

Te Huringa o Te Ao

Supporting Men's Behaviour Change, Family Violence Support

2. In depth look at Service Development

TE HURINGA Ō TE AO - SUPPORTING MEN'S BEHAVIOUR CHANGE

AGENDA

1) How it works

Grow confidence in the opportunity over the next 2.5 years and 9.5 years

Purpose of this presentation

2) Deep dive into service development

Stages of service development and service concept

In-depth look at service development

3) Explore whānau voice and alignment

Deeper dive and what it means to you

4) How it may look

Example timeline

SUPPORTING MEN'S BEHAVIOUR CHANGE

Men seeking change

Family Violence support for men who are seeking help to navigate their journey of change

Restore whānau wellbeing

Support for men by centering women and children for a safe and responsive service

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MOMENT OF CHANGE AND TRANSFORMATION

Flexible, accessible support

That responds to men and whānau when and how they need it

Reimagine support

Providers and communities design services locally, with support from MSD



"It's like I'm sitting in the bath. And I've got all these taps, they're all on at the same time. I don't know which problem to fix first. What tap do I turn off?" - Male, Kantar research participant



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TE HURINGA Ō TE AO FRAMEWORK

Te Aorerekura Moemoea

People in Aotearoa New Zealand are thriving; their wellbeing is enhanced and sustained because they are safe and supported to live their lives free from family violence and sexual violence.

Te Huringa ō Te Ao Vision

Sustainable behaviour change for men to restore whānau wellbeing through locally led responses, reflective of the needs and aspirations of men, whānau and communities.



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HOW IT WORKS

2.5 YEARS INCLUDES:



Getting Ready!

Develop your vision, digest key information, and make connections



Develop your plan

Explore your aspirations, appetite, whānau voice and alignment, and develop a plan for service development



Service Development

- Design, tweak, or test your service, guided by whānau voice
- You may opt to deliver services alongside service development
- Quarterly check ins with MSD

Service Concept Template

The Service Concept Template captures what you will deliver, and its alignment to whānau voice and the Framework of Te Huringa Ō Te Ao



Deliver and refine

When ready, start to implement, embed, and measure your service concept, focussed on continuous improvement

