

# Whānau Resilience Service Guidelines

## Aim of these Service guidelines

The aim of these service guidelines is to outline the different service concepts that will be implemented to support long-term healing and recovery for whānau affected by family violence in Aotearoa, New Zealand.

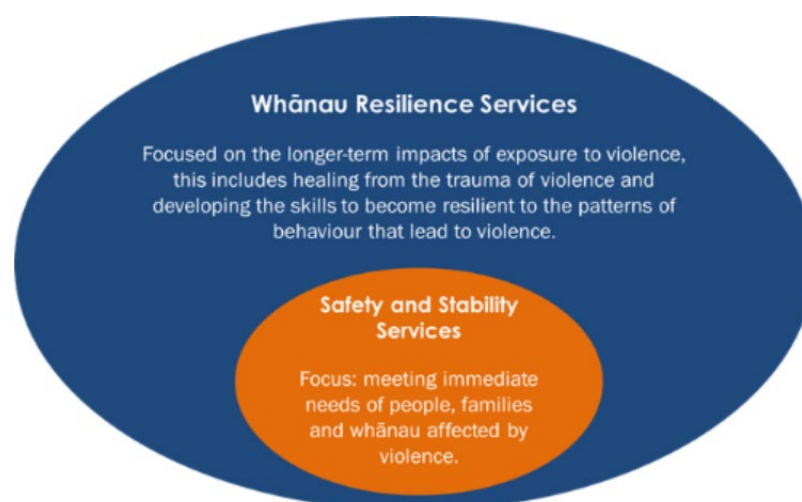
## Service summary

Whānau Resilience services was designed by regions, for regions to bring in solutions to support communities where whānau are supported to live violence free and to eliminate violence for the next generation.

We know that communities and Providers have invaluable knowledge, experience and access to their unique local whānau voice that informed the design of Whānau Resilience services in their communities.

This new approach saw those Providers who are delivering the service involved in the design and implementation. This helped to ensure that all parties were engaged and invested in the design process, but also ensure that these Whānau Resilience services was tailored to the region.

## Whānau Resilience services are just one element in a wider system response to family violence.



The Whānau Resilience services in general is part of, and will remain responsive to, the work of the wider [cross-government joint venture](#) to reduce family violence and sexual violence through an integrated response.

## Overall vision

The aim of Whānau Resilience is to create strong, resilient communities where whānau are supported to live violence free and to eliminate violence for the next generation.

It brings key changes to how we work with Providers, including a shift from a nationally designed and delivered model to a regionally designed and delivered model. Whānau Resilience services are led by whānau voice and community need

Whānau Resilience Services

### Regionally designed long term services

Elements that underpin services

Be informed by local whānau voices

Adapt, learn and Innovate based on whānau voice

Be led by tikanga Māori principles & values

Reflect & value diversity, cultural identity & gender equity

Build in measurements and feedback loops in the design

Have the right workforce capability

## What underpins Whānau Resilience services

Whānau Resilience services focus on five Pou, or service areas, which have been proven to be effective for long-term responses, including:



These Pou are underpinned by the following elements:

- Be informed by local whānau voices, adapt, learn and innovate based on whānau voice
- Be led by Tikanga Māori principles and values
- Reflect and value diversity, cultural identity and gender equality
- Built-in measurements and feedback loops
- Have the right workforce capability

## Outcomes and reporting

### Reporting

Year	Outcomes	Reporting frequency
Year one: Transition phase	<ul style="list-style-type: none"> <li>✓ Finalize service delivery guidelines for long-term healing and recovery for whanau affected by violence</li> <li>✓ Identify key learnings and apply any lessons learnt to service guidelines</li> <li>✓ Build the outcomes Framework with MSD (building capability and capacity in the sector to design and develop their national outcomes measures framework)</li> </ul>	<p>Quarterly narrative report</p> <p>9-monthly roundtable reporting</p>
Year two: Delivery and Implementation phase	<ul style="list-style-type: none"> <li>✓ To be developed in Year One: Transition phase, but will include <ul style="list-style-type: none"> <li>- Outcomes Framework activated</li> <li>- Reporting measures activated</li> <li>- Measure performance of service delivery and update service guidelines for continuous improvement to meet the expectations and needs of whanau</li> </ul> </li> </ul>	TBC to be developed in Year One: Transition phase
Year three: Delivery and Measurement refining phase	To be developed in Year One: Transition Phase	TBC to be developed in Year One: Transition phase
Year four: Review & Project	To be developed in Year One: Transition Phase	TBC to be developed in Year One: Transition phase

### Outcomes Framework (by Pou)

Long Term Outcomes	Medium Term Outcomes	Short Term Outcomes
To be developed in Year one: Transition Phase		

### Reporting Measures

To be developed in Year one: Transition Phase