



**Delivering
social
services
every day.**

EVERY Day.

Access to comprehensive education, health, welfare, housing, justice and social services helps define New Zealand as a developed country, underpinned by a strong ethos of fairness, opportunity and willingness to extend a hand to those in need.

Most New Zealanders are independent and resourceful most of the time, and access universal services as they need them. But there are periods when some people struggle. For those people, in those times, additional social services are there.

Support for those who need it most has always been available, but government agencies are changing the way they work.

As ministers, we want to see our agencies work more with each other, and with their community partners to tailor their services to meet the individual needs of New Zealanders who rely on the support of social services. Experience tells us that we can achieve better results when we work in partnerships. With Whānau Ora, an integrated approach to whānau wellbeing has been achieved through collaborative relationships between government and communities, enabling innovative responses to whānau opportunity.

The difference being made is evidenced in tangible outcomes such as whānau living healthy lifestyles, being self-managing and participating fully in society.

The Government does not have all the answers to social problems so it makes sense to use resources that already exist in our communities. The Government also does not have unlimited funds, so it is important to focus on evidence-based interventions that make a real difference to people's lives. For example, when we are able to turn a vulnerable youth away from a life of crime, not only does that person have the chance of a more productive and fulfilling life, but the community gains, and so do taxpayers.

We want to build on the successes that are being achieved by the people who work with those who are most in need. They are showing us that some of our most difficult social problems are not insoluble, after all.

We know that more government spending alone is not a predictor of better social outcomes. Complex problems often require multi-faceted solutions.

To be most effective, everyone working in this sector – from frontline staff, to volunteers, to non-government organisations – needs to know and understand the services that are available and the outcomes that are important. This will help everyone to support clients to access the right services, at the right time, and have the best chance to achieve their potential.

As ministers, we also want to know where we are making good progress, where delivering results is proving to be challenging, and where we need to do more.

For the first time, the multiple strands of social services and some of the evidence we rely on have been brought together in one document. *Every day* illustrates the breadth and depth of the social sector and how agencies are increasingly interconnected. It is a new step in showing the full picture of social sector support in New Zealand, to assist those working in the sector to continue to join up and improve the lives of New Zealanders.

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Working with you

New Zealand is a diverse country. All of our communities are unique, and need local eyes to respond to local circumstances. It's at this local level that real innovation is happening in the delivery of social services, with people facing challenges head-on, and finding new ways to respond. Government agencies are committed to taking a more joined-up approach for those New Zealanders who need some form of social service.

This publication highlights the ways government agencies and other organisations provide social services every day. It will be particularly helpful for people working in the social sector, such as district health board managers, school principals and non-government organisation leaders, and their staff. While it's not an exhaustive list of all the organisations and programmes across the social sector, it helps to show you the wider context of how you support New Zealanders in your day-to-day working lives.

Each section of *Every day* includes a selection of statistics and facts that provide a view of the scale and scope of what is happening in the social sector. Agencies use this information to understand demand for services and to assess whether progress is being made towards achieving results. Many of the results being seen now build on years of work in partnership with stakeholders across New Zealand. Learning about what works, and measuring the impact of social services over time, is an essential part of continuous improvement in this sector.

Many of the problems our communities face, such as rheumatic fever, child poverty, and poor education results, are a combination of societal issues. No one agency holds the magic wand to fix them. Complex issues require a wide range of organisations working together with a complete focus on those individuals, families, communities or populations who need support. We all own the journey of those who access our services, and we are committed to making that journey easier.

Many of the hard problems are difficult to fix because they don't fit neatly into a single box of services – they transcend the traditional boundaries between services such as health or education. This is because at the heart of the issue real people and families are facing challenges that affect all aspects of their lives. The onus is on us to tailor solutions that fit and, increasingly, that's what we're doing.

This publication contains practical examples of how organisations throughout the social sector are doing things differently at the front line, as well as examples of what each agency does, every day. It also describes some of the key changes happening in the services that are available and how they are delivered. Bringing this information and the examples together illustrates the opportunities for creating even more innovation and collaboration. In the future, we expect to be able to tell even more stories about innovation across all parts of the social sector.

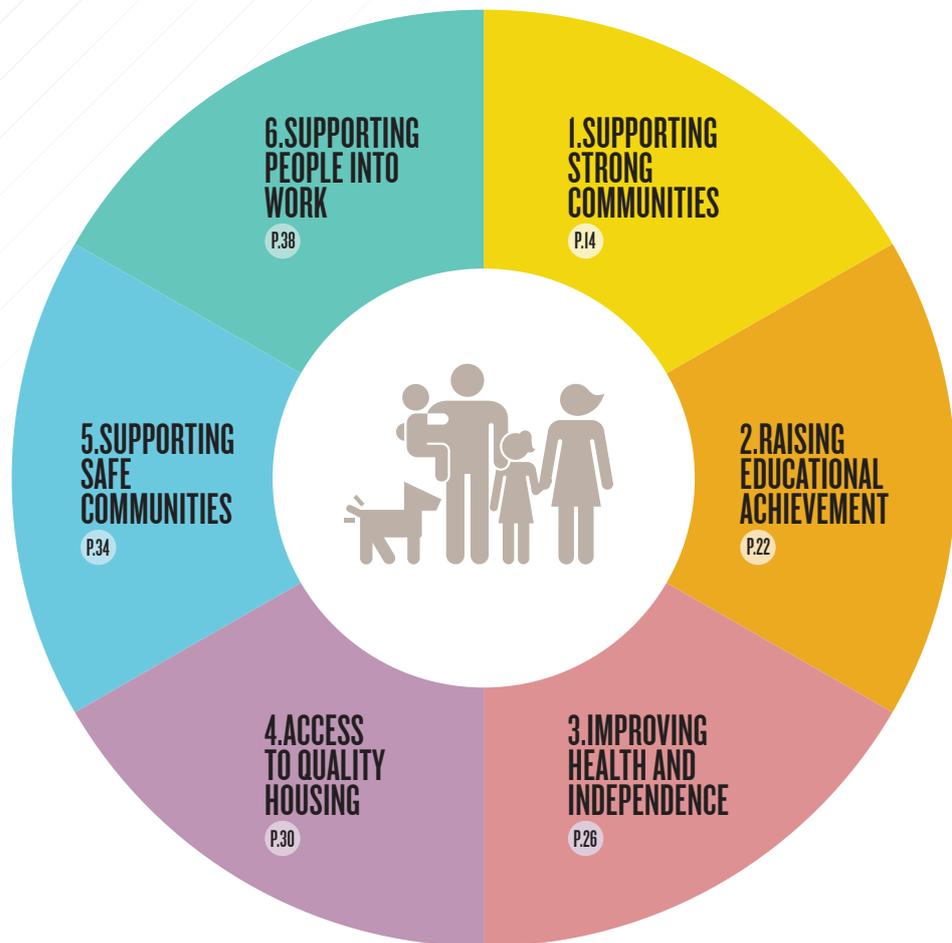
To get more information on the initiatives and work outlined in this publication, please refer to the links on pages 42 and 43. These links will take you to websites where you can find further information on the services and how to access them.