If you want to try something new, start here

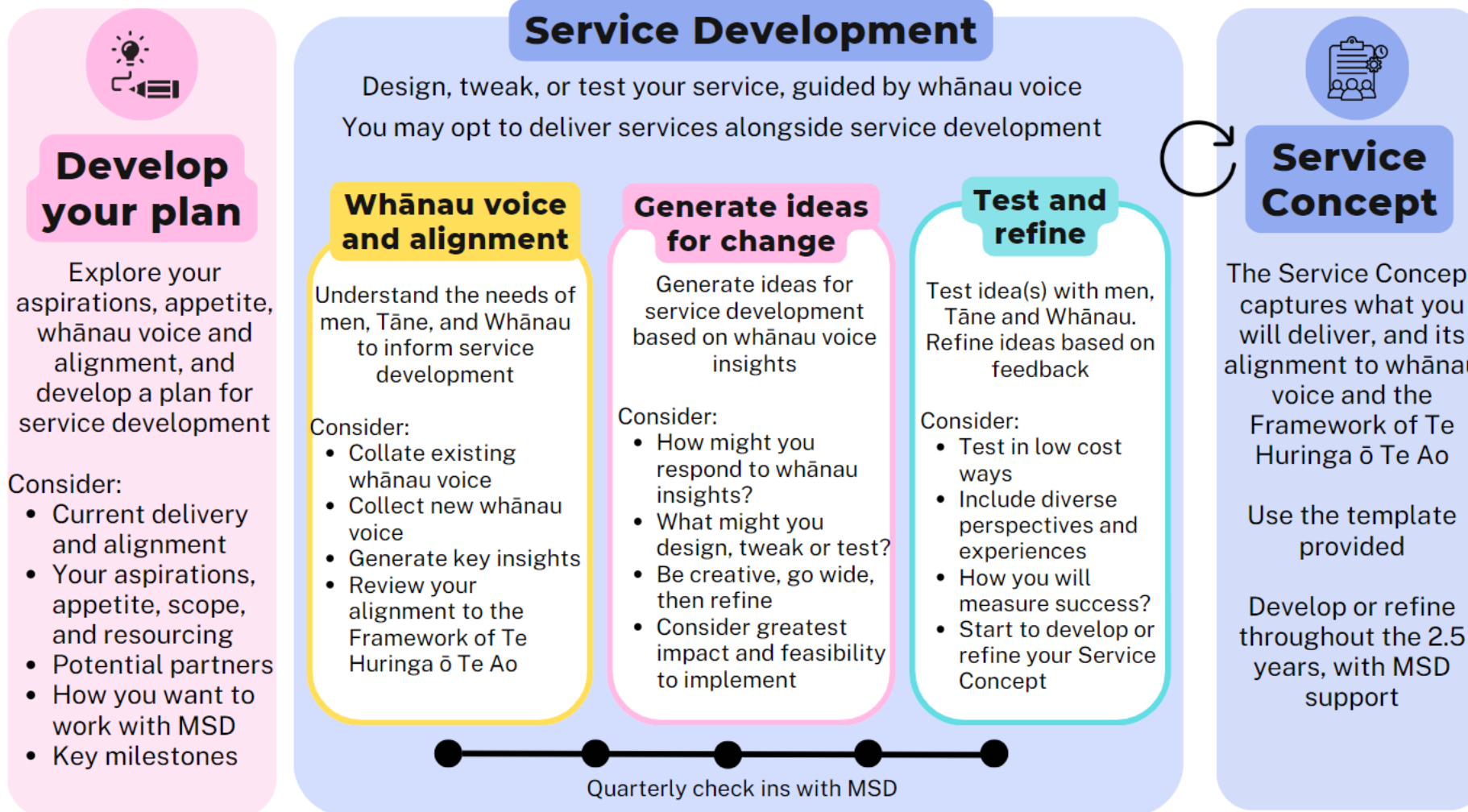
If you have an idea ready to go, start here

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SERVICE DEVELOPMENT SUMMARY

Service development is an opportunity to improve services through whānau voice. Providers can use their own processes and models to undertake service development.

This summary may support you -



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Develop your Plan



EXPLORE YOUR ASPIRATIONS, APPETITE, WHĀNAU VOICE AND ALIGNMENT, AND DEVELOP A PLAN FOR SERVICE DEVELOPMENT

Deep dive into information:

- Explore with management, kaimahi, MSD, and community partners
- Ensure you have what you need to progress

Connect further:

- Connect with other providers in your area
- Attend the first Community of Practice

Start your service development plan:

- What do you currently deliver?
- What is your current whānau voice evidence base and alignment to Te Huringa ō Te Ao?
- What is your appetite, readiness and intention for service development?
- Who can you partner with?
- Consider your resourcing and scope
- How do you want to work with MSD?
- Set key milestones for your 2.5 years

We will check in on some of these prompts at quarterly check ins

Getting ready

Start service development or service concept

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Service Development

DESIGN, TWEAK, OR TEST YOUR SERVICE
GUIDED BY WHĀNAU VOICE



- You can use your own processes and models for service development
- You may opt to deliver services alongside service development
- All providers will catch up with MSD quarterly (minimum)

Develop your plan

Whānau voice and alignment

Understand the needs of men, Tāne, and Whānau to inform service development

Consider:

- Collate existing whānau voice
- Collect new whānau voice
- Generate key insights
- Review your alignment to the Framework of Te Huringa ō Te Ao

Generate ideas for change

Generate ideas for service development based on whānau voice insights

Consider:

