Office of Hon Te Ururoa Flavell

Mema Pāremata mō Waiariki
Member of Parliament for Waiariki

Te Minita Whanaketanga Māori
Minister for Māori Development

Te Minita Whānau Ora
Minister for Whānau Ora

Te Minita Tuarua Whanaketanga Ohaoha
Associate Minister for Economic Development

11 DEC 2015

Merepeka Raukawa-Tait
Chair, Te Pou Matakana
PO Box 21 081
AUCKLAND 6050

Tēnā koe Merepeka

Letter of Expectations: Whānau Ora Commissioning 2016-17

Ō tātou mate tuatini, e takoto mai ai i runga i ō tātou marae maha, i runga i ō tātou papa kāinga, i roto i ō tātou whare, kua uhia rātou ki ngā taumata kōrero e tika ana hei poroporoakī i a rātou. Nā reira, me kī pēnei ake te kōrero, tukuna rātou kia okioki i runga i te moenga roa. Āpiti hono, tātai hono, ko te akaaka o te whenua ki a tātou te hunga ora. Tēnā koe.

I would like to acknowledge the progress that Te Pou Matakana has made over the 2015-16 financial year. I would also like to thank you for our continued engagement over this time. I have been particularly impressed with your willingness to respond to requests for information outside of your regular reporting requirements. I look forward to future opportunities for engagement over the 2016-17 financial year.

This letter conveys my priorities and expectations for Whānau Ora Commissioning over the 2016-17 financial year.

Before I outline my priorities, I would like to acknowledge the development of the Whānau Ora Outcomes Framework by the Whānau Ora Partnership Group. The Whānau Ora Outcomes Framework sets the overarching focus for Whānau Ora. Specifically, it defines the broad outcomes sought within Whānau Ora for the 2016-17 financial year. A copy of the Whānau Ora Outcomes Framework is attached for your reference.

I understand Te Pou Matakana has undertaken significant work in developing its own Whānau Ora outcomes framework. As such, I have instructed my officials to work with you in developing your 2016-17 Annual Investment Plan to strengthen and increase the alignment of your framework and the Whānau Ora Outcomes Framework where appropriate.

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Priorities for Whānau Ora for the 2016-17 financial year

My priorities within Whānau Ora for the 2016-17 financial year are to:

- Make a measurable difference for whānau and families with high needs;
- Embed the Whānau Ora Navigator approach;
- Consolidate the commissioning approach to grow Whānau Ora;
- Continue to demonstrate progress towards the achievement of outcomes;
- Focus on information and evidence collection; and
- Ensure quarterly reporting is robust and fit for purpose.

I am confident these priorities will continue to help grow Whānau Ora and create the most value for whānau and families in need. These priorities are explained in more detail below.

Make a measurable difference for whānau and families with high needs

Ensuring positive outcomes for whānau and family with high needs continues to be a top priority for me. I want to ensure that Whānau Ora Commissioning Agencies are working to identify whānau and families with high needs and support them to build on their strengths and capabilities.

It is therefore my intention that the incentive payment mechanism for the 2016-17 financial year is related to achieving stretch results for whānau and families with high needs. I have instructed my officials to work with you to incorporate this into your Annual Investment Plan for the 2016-17 financial year.

Embed the Whānau Ora Navigator approach

Another priority for me for the 2016-17 financial year is to embed the Whānau Ora Navigator approach and increase the visibility of Navigators and Navigation Services in communities of need.

To contribute to this priority, I expect Te Pou Matakana to report separately on outcomes achieved through Navigator engagement to clearly demonstrate the value of this continued investment. I have instructed officials to work with you to refine the monitoring and performance frameworks for Whānau Ora Navigators.

Consolidating the commissioning approach to grow Whānau Ora

The Whānau Ora commissioning model has attracted a high level of stakeholder interest in the 2015-16 financial year. I want to be able to clearly demonstrate the value and benefits of the devolved commissioning model to wider government agencies and continue to build confidence in the approach to attract further resources.