**BRINGING IT ALL
TOGETHER –
HOW THE SOCIAL
SECTOR
WORKS FOR
NEW ZEALANDERS.**

A wide range of social services support New Zealanders every day. Services are focused on individuals, families, and communities, and are delivered by a range of government agencies, non-government organisations, communities and, occasionally, business.

No matter who provides the service, it is designed to make a difference in the areas that New Zealanders care about.

This publication completes the circle and provides a unified view of how each service helps individuals, families and communities across six areas of focus.



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What is the social sector?

The social sector is about more than government agencies. It includes community partners, service providers, non-government organisations, charities, Crown Agencies, local government, district health boards... the list continues.

The social sector is an integral part of New Zealand society. Often, it is so ingrained in the foundation of New Zealand culture that it is largely unseen. Nevertheless, New Zealanders know that in times of trouble there is help available to overcome barriers and to ensure their families are strong, independent and thriving.

It can be easy to only see the part of the social sector you're dealing with at the time. For the over 65s, this might be the SuperGold Card or NZ Super. For someone who's had an accident, they might be being supported by ACC, their GP and local hospital.

But the social sector touches all of our lives. Every day.

From early childhood education, to our schools, to GPs and superannuation, the social sector supports New Zealanders. This is reflected in the targets set in 2012 for government agencies under Better Public Services. Eight of the ten Better Public Services targets are for the social sector, which illustrates their importance to New Zealanders. Better Public Services targets are being used to drive results, to ensure accountability.

Every day brings together the work of the sector in one place for the first time, to give a clear view of how the sector is working together to help people and communities reach their full potential.

Working together

Organisations in the social sector are continuing to change the way they work together to build and reinforce the capacity and aspirations of individuals, families and communities. Where the need is greatest, contributing factors are often interlinked and all services need to work together to get to the heart of the issue.

Only when agencies team up and build the bigger picture of the challenges facing families and communities is it possible to understand what needs to be done to break cycles of poverty, crime and dependence.

Government agencies are reflecting this by increasingly responding to people's needs with one voice.

Those on the ground delivering services continue to recognise that to get the best outcomes we need to understand and respond to people's complete circumstances. For example, a GP treats illness, but also sees the connections between poor health and poor housing.

Whānau Ora is an inclusive approach to providing services and opportunities to all families in need across New Zealand. It empowers whānau as a whole – rather than focusing separately on individual family members and their problems – and requires multiple government agencies to work together with families rather than separately with individuals.

In essence, social sector agencies are exploring new ways to support communities to back themselves.

The social sector is at its best when partnerships are created at all levels across non-government agencies, local government, community leaders and government departments; when people with a passion for change work together to maximise the impact of their skills and knowledge. This document shows some examples of how this is working right now, explains how people are being put at the heart of decision-making and solutions, and provides some guidance on future directions and priorities.

Where to next?

The social sector will continue to tackle difficult social issues and try new ways of working, prioritising and funding where it's proven to achieve results.

People working in the social sector are key to this. You will know what works for you and the people you are supporting, and what doesn't. Sector agencies will continue to build on what works to deliver better results.

Evidence is important because what counts is making sure every single social sector initiative makes concrete, tangible, positive change.

This means continuing to measure and evaluate the effectiveness of the social sector to support people. There is also a need to better understand when helping early will avoid bigger hurdles later on.

As a result, agencies are totally focused on outcomes to ensure every initiative has maximum impact. The wider social sector will do more of what works and less of what doesn't, and will continuously learn and improve. *Every day.*

EVERY Day

SOCIAL SERVICES HELP NEW ZEALANDERS THRIVE.

Timing is everything

It will always be vital that services are available for people who are struggling, but real value lies in ensuring that people get the support they need before they reach crisis point.

The more government agencies share their knowledge and expertise, the greater the collective understanding will be of what is needed for New Zealanders to reach their full potential.

For example, there are two very clear triggers that impact a person's life: achieving NCEA Level 2 makes someone far more likely to be able to support themselves and not be dependent on a benefit; and receipt of a benefit before reaching 18 years makes someone five times more likely to be on a benefit when they are in their thirties.

Putting these facts together and understanding the vulnerability of this small group has seen agencies working cooperatively to intervene early to break the cycle of hardship and dependence.

It is essential to deliver the right service, at the right time, to the right person. Collectively, agencies are building their knowledge and sharing their learning to become better and better at doing this.

Effective intervention

The most effective intervention is not always the most obvious.

Young people getting into trouble will be involved with the New Zealand Police and with Child, Youth and Family Youth Justice social workers. They may have even appeared in Youth Court.

That is the public view of turning around behaviour early on, before offending becomes a lifetime habit.

But what if the causes of the offending could be addressed even earlier?

A disproportionately high number of prisoners have significant hearing loss. Studies consistently report that prisoners with hearing difficulties at school felt ashamed and inadequate. They would often begin to misbehave. Left unaddressed, these issues set them on a path to being an adult offender.

Nurses and social workers in schools can spot these problems and help them to be addressed early. Agencies are increasingly exploring such opportunities to take simple, yet highly effective interventions before problems become ingrained and are harder to change.

Every day is designed to illustrate the work being done with a lifetime view – that is, looking at the factors impacting a person throughout their life and identifying when support would make the most impact – rather than simply focusing on issues as they arise.

By taking a lifetime view, agencies and their community partners are working together with a person and their family at the centre of everything they do.





EVERY Day...

*...from north to south and across our country,
a lot is happening in the social sector.*

300,000



Approximately 300,000 people receive financial assistance to enable them to rent or own their own home in the private market.

33,425



33,425 people visit a GP.



3,043

people are discharged from hospital.



70,000

Up to 70,000 students receive special education funding and support.



Police help 30 people in mental distress.



8,400+

hospital beds are occupied overnight.

2,708 people visit an emergency department.

30

2,708





4,470,800 *people in NZ*

2,297,000 *people employed*

1.5m
households.



900k
households are owner-occupied dwellings. 450,000 are rented.



60k
families live in state-owned houses and receive rent support.



164

There are 164 births in New Zealand.



69,555

69,555 laboratory tests are performed in the public health sector.



82

82 people die



Police respond to
1,950
emergency calls.



Police answer
2,790
non-emergency calls.



1,500+
New Zealand babies and their families received visits through the national Plunket Well Child service.

762,400
children and young people attend school.



309
children have their first day at school each day.

200,000 children attend early childhood education.

200,000+



EVERY Day...

...of their lives, **New Zealand families** can access a range of social support and services.