- How might you respond to whānau insights?
- What might you design, tweak or test?
- Be creative, go wide, then refine
- Consider greatest impact and feasibility to implement

Test and refine

Test idea(s) with men, Tāne and Whānau. Refine ideas based on feedback

Consider:

- Test in low cost ways
- Include diverse perspectives and experiences
- How you will measure success?
- Start to develop or refine your Service Concept

Start or refine service concept



Quarterly check ins with MSD

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Service Concept



CAPTURES THE REALISATION OF YOUR MAHI

Reflects what you will deliver to make positive change for tāne and whānau

Articulates alignment to whānau voice and the Framework

Identifies service development scope and opportunities

Used for reporting and future contract management

When ready

*Service Concept
in your future
contract*

HOW TO DO

Use the template
provided

Use to identify
opportunities

Start and update over
2.5 years

Iterate

Land on a version for
your future contract

MSD will work with you to ensure it aligns to
whānau voice, the Framework and meets
technical requirements

Iterate

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DEEPER DIVE

What do we mean by “Whānau voice”?

We want to understand and action what works best for whānau in everything we do

To gain deeper understanding

To place whānau as decision makers

To design services and systems that respond to people's holistic needs

To cultivate curiosity and exploration

At its heart:

1. Who have you asked and why?
2. What did you learn?
3. What will change as a result?
4. How are you caring for and giving back to whānau?

Consider:

- Local and current voice
- Ancestral knowledge, data and research
- Hearing from tāne and whānau
- Diverse experiences
- Having conversations for deeper exploration
- Gaining insights and trends

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DEEPER DIVE

What do we mean by “Alignment”?

Evidence

The Framework for Te Huringa Ō Te Ao was developed based on evidence, including literature, men's voice, and sector engagement.

Insights from tāne, whānau, the sector, and research

Effective Service

Alignment to the Te Huringa Ō Te Ao Framework and whānau voice reflects alignment to the building blocks of an effective service and organisation.

Articulating alignment in your Service Concept

Organisational and practice levels

What it means to you

This is an opportunity to explore what this means to you, highlight what you're doing well, and reflect on your future aspirations for sustainable, meaningful change.

Discuss with your peers and community

Self assess your alignment

Identify strengths and opportunities

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Deliver and refine



WHEN READY, YOU WILL START TO IMPLEMENT, EMBED, AND MEASURE YOUR SERVICE CONCEPT, FOCUSING ON CONTINUOUS IMPROVEMENT.

*Service Concept
in future
contract*

Implementation

Implement your service concept into service delivery

Consider:

- An implementation road map eg. staffing, funding, partnerships, timing, organisational changes required, communications
- Live prototyping - ongoing testing
- MSD will work with providers to develop new reporting measures

Embed & measure

Embed your service concept and measure its effectiveness for tāne and whānau

Consider:

- What does embedding look like within your organisation and community?
- Define and implement success measurement and evaluation techniques