In order to achieve this, I expect that monitoring and reporting of performance will clearly articulate the value and benefits of the investment in the commissioning model.

Demonstrating progress towards the achievement of outcomes

An ongoing priority for me is to continue to demonstrate progress towards the achievement of outcomes for whānau and families through Whānau Ora.

I expect that reporting provided by Te Pou Matakana to Te Puni Kōkiri to be based on quality data collection and will provide a strong evidence base to allow us to measure the success of Whānau Ora. I expect Te Pou Matakana to report on outcomes achieved for whānau against the specific characteristics of the whānau and families achieving them. This will allow services to be targeted where they are needed most, and for funding to be directed to services that are proven to make the greatest difference for whānau and families.

I have also instructed my officials to introduce some standard measures of activity across all Commissioning Agencies for the 2016-17 financial year in order to support a consolidated view of Whānau Ora activity.

Focus on information and evidence collection

I expect data and evidence to be collected in areas that will demonstrate the difference that is being made across the range of outcomes we are seeking to achieve for whānau and families.

The key areas I expect data and evidence collection to be focussed on are:

- The achievement of outcomes for 0-24 year old members of the whānau and families Commissioning Agencies are working with; and
- Whānau characteristics, needs and achievements at a regional level reported to Te Puni Kōkiri in Commissioning Agencies' quarterly reports.

In addition to this, I expect information to be collected that will demonstrate the contribution of Whānau Ora to the achievement of the Government's Better Public Service targets.

Ensure quarterly reporting is robust and fit for purpose

I expect the quarterly reports provided by Te Pou Matakana in the 2016-17 financial year to be robust and fit for purpose. The quarterly reports provided to Te Puni Kōkiri will need to demonstrate the value of Whānau Ora Commissioning and the outcomes achieved for whānau and families as a result. I am particularly interested in quarterly reporting on results that Te Pou Matakana has achieved against the Whānau Ora Outcomes Framework.

The Whānau Ora Partnership Group has expressed an interest in information reported by Commissioning Agencies. I have instructed Te Puni Kōkiri officials to work with you ensure a suitable level of information is provided to the Whānau Ora Partnership Group.

Annual Budget

Commissioning and operating funding

This letter confirms the annual budget of Te Pou Matakana for the 2016-17 financial year, as follows:

Funding type	Quantum for 2016-17
Commissioning funding	$9,879,735.00
Navigator funding (Budget 2014)	$4,484,000.00
Navigator funding (Budget 2015)	$10,560,000.00
Operating funding	$2,597,948.00
Incentive payment	$987,974.00
Total	**$28,509,657.00**

The incentive payment mechanism for 2016-17 financial year will be negotiated as part of the Investment Planning process with Te Puni Kōkiri in line with my focus on achieving outcomes for high-needs whānau and families.

General performance

The 2014-15 financial year was a demanding but successful one for Te Pou Matakana. I am pleased to see the outcomes achieved for whānau and families through the programmes that Te Pou Matakana has invested in. I have been particularly impressed with Te Pou Matakana's achievement of the engagement and performance targets for Whānau Direct and Collective Impact that were set out in your 2014-15 Annual Investment Plan.

I see a key opportunity to continue to enhance these outcomes further and ensure Whānau Ora is making the greatest possible difference for whānau and families. I have instructed officials to provide you with more specific performance feedback and to work with you to incorporate this into your 2016-17 Annual Investment Plan.

Implications

As you look ahead to the 2016-17 financial year, I ask that you continue to take into consideration any possible implications of your decisions and actions for the Government and the Whānau Ora brand and reputation.

I am eager to continue our close and engagement on the direction of Whānau Ora. I look forward to another successful year making an important difference in the lives of whānau and families.

Nāku noa, nā

Hon Te Ururoa Flavell
Te Minita Whānau Ora