The infographic features a central family silhouette with members labeled: Joe (a dog), Matt (a man), Louise (a girl), Kate (a woman), and Mere (a baby). Surrounding them are seven circular callouts, each with an icon and a text box describing a service:

- Working for Families payments:** Represented by a family icon and a dollar sign.
- 20 hours early childhood education per week with no fees for Louise:** Represented by an icon of a parent and child at a table.
- Help renting from the accommodation supplement:** Represented by a house icon with a family inside.
- KiwiSaver home withdrawal and deposit:** Represented by a house icon with a heart above it.
- Free doctor's visit for Joe as he's under 6 years:** Represented by an icon of a doctor and a child on a hospital bed.
- Free primary and secondary education for all three children:** Represented by an icon of two children at a desk.
- Matt gets help from his GP to stop smoking:** Represented by an icon of a doctor and a person with a cigarette.

Supporting strong communities

1

To thrive, children need stable loving homes and strong parents, and families need support from engaged and dynamic communities.

No single agency alone can ensure communities and families, and the children that depend on them, are the best that they can be. People's needs are multi-faceted. Agencies, non-government organisations and the community need to work together, share information and provide services in a coordinated way to build resilience and community spirit.

WHAT'S CHANGING?



Effective long-term change is best driven by people who know their communities, understand the environment they working in, and have the tools they need to implement change.

Programmes such as Whānau Ora and the social sector trials increasingly seek to support communities to find their own solutions for the challenges they face.

It is not simply down to the community. The social sector is building capability in how vulnerable children and their families are identified and supported, so these children will not need Child, Youth and

Family intervention to keep them safe.

Improved information sharing between agencies and non-government organisations and the introduction of Children's Teams are key steps.

The Children's Action Plan aims to help parents, caregivers, family, whānau, and communities understand and fulfil their responsibilities towards children. It aims to give professionals new tools to identify abuse and neglect risks earlier, and to build a new community-based approach to meet vulnerable children's needs.

Focus on Paeroa: progress.

The Hauraki town of Paeroa is seeing the results of a concerted effort and campaign to prevent family violence. Paeroa Police say the campaign has helped family violence cases over the Christmas holiday period drop from 20 in recent years to 4 in 2012/13.

Supported by the national It's not OK campaign, the Paeroa effort identified and trained 28 local champions, including high school students, a radio DJ and the Mayor. Each promoted a personalised anti-violence message in the town through posters, radio and media interviews.

A community day attracted 1,200 people and helped the local champions to be

identified as 'go to' people for those needing help. There is evidence that the town's champions can prevent situations from escalating. Each champion has access and support from the family violence intervention network, and their stories were captured on video and published on YouTube. www.youtube.com/user/ItsnotOKcampaign

18m



18 million pieces of fruit will be eaten by more than 96,000 primary and intermediate school children in 473 schools this year, through **Fruit in Schools**.

91%



91 percent of eight-month-olds are **fully immunised** against a range of serious preventable diseases.

1,359



1,359 children in state care moved into a **Home for Life** between 2010 and 2013.

97%



97 percent of children under six years can visit a **GP for free**. More than 95 percent have access to free after-hours medical visits.

A level playing field for every child.

- Whānau Ora empowers whānau as a whole rather than focusing on a single person. It's reached more than 3,000 families and whānau.
- Infant immunisation rates are increasing. By June 2013, 91 percent of eight-month-olds are fully immunised against a range of serious preventable diseases.
- Free antenatal care is provided through lead maternity carers – that's midwives, GPs and obstetricians – and through antenatal classes that provide education about pregnancy and parenting.



- Well Child/Tamariki Ora services provide education, support and screening for children up to five years. Services are primarily provided by Plunket, with Māori and Pacific providers contracted by

district health boards to meet the cultural needs of families and whānau.

- Children under six years can visit the doctor for free, and can obtain prescriptions at no charge.
- A series of vaccines is free for babies, children, adolescents and adults.



Tamati's story: turning things around.



Tamati's history of destructive behaviour in and out of school and issues in his home saw him referred to the Whānau Ora collective by Child, Youth and Family.

Working with the collective, Tamati and his family agreed on an Action Plan for a better future and how to deal with problems Tamati was having. The family stepped up alongside Tamati and got support to address violence in the home, resolve budgeting concerns and improve their parenting skills.

In the last 12 months Tamati has achieved NCEA Level 1 and 2 and is now studying at a tertiary institute. He has completed the programmes he agreed to participate in and is volunteering as a mentor to younger students at his old school. His family completed the tasks they set for themselves.

Violence in the home has stopped and as a family they are actively involved in church and community activities.

Name has been changed.



Help for all New Zealanders.

Benefits help eligible people unable to find work or who cannot work, to meet their daily living costs.

The Working For Families package, introduced in 2007, makes it easier to work and raise a family. It provides extra money to many thousands of New Zealand families.

Whether people are on a benefit or not, there is assistance available to help meet costs, assist people in particular circumstances, and alleviate hardship.

Help for specific circumstances.

- Accommodation supplement – \$1.2 billion was paid out in 2012/13.
- Disability allowance and child disability allowance – support for people with an ongoing disability that results in additional costs, or those looking after a child with a disability – about \$384 million paid out in 2012/13.



• Hardship assistance – about \$271 million paid out in 2012/13 made up of:

- › recoverable and non-recoverable assistance to clients with immediate and essential needs they cannot meet from their own resources
- › temporary additional support – helps people with regular, essential living costs that cannot be met from their income
- › emergency response measures – a range of payments for situations such as a natural disaster.

Income support where it's needed.

The social support system has been an important part of New Zealand society for many years and provides a safety net for those in need.

- Around 300,000 New Zealanders and their families receive a benefit as their main source of support. Two in five New Zealanders receive a benefit at some stage before they retire. More than 600,000 receive New Zealand Superannuation.
- Social assistance ensures that basic needs of individuals and families can be met. People and families can receive assistance to cope with difficult circumstances. The elderly can be confident of having an income during retirement.

Support for very young children.

The Early Intervention Service provides specialist support for children under six years with a developmental or learning delay, a disability, or a behaviour or communication difficulty that significantly impacts their ability to participate and learn.

Quality early childhood education can have positive long-term benefits. Evidence from American studies highlight, on average, better health, more stable family relationships, and less likelihood of engagement in criminal activity.

Centre-based services established in higher-need areas are a single point for families and whānau to access assistance including 13 Early Years' Service Hubs for under-fives, and six Family Service Centres.



The Family Start programme includes Early Start and contracts 33 social service providers to deliver home-based support to the families and whānau of 6,000 vulnerable babies and infants each year.

The Parents As First Teachers (PAFT) programme provides home-visiting and parent education support to about 6,300 families enrolled with 25 PAFT providers in 60 locations throughout New Zealand. PAFT helps parents understand their infant's development and learning, and how best to help them reach their full potential.



Local issues, local solutions.

