will also be presented at both national and international conferences.

Key Government Priorities

As the new Government addresses its key priorities through reviews and inquiries, Te Pou Matakana made a number of submissions to advocate for Whānau Ora and commissioning for whānau outcomes. Submissions were made to:

- Treasury Living Standards Framework – submission made on the Treasury Living Standards Framework and on the proposal for a Living Standards Dashboard
- Social Sector Reform (SSR) Act – verbal submission made to the Assistant Commissioner, Social Sector Commission. In the process of drafting the written submission which will be finalised in quarter two
- Health Research Council (HRC) Research Strategy – verbal submission on the new strategy
- Ministry of Health Youth Mental Health Request for Proposal (RFP) – scoping and providing input the proposal. Provided the data and statistics to demonstrate the needs and services of the population and proposed pilot.

Collective Impact Case Study

The Collective Impact initiative case study to showcase learnings, successes and challenges at a local level was completed.

The case study focused on the Ngā Pou o Te Whare o Waipareira, #tātou Whānau Centre place-based collective impact initiative. The Whānau Centre is located in Henderson, West Auckland, and brings together a broad range of health, social, education, justice and employment services including Te Whanau o Waipareira, Nirvana Health Group, Hāpai Te Hauora, Ministry of Social Development and Waitemata District Health Board secondary services.

The case study summarises the #tātou collective impact journey, detailing learnings, successes and challenges at a local level. #tātou is unique and it produced a series of seven publications throughout the various phases of its development journey. The seven publications along with this document form a detailed case study. The case study will be used to share information and learnings with other Whānau Ora partners, government departments and key stakeholders.

The case study is available online via this link https://www.waipareira.com/our-resources/whanau-centre/

Kaiārahi Outcomes Report

The Kaiārahi Outcomes Report for 2016/17 is the first in the series for the Kaiārahi Programme. The report summarises the outcomes planned and achieved for whānau across Te Ika a Māui, and within each of the six regions of Te Tai Tokerau, Tāmaki Makaurau, Hauraki-Waikato, Waiariki, Ikaroa-Rāwhiti, and Te Tai Hauāuru. The Kaiārahi Outcomes Report 2016/17 has been published and is ready for release.

Commissioning Model Research Project

Research translated the findings of the commissioning model research project into a short report for Te Puni Kōkiri. The short report is based on an 18-month research project exploring how commissioning works for the delivery of Whānau Ora, using TPM as a case study.

The research identified a number of strengthening features of the TPM model of commissioning; namely commissioning from the “ground up”; flexibility of contracting based on a high degree of trust; an expectation of collaboration; and an outcomes focus. The research also identified a number of challenges with the commissioning model. Unfortunately, addressing these challenges will be difficult as many of the “solutions” lie outside the control of TPM itself, and are in fact challenges which have arisen as a consequence of the wider commissioning framework under which all three commissioning agencies operate.

Research will continue to gather knowledge and evidence given that there is little research available on commissioning in an indigenous space, and in particular the Whānau Ora space, there is an opportunity to build the body of research in commissioning.

1.2.2 Workforce Development

The team are completing a review of workforce development activities within the organisation. As part of the review, an internal steering group has been established to explore opportunities to extend reach, identify gaps and improve effectiveness of workforce activities. The group is made up of practitioners, Whānau Ora Diploma, Whānau Ora Accreditation, Whānau Ora Practitioner data and performance, Whānau Tahi and research. The next step is to draft the Workforce Development Strategy with key workstreams, milestones and timeframes.

1.2.3 Whānau Tahi

Whānau Tahi Navigator continues to be utilised by our Whānau Ora partners as their outcomes management system.

The Whānau Tahi User Group continues to provide a forum for ongoing feedback around the system, and enables our Data Analysts and partners to share suggestions around current and future enhancements and contribute to the roadmap of the system.

Whānau Tahi have delivered another advanced training programme this quarter, off the back of very positive feedback from training delivered last quarter. We are working closely with Whānau Tahi to align with TPM's wider calendar of events, and have this as an ongoing training programme.

An enhanced outcomes measurement function has been designed and developed this quarter, and is currently being tested by TPM and a few lead partners. This will allow improved monitoring of whānau progress, and will be deployed across all Whānau Tahi Navigator instances once finalised.