Continuous improvement

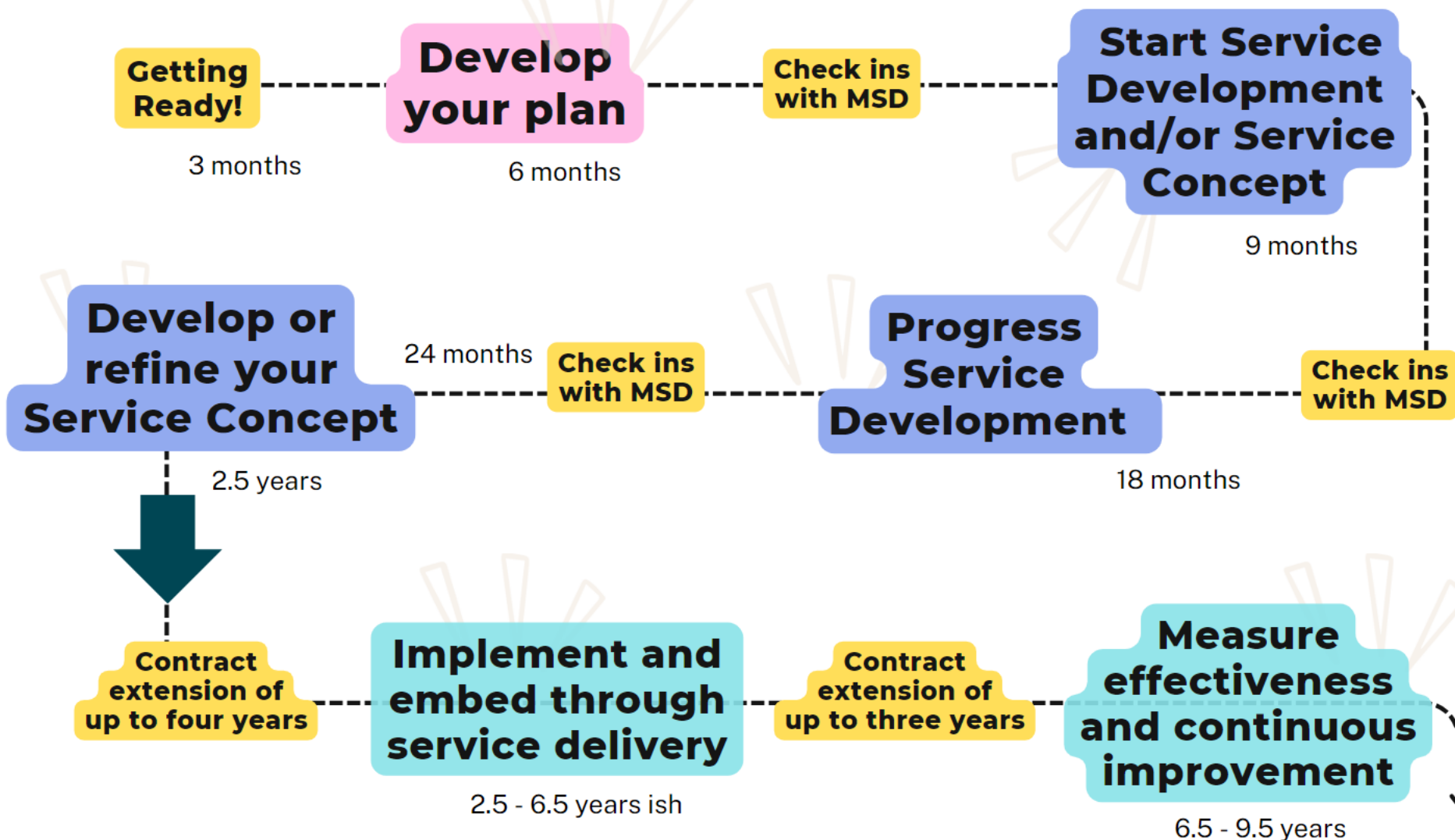
Adapting your service over time to respond to whānau voice

Consider:

- Proactively seeking whānau voice, evidence, and maintaining feedback loops
- What are you changing based on new learnings?
- How can you evidence this through reporting and monitoring?

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HOW MIGHT IT LOOK OVER 9.5 YEARS?



*contract extensions subject to Right of Renewal

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TAKE AWAYS AND WANTING MORE?

Key takeaways:

1. We have time and flexible opportunity
2. This is provider led, MSD supported
3. This is the start of many convos to come
4. Keen to go? Start “getting ready” and “developing your plan”

Want more?

Our website:

<https://www.msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/family-and-sexual-violence/te-huringa-o-te-ao/index.html>

Email us:

tehuringaoteao@msd.govt.nz to book your next one to one hui.

The Contracts Team:

National_Contracts_Admin_Hub@msd.govt.nz
about any contractual or payment matters.

Pātai?

Set pātai tikanga



Ngā mihi, Thank you!

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