The Ministries of Social Development, Health, Education, and Justice and the New Zealand Police teamed up to trial a community-led approach to delivering support local services.

Since starting in 2011 with six towns, the trials have expanded to 16 to test what happens when cross-agency resources are co-ordinated to deliver collaborative social services. Target groups and outcome areas vary between communities, and three principles were applied.

- Families and communities can work together to ensure people live full and independent lives and can make the most of opportunities.
- Communities understand the issues and challenges they face, and have a shared interest in everyone being at their best.
- Ideas, partnerships and connections are more easily developed at community level.

Focus on Horowhenua: activating youth.

The Horowhenua Social Sector Trial, in place since March 2011, works to address negative outcomes for young people through a cross-agency and community approach.

Financial pressure on families often prevented young people participating in extra-curricular activities.

The Activating Youth Fund (AYF) was established for local young people aged 12-18 years. Funding was initially established through a successful application to a government fund and this has been supplemented, then replaced, with contributions from the Life to the Max Horowhenua Trust. Since 2012, more than \$41,000 has been distributed to over 325 young people for sports, cultural activities, music, dance and programmes such as the Duke of Edinburgh Award.

Applications have ranged from \$40 to \$600.

Nan's story: building a stronger whānau.

When Nan's whānau came into contact with their local Whānau Ora collective they were in a bad way. Nan was living in an overcrowded one-bedroom shed. Drugs, alcohol and extreme violence were present in the home, and the birth of a new pēpi hadn't helped the situation.

The Whānau Ora worker initially helped Nan's

whānau get into more suitable accommodation. She then supported them with the justice system and custodial issues of the mokopuna. She encouraged Nan and the rest of the whānau to work out what they wanted to achieve as a family and helped them to speak up for themselves.

Nan has gone from strength to strength. She saw a counsellor,

quit smoking, became part of a 'Green Prescription' programme, and had her first smear in 10 years. She attends a budgeting programme and has begun painting. Her four mokopuna are now living with her in a home free of violence. The mokopuna are at school and in training, and doing well. Nan is spending time with them and providing mentoring, so they know they have

someone they can trust. "I needed the power back to do it my way, my waka ... I am so grateful that it's gone the way it has. I am really aware of who I am. ... Whānau Ora is a wonderful thing – it's embracing, you can't put a number to it. Whānau Ora saved me. It really did. It hauled me up and kept me going, that's what it's all about."

Stopping the hurt, healing the harm.

All children are vulnerable in their reliance on adults for food, shelter, care and affection. However, some children are unable to rely on the adults in their lives.

That's where social services, non-government organisations, and the community need to work together to ensure these children can thrive.

Social Workers in Schools provides a social worker to all 673 schools in deciles 1-3.

- About 2,200 children and young people enter the State's care every year.
- Each will receive a Gateway Assessment to help build a complete picture of their needs and ensure they receive the health and education services they need.

If a child or young person cannot be returned to their parents' care, Child, Youth and Family works to find them a Home for Life where they will feel wanted, valued and secure, and they can establish a sense of belonging and wellbeing.

2,248 

2,248 children had significant health and education needs addressed through **Gateway Assessments** in 2012/13.

Carly's story: strong spirit.

Carly is one of five children her mum Tracy is raising on her own.

All five kids had a Gateway Assessment, and it was discovered that Carly had a hole in her heart. She was immediately rushed to Starship Children's Health and will have surgery in the next few months. If nothing had been done, her heart would have started to fail when she reached her 20s.

"I am very grateful for the opportunity of the Gateway Assessment for the children," said Tracy. "Carly has a large hole in her heart and it is very swollen from overworking. Reckon she must have a wickedly strong spirit to have lived with that since birth. Extremely gutted and terrified to say the least, but thankful it's been found."

"...Learnt a lot from you guys who have been involved.... feeling ashamed is not useful, talking to someone and asking for help to get back on track is. Not to forget, Rules, Boundaries, Consistency!"



“...feeling ashamed is not useful. Talking to someone and asking for help to get back on track is.”



Family start.

Family Start, including Early Start, is a child-centred, intensive home visit programme to improve children's growth, health, learning, relationships, whānau circumstances, environment, and safety.

At the end of December 2013, results from Family Start children showed:

- 98 percent of families were enrolled with a primary health organization or GP
- 72 percent above 18 months are enrolled in early childhood education, compared to 68 percent for the same period the previous year
- 86 percent were up to date with immunisations

- 83 percent had their scheduled Well Child checks completed, compared to 78 percent for the same period the previous year
- 90 percent have smoke-free homes and cars
- 88 percent are enrolled with an oral health service, compared to 73 percent for the same period the previous year
- 84 percent of Family Start whānau workers and Family Start supervisors have qualifications at diploma level or higher.

Families were asked what they most liked about Family Start. A few of their answers are listed below.

- Getting to know my whānau worker at my own pace.
- Having a whānau worker who believes in me.
- Being listened to and understood.
- Feeling safe with my whānau worker, confidentiality, honesty and no surprises.
- Getting advice, ideas and practical help that work for me.
- Having a whānau worker who explains things and advocates for me.

- Learning about child development and parenting.
- Setting goals with my whānau worker, then working together to make them happen.
- Getting support to make changes and try new things.
- Learning how to have fun with my kids and enjoy life again.

Family Start providers are developing innovative ways of working with other services to provide integrated care to overcome barriers to access. One example is Awhi Midwives – an integrated service hub established in Turangi. Alongside Family Start services, it provides maternity and early parenting education, lead maternity carers, Tamariki Ora services, and a drop in centre for pregnant women and new parents. The service is staffed by volunteers including a retired nurse, two midwives, and breast feeding specialists.

“The best thing about the whānau worker is she doesn't tell me what to do. She just supports me and walks beside me.”

We need to work together to protect vulnerable children.

All parents want the best for their children, but in some families a little extra help can make a big difference. Protecting vulnerable children from abuse and neglect is everyone's responsibility.

The Children's Action Plan was released in October 2012 and sets a framework for everyone to play their part in keeping children safe. It is the parents' and caregivers' responsibility to raise and protect children. It is the responsibility of families, whānau, iwi and communities to support parents and caregivers. But when basic needs are not being met, support fails and children become unsafe, the Government must step in.

Together with the Government's White Paper for Vulnerable Children, the plan responds to nearly 10,000 public submissions, close consultation with cross-sector experts from the health, justice, education and social service sectors, and best practice from New Zealand and overseas.

A programme of interrelated actions works across the whole community, led by the Children's Action Plan Directorate in Wellington, is working closely with non-government organisations, the community and other government agencies in bringing this programme to life.

This group works to build a safe and competent workforce by screening those who work with children, developing new information sharing agreements, child protection information hub, a scholarship and mentoring programme, and raising awareness about protecting vulnerable children. The national directorate also had a key role to support Children's Teams.



Children's teams.