Our team have also worked with Whānau Tahi this quarter to refine the 'report extraction tool', which enables partners to report to TPM in a more seamless way. Enhancements have been identified and developed, and testing is currently underway. We intend this to be finalised and deployed to partners in quarter two.

1.2.4 Whānau Ora Accreditation Framework

A project plan for testing the Accreditation Framework with a small number of partners has been finalised and consultation is currently underway. A workshop with partners on the framework will be held in quarter three. The workshop will involve all lead partners together with a representative selection of smaller partner typologies, with the aim of establishing a clear consensus on language, relative sectional weightings and process requirements for becoming accredited. Subsequent to this we envisage the first organisations to enter the accreditation process by the end of quarter three, with all providers having as a minimum, completed the online self-assessment by the end of quarter four.

1.2.5 Whānau Ora Practitioner Framework

TPM contracted a project manager for 12 months to undertake a research project aimed at developing a competency framework in collaboration with Whānau Ora practitioners, partners and whānau. Key aspects of the project will be to:

- Build a competency framework for best practice that recognises and values the integration of clinical and cultural competency
- Ensure that the Whānau Ora practitioner role is clearly defined and distinguishable from other professional roles
- Create a space for professional development pathways for Whānau Ora practitioner's to develop workforce capability
- Ensure that Whānau Ora Practitioners have the appropriate clinical and cultural support in their mahi.

Interviews with key stakeholders are underway.

1.2.6 Whānau Ora Hui 2018

Over 400 delegates attended the three day Whānau Ora Hui 2018 in Tāmaki Makaurau. Māori health and wellbeing organisations from across Te Ika a Māui, government leaders, international contributors, and indigenous future-makers gathered together to learn, share, inspire, and explore Whānau Ora. The conference theme Whānau Eke Panuku, spoke of whānau rising up and striving for their vision of success. Affirmation of aspirations - as a demonstration of how we listen, how this translates into action, how we support, realise and measure the value we bring to whānau, communities and partners.

More than 30 whānau shared their challenges, aspirations and Whānau Ora journey. Through digital media, whānau voices were a constant theme demonstrating whānau at the centre of the Whānau Ora approach.

The Whānau Ora Hui 2018 was an opportunity to gain greater exposure, both nationally and internationally of the Whānau Ora approach, policy and whānau success. Over three days there was a mix of speakers , panel discussions, innovative workshops and valuable networking opportunities.

Following the Whānau Ora conference, all keynote presentations and workshops have been transcribed and will be edited to be included in the final conference proceedings report due to be completed in quarter two.

1.3 Progress against Investment Plan

1.3.1 Activities completed this quarter

Key Activity	Quarter	Status
Contracts for Whānau Direct, Kaiārahi, Collective Impact and Innovation commence	Quarter one	Complete
Monitor Whānau Direct, Kaiārahi, Collective Impact and Innovation initiatives	Quarter one	Complete
Commence analysis of whānau data for the purposes of Government key priorities including inquiries and reviews	Quarter one	Commenced
Commence designing and implementing workforce development 'best practice' modules	Quarter one	Commenced
Commence research and evaluation planning	Quarter one	Complete
Complete a Collective Impact initiative case study to showcase learnings, successes and challenges at a local level	Quarter one	Complete
Convene a Whānau Ora conference for Whānau Ora partners and stakeholders to advance and champion the Whānau Ora approach	Quarter one	Complete
Translate the findings of the commissioning model research project in to a short report for Te Puni Kōkiri that discusses the strengths and weaknesses of the commissioning model and recommendations for its improvement	Quarter one	Complete
Review TPM workforce development strategy for all Whānau Ora partners	Quarter one	Commenced
Publish 2016/17 Kaiārahi Outcomes Report	Quarter one	Complete

1.3.2 Activities planned next quarter

Key Activity	Quarter
Monitor and report Whānau Direct, Kaiārahi, Collective Impact and Innovation initiatives	Quarter two
Commence review of TPM outcomes policy (outcomes framework and roadmap including the outcomes measurement tools	Quarter two
Commence implementing TPM workforce development strategy for all Whānau Ora partners	Quarter two
Publish a report on the Whānau Ora conference	Quarter two
Analyse whānau data to determine how outcomes have contributed to overall wellbeing and improved living standards for whānau	Quarter two
Pilot Ngā Tini Whetū service	Quarter two
Develop Whānau Ora partner internships to grow and develop the Whānau Ora workforce	Quarter two

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 **14 November 2018**