The first two Children's Teams are operating in Rotorua and Whangarei. The teams put children at the centre of everything they do, wrapping services and supports around them and their needs so they can thrive, belong and achieve. An integrated plan is developed for each child, with clear cross-agency accountabilities and monitoring, leading to results.

Multi-disciplinary teams work with families to agree these child-centred plans. The focus is developing the best plan with the best local services, leading to the best outcomes for the child and their family.

Legislative support.

The Vulnerable Children Bill is expected to pass into law in 2014. Once enacted, the bill will also amend several other Acts.



Reducing child abuse is an ongoing challenge.

Child abuse and neglect is a significant issue in New Zealand that affects many thousands of children.

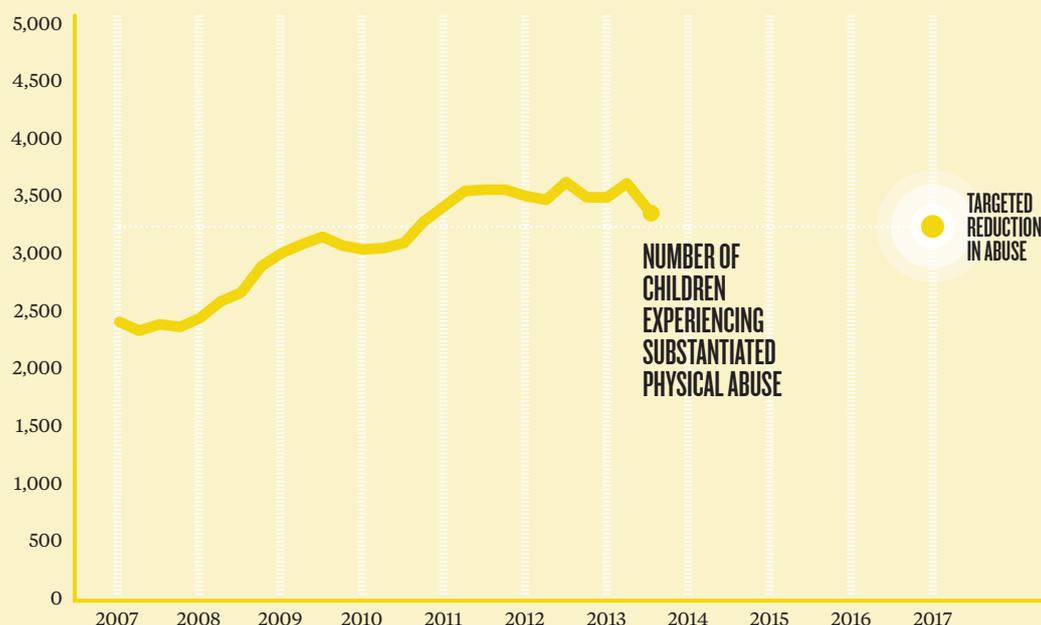
In the year ending June 2013, Child, Youth and Family received 148,659 notifications, including family violence referrals from Police. Police are the primary referrers, followed by health and education professionals, social service providers, family members and friends, and members of the public.

In the same period there were 22,984 substantiated findings of abuse and neglect. These included findings of emotional abuse, physical abuse, sexual abuse and neglect.

The Better Public Services target is to halt the 10 year rise in children experiencing physical abuse and reduce current numbers (June 2011) by 5 percent. In the year to June 2011, 3110 children had experienced substantiated physical abuse.

In the 12 months to December 2013, 3,089 children experienced substantiated physical abuse (a slight decrease on the June 2011 figure). This is a potentially encouraging result but these figures are known to fluctuate and a trend cannot yet be assumed.

Better Public Services: Reducing assaults on children.





Supporting older people.

Older people want choices and opportunities to continue to actively participate in the workforce, their families and their communities.

What's changing?

New Zealand's population is getting older and more ethnically diverse. By 2030, there will be more people aged 65+ than those under 15 years. By 2036, there will be around 1.2 million people, or 23 percent of the total population, aged 65+.

Demographic change brings the opportunity to do things differently to meet the future needs of older New Zealanders. Collaboration between government agencies and working with communities, families, businesses and older people is essential.

The *Older New Zealanders* document launched in October 2013 collates information on government support for New Zealanders to lead full and successful lives.

Healthy, independent, connected and respected

New Zealand should be an environment where older people live as healthy, independent, connected and respected members of communities.

Healthy

Good health is vital to an independent happy life. Health care or social services are delivered to ensure that older people get the right support and services.

- As at January 2014, 289,255 older people 65 years+ had a community services card to access subsidised health-related services.
- In 2012, around \$4.7 million was paid to help with costs for dentures, glasses and/or hearing aids.

The Ministry of Health ensures that support for older people is there to:

- increase the accessibility of community health services and services for people with dementia
- support the aged care workforce, particularly nurses, who are critical to provide high quality care
- improve care for older people through greater transparency around rest home audits.

Independent

New Zealand Superannuation, alongside retirement savings options, guarantees an income into old age.

- All eligible New Zealanders receive NZ Super regardless of how much they earn through paid work, savings and investments, and the value of assets they own or taxes they have paid.
- Over 600,000 New Zealanders receive New Zealand Superannuation.



More and more older New Zealanders are actively seeking or staying in paid work, but often in changed roles, such as part-time or moving to less physically demanding work.

- In December 2013, 21.2 percent of people aged 65+ were participating in the labour force
- The current population of people over 65 have low levels of hardship compared to other age groups, however extra targeted financial support is available when it's needed.
- At the end of June 2013, 35,386 older New Zealanders received assistance with housing costs, with an average payment of \$58 per week.
- Supporting healthier lifestyle choices will lead to greater independence later in life, however some New Zealanders may need support to continue living in their own home.

- Between 1 July 2012 and 30 April 2013, 29,753 people aged 65+ received assistance with equipment or housing modifications, at a total cost of \$11.2 million.
- In 2013/14, district health boards are forecast to spend almost \$1.6 billion on support services for older people – 40 percent more than six years earlier.

Connected

Maintaining mobility for older people is crucial for wellbeing, access to services, and connections to the community. The Ministry of Social Development (MSD) helps people remain independent, mobile and connected.

- Transport agencies supporting older people through safe road use, accessible parking options, safe use of mobility scooters, public transport and alternative transport options.
- Since the launch of transport concessions in October 2008, around 52.5 million SuperGold Card trips have been taken (to the end December 2013).
- Every month, around 3,700 older people use the MSD's online services, 69,000 people ring Senior Services, and 11,000 engage with frontline staff.
- Service providers, community groups and older people work together to create spaces and opportunities for older people to connect and reduce social isolation.
- Since June 2012, the Napier Connects initiative has worked on new ways to reduce and prevent social isolation among older people.

People, families, whānau and aiga who support older people are a vital part of the health and social care systems. Supporting these carers helps older people continue to participate in family and community life.

- Over 400,000 New Zealanders are carers. That is almost 1 in 10 New Zealanders.
- A Carers' Strategy Action plan for 2014-18 builds on work across government, non-government agencies and the Carers Alliance to support and value carers.



Respected

The SuperGold Card programme, introduced in 2007, recognises the contributions of older people to society by offering a range of commercial discounts and concessions.

- At the end of January 2014, 633,391 people had SuperGold Cards offering discounts at 6,551 businesses in 11,161 outlets.

The volunteer-based mentoring programme SAGES runs in 16 locations, to share the life experiences and knowledge of older New Zealanders in areas such as home management, cooking, budgeting and parenting. The programme encourages older people to be an active member of their community.

Non-government organisations recruit and train mentors and match them with families. Families and individuals can be part of this programme by contacting their nearest SAGES provider.

In the year ending June 2013, 636 families and whānau received services from SAGES.

- Valuing older people means keeping them safe from deliberate neglect or physical, financial, emotional or sexual abuse.
- MSD works with Age Concern and other government and non-government agencies to improve knowledge of elder abuse and how to respond to it.
- MSD provides funding to 24 elder abuse and neglect prevention services throughout New Zealand.

600,000 

600,000 New Zealanders receive New Zealand Superannuation.

\$10.2b

\$10.2 billion paid in New Zealand Superannuation last year.

Raising educational achievement



Developing new ways to help all learners achieve their full potential.

WHAT'S CHANGING?

New Zealand's top learners, our early learning curriculum and our teachers are among the best in the world. But for learners from Māori, Pasifika and low income backgrounds, as well as those with special education requirements, we need to do better.

That's why so much work is now focused on ensuring all learners achieve to their full potential, from the early years through to young adulthood.

In the early years, encouraging more children to take part in early learning is a strong focus. The goal is for 98 percent of children starting school in 2016 to have taken part in early childhood education.

At primary school level, there is more emphasis on getting good information on how children are progressing at school, so that those in need of more help can be spotted quickly. National Standards is giving a clearer picture to parents, teachers, principals and others on how children are doing against benchmarks.

At secondary schools, principals, teachers and the Ministry of Education are working harder to get behind students who are at risk of not achieving NCEA Level 2.

The result is more are gaining the qualification.

Meanwhile, another major initiative is aimed at building more of the professional skills essential to raising student achievement in all schools. The \$359 million package currently being designed with the education sector is aimed at enhancing career pathways for teachers and principals, and at creating more opportunities for them to share their knowledge with their colleagues.

Vocational pathways have been developed for young people to match subject choices to career choices. More assistance is going into secondary schools where students need that bit of extra help to achieve NCEA Level 2 – the gateway to further study or a career.

Youth Guarantee assists young people to take their first steps towards further study. In 2014, more than 10,000 16-19 year-olds will take up fee free places through the Youth Guarantee. Greater numbers of young people are entering industry training. From 2014, New Zealand Apprenticeships have been created that provide additional support to around 31,000 apprentices.



How to make a friendly school.

It's hard for students to enjoy school and focus on learning when other pupils are aggressive or misbehaving.

That's why a new programme that gives schools a road map for building a more positive school culture is paying educational dividends.

At Naenae Primary in Hutt City bullying was a serious problem until the school introduced the Positive Behaviour For Learning Programme in 2010. Principal Murray Bootten says morale has "soared".

"We've gone from a situation where children were looking over their shoulder to see who was going to get them next, to now, where we have very few incidences of bad behaviour".

1.137b



\$1.137 billion is being spent over 10 years to **rebuild and modernise Christchurch schools.**

77.2%



77.2 percent of 18-year-olds achieved **NCEA Level 2 or an equivalent** in 2012 – that's up 2.9 percent on the previous year.

700



700 schools are expected to be **connected to ultrafast broadband** by the end of 2014.

77%



77 percent of students achieved at or **above the National Standard** for reading in 2012.



Supporting special education.

Each year up to 70,000 students receive special education support. The Ministry of Education employs around 800 frontline specialist staff, including speech-language therapists, psychologists and physiotherapists, to support these students.

These specialist staff complement the work of more than 900 specialist teachers who work across clusters of schools to support students with special education needs.

Ministry staff work with another 1,000 fulltime equivalent teachers and teachers' aides who provide classroom based support to more than 8,000 students with the highest level of disability-related needs under the Ongoing Resourcing Scheme.

“Staff and students are happier and the school’s reputation has improved.”

Students set up a friendship squad so everyone has a friend and joins in games. The school opened its library and ran sports and art activities during breaks so students were busier.

Research has found that happier schools are also more successful schools. An evaluation of the first 86 schools participating in the

programme showed that compared to a comparable group of schools, NCEA attainment went up, students were more likely to stay at school longer, and stand-downs decreased. The programme currently operates in 408 schools, as part of an overall \$65 million spent on programmes to encourage positive behaviour. By 2016, all secondary schools will be able to access the programme.

Training more scientists and engineers.

Some 374,000 New Zealanders are in tertiary education. Every year, New Zealand spends over \$4 billion on tertiary funding, including student support.

In 2012, the New Zealand tertiary education system delivered more graduates and qualifications than ever before, with 162,000 qualifications being completed. There has been a continuing increase in the number of students enrolling in degree and higher qualifications with 3,700 more bachelor’s degree enrolments by domestic students aged 18 to 24 in 2012, than in 2010 – an increase of 4.3 percent.

Science, research and innovation are vital to faster economic growth and greater prosperity. In 2012, an additional \$160 million was made available to increase the number of scientists, engineers and researchers coming out of our tertiary institutions.

Sharper information.

Over 365,000 primary school children had their progress measured by National Standards in reading, writing and maths in 2012. Parents and teachers are gaining a clearer picture of each child’s progress. Teachers and schools are becoming more experienced at applying National Standards and more experienced in their judgements.

A new tool is currently being developed with the help of teachers, to improve the consistency and reliability of teacher judgements over time.

Parents, communities, iwi and schools can also see how their community is progressing educationally through the Ministry’s Public Achievement Initiative. They can track achievement nationally, regionally and by iwi. Parents and students can also examine National Standards and NCEA results school by school.

Modern and connected.



The way children learn is changing as classrooms are progressively modernised and connected to ultrafast broadband.

Classrooms being built today are designed so that space can be used more flexibly and teachers can work with students in innovative ways, whether in small groups or large. Over the next six years, \$300 million is budgeted for major school property improvements in 30 schools, including upgrades to classrooms to modern learning environment standards.

Meanwhile, the staged roll out of ultrafast broadband to all schools means digital technology is becoming an accepted part of learning in big schools and small, whether in the cities or in rural areas. Seven hundred schools are due to be connected to the Network for Learning managed network by the end of the 2014. This will provide unlimited broadband through a fast, safe, secure and reliable connection.

Building a platform for life and learning.

Work is intensifying on the goal of enrolling almost all children in quality early learning, so they have a good platform for learning and for later life. That means trying harder to reach out to communities who have tended not to be big users of early childhood education services. One new initiative is an iwi partnership in the Waitomo area that has created more early learning places. Another is a partnership with the New Zealand Rugby League supporting playgroups in rugby league club rooms.

The Early Learning Taskforce is an important part of the mission of reaching more parents. The Taskforce works with communities, early learning providers, iwi, Māori organisations, and Pasifika churches to help increase participation in early childhood education in ways that support the families' language and culture.



The aim is to reach the Better Public Service target that 98 percent of children starting school in 2016 will have taken part in quality early childhood education. In 2013, 95.7 percent of new entrants had taken part in early learning.

Families need affordable services, which is why the Government fully funds the cost of ECE for 3-5 year-olds for up to six hours per day and up to 20 hours per week. The initiative for 3-5 year-olds cost over \$800 million in 2013.



Tapping into top teachers.

Work is well under way with principals, teachers and others in the education sector to implement the Investing in Educational Success initiative, a package to create different career pathways for teachers and principals to ensure they can share their expert knowledge with others.

Expert principals will gain time and resources to work with schools struggling to raise achievement, under the \$359m package. Four new levels of expert teacher and principal positions will be created. The new roles are expected to be in place by 2017.



Expert NCEA support for schools.

A programme to provide specialist advisors on NCEA will be going out to most secondary schools in 2014. The advisors help schools build systems to identify and mentor students at risk of not achieving NCEA Level 2.

Up to 258 of the country's 360 secondary schools will get this extra support, which includes help in analysing achievement data to pinpoint problem areas. Schools also ensure students are taking the right subjects for their preferred options for later study or work.



The initiative has shown good early results, with a 56 percent provisional achievement rate for 2700 students. These were students not initially on track to achieve NCEA Level 2.

Students are also gaining more options with the opening of five Partnership Schools in 2014. These schools give more choices for pupils not being well served by the current education system. More applications to open Partnership Schools are being considered.

Steering a course for study and work.

Good qualifications are essential to securing a good job.

Many young people have heard that message loud and clear, with a rising number getting higher qualifications under their belt. In 2012, just over half of 25-34 year-olds held an NZQA Level 4 or equivalent qualification. The target is to raise that figure of 52.6 percent to 55 percent by 2017.

One important part of reaching this target is to encourage disengaged students by giving them more choices, ways and places to achieve NCEA level 2, or an equivalent qualification.

Demand for skilled workers is high. Employers say they want to employ more young people but find too many lack the right skills.

We have been putting together tailor-made study plans that allow students to combine secondary and vocational study. Twenty-two trades academies are working with schools to allow students to achieve NCEA Level 2 or equivalent while pursuing future work interests. This year, 4500 places are available.

The Youth Guarantee funds fulltime study for vocationally focused training programmes for 16-19 year-olds, free of charge.

In 2014, more than 10,000 16-19 year-olds will be funded to take up fees-free through the Youth Guarantee. Many of these young people are Māori or Pasifika, or from lower socio-economic or troubled backgrounds.

Young people are also getting better information on matching their subjects and qualifications to a future career through initiatives such as the annual Occupational Outlook publication.

Detailed work and study options are laid out in vocational pathways in five industries – manufacturing and technology, construction and infrastructure, primary industries, service industries, and social and community services. Creative industries will be added this year.

Using the Pathways website, students can see which NCEA Level 1 and 2 standards can move them towards their career or further study goals, and how their achievements will be valued in the workplace. They also allow schools and tertiary providers to develop relevant courses that lead to at least an NCEA level 2 or equivalent qualification.



Industry training is another important opportunity for young people for whom university study is not the right option. In 2012, there were 139,000 industry trainees. From 2014, New Zealand Apprenticeships have been created that provide additional support to around 31,000 apprentices.

The first 14,000 enrolling after March 2013 receive \$1,000 towards their tools and off-job course costs, and \$2,000 if they are in priority construction trades. The same amount is paid to their employers.

Over \$20 million this year is spent on Adult and Community Education (ACE) in schools, community education providers, and tertiary education institutes such as

polytechnics. ACE plays a significant role in bringing the power of education to adults who did not have a successful first encounter with education and missed out on gaining essential foundation skills.

The development of foundation skills is also supported through various literacy and numeracy funds administered by the Tertiary Education Commission. These funds range from improving literacy and numeracy in the workplace (over \$17 million), to specialised English for Refugees (\$1.6 million).

Atino's story: achieving in NCEA.

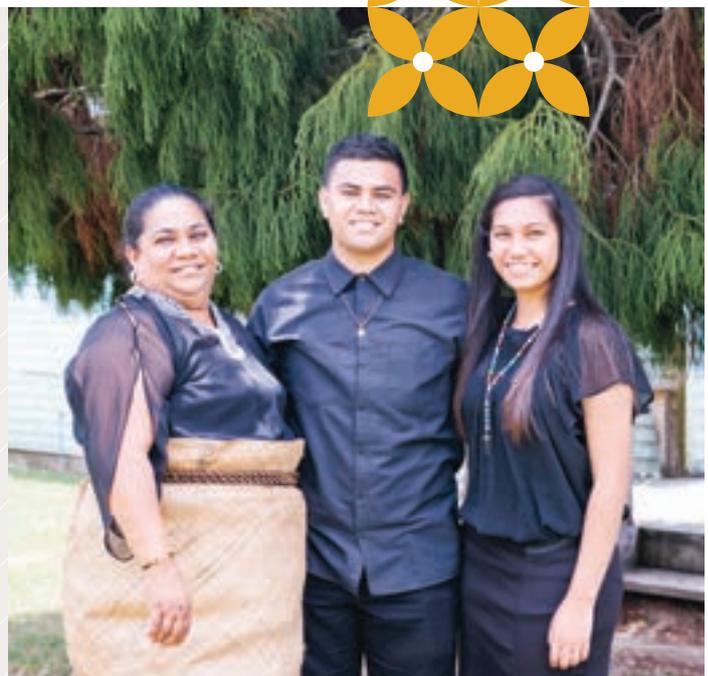
Auckland Atino Tuima's confidence with school work has grown as a result of taking part in a new Pasifika-friendly community study centre to help with NCEA exams. A year 12 student at Waitakere's Liston College, Tuima is one of 1700 students and families who signed up for Power Up for NCEA in 2013 in the leadup to exams.

"In the beginning, the other kids and I from my church thought Power Up would be boring. But after a couple of weeks we really got into it.

The tutors and mentors really made a difference. At Power Up, I can put my hand up, ask a question, and I get the exact help I need."

The study centres, in eight Auckland and Wellington communities, run in churches, community centres and schools.

Families also learn how to support their children to achieve. The Ministries of Education and Pacific Island Affairs plan to expand this programme this year.



Improving health and independence

3

A health and disability system that works with you, for you.

New Zealand has a world-class health and disability system led and supported by highly skilled and dedicated health professionals. New Zealanders receive health services that compare favourably internationally through a public health system that remains cost effective and reliable.

Like many countries, New Zealand has an ageing population with changing health needs. Adapting to this change, while remaining cost effective, is a challenge for the future.

WHAT'S CHANGING?



The goal is to provide high quality, reliable, accessible health care centred on the needs of the patient and their family. This means GPs can deliver a range of services and the system provides shorter waiting times for services and tests. It means better access to after-hours care so people can get help when they need it.

Putting patients at the centre of their care means everyone is treated as an individual and their voice is heard. It means that health professionals work together to make good health care as seamless as possible. One example is the new cancer nurse coordinator role. A new patient experience system is also being trialled for better avenues to give feedback on their care.

More information is available about health services including better online resources, more staff for Healthline and PlunketLine and increased reporting about the health sector's performance.

There is renewed focus on the quality and safety of services through the Health Quality and Safety Commission.

Health targets have improved access to elective surgery, cancer treatment and emergency care. Immunisation rates have increased, as has the number of people receiving a heart and diabetes check, and support to stop smoking. Local health services have risen to the challenge and you can find the results reported online: www.mydhb.health.govt.nz.

Mel's story: healthy choices.



The Green Prescription (GRx) Active Families programme is helping one whānau to live more actively and healthier. The changes also help the wider community.

There are many examples of how supporting one individual to make healthier choices can influence their whānau and their community.

Mel participated in the Active Families programme after her daughter Tai was in an accident. She took the opportunity to make a number

of changes in her own life and for her whānau, including keeping a healthy diet and getting more exercise. She has cut her fizzy drink consumption and her weekly bakery visit is now for a salad or wrap, rather than a pie. A skilled cook, Mel now prepares healthier food at her marae.

Her whānau have swapped white bread for wholegrain, drink low-fat milk, and eat a wider variety of fruit and vegetables. They have also stepped up the amount of physical activity they do such

as going to the gym at least once a week, swimming, and going for longer ngahere (bush) walks and maunga (mountain) climbs.

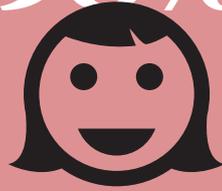
Healthy Families NZ take approaches such as this, which are part of the GRx initiative, and expand them. It employs community coordinators to work with schools, workplaces, and community groups to support and encourage healthier choices by providing information face-to-face and by coordinating existing health promotion campaigns.

81.2



81.2 years is the **average life expectancy at birth (2011)**. This is above the OECD average, and up from 78.4 years in 2000.

98%



98 percent of parents consider their children to be in **good health**.

4



4 is the maximum number of weeks that cancer patients ready for treatment will **wait for chemotherapy or radiotherapy**.

55k



55,000 secondary school children can access **health services at school**.

Targeted services.

Children and young people

The health of young New Zealanders is a priority. This includes high quality maternity services, Well Child/Tamariki Ora checks, free after hours and GP services for children under six years, and a national immunisation programme. At present, over 91 percent of 8-month-olds have completed the full course of immunisations, and this is targeted to increase to 95 percent by December 2014.

\$45 million has been allocated to reduce rheumatic fever rates by working in the community with local health and social service professionals, and the Auckland Wide Healthy Homes initiative (see the case study on page 29) illustrates this approach.



Mental health

Mental health issues affect a wide range of New Zealanders, so investment is ongoing. Programmes such as the successful 'Like Minds, Like Mine' campaign are important ways to raise awareness and reduce stigma. The Prime Minister's Youth Mental Health Project aims to improve mental health and wellbeing for young people who have mild to moderate mental health issues, or are at risk of developing them. The project comprises 26 initiatives to help prevent mental health issues and improve access to services.

Prevention

New Zealanders are living longer but are also more likely to have a chronic health condition. Better access to GPs, specialists and diagnostic services supports more independence and better outcomes for people. Initiatives aimed at identifying potential health issues early – such as more heart and diabetes checks – increase the chance to live a healthy and active life.

There are five national screening programmes: BreastScreen Aotearoa for early detection to improve the chance of surviving breast cancer; the National Cervical Screening Programme, to reduce the risk of women developing cervical cancer; and three antenatal and newborn screening programmes,

antenatal HIV screening, newborn metabolic screening and antenatal Down Syndrome screening.

Cancer

Cancer treatment services continue to improve, and earlier detection and treatment means people are now less likely to die from it. Patients have faster access to tests and assessments and receive chemotherapy and radiotherapy within the Government's four-week target. The appointment of 57 dedicated cancer nurse coordinators – as part of the Faster Cancer Treatment programme – ensures that care is more streamlined. Standards of care have been developed for the most common cancers for access to timely, good quality care along the cancer management pathway.

Disability

More than 600,000 New Zealanders are living with a disability or some other form of impairment. Over \$1.1 billion ensures that people with disabilities can live full, independent lives and participate actively in the community. Every person has individual needs so support services must embrace personal choice. The Enabling Good Lives partnership pilot (see case study on page 28) is one example.

Preventing injuries.

ACC (Accident Compensation Corporation) works closely with businesses and the community to try to prevent injuries, to make New Zealand a safer place, and to help when injuries do happen.

There was an **11 percent reduction in injuries** for 16-19-year-olds involved in motor vehicle crashes in 2012/13.

Employer forums to **improve workplace health and safety** reach more than **4,500 employers** each year.

78 percent of injured workers returned to independence within 12 weeks.

In 2012/13, ACC accepted **1.7 million new claims**. It processes a claim every 20 seconds.



Colin's story: Better diabetes management.

Diagnosis with type 2 diabetes was a wake-up call for Colin Hyde of Wellington.

"I'm a typical bloke. I don't go to the doctor unless I have to. And it was pretty obvious I had to."

He now takes medicine to manage his blood sugar and changes to his food and lifestyle have also made a big difference. Colin attributes a large part of his good diabetes management to the Care Plus clinic where he receives individual consultations with a nurse specialising in managing long-term conditions such as diabetes, heart disease or obesity. Appointment times are protected, so they are not interrupted.

Susan Flynn-Couper, a diabetes nurse at the clinic, says the consultations are an opportunity to really get to know patients and tailor assistance to their needs.

"There are clinical benefits as well," says Susan. "We have noticed improvements in patients' blood test results after they have attended these clinics, and received focused attention on managing their long-term conditions."

Universal Services.

- Last year, New Zealanders made 12.2 million visits to a GP and 2.5 million visits to a nurse. Some 65 million prescription items were dispensed and more than 25 million laboratory tests completed. Almost 1 million people attended emergency departments, 1.1 million patients were discharged from hospital and 249,000 people were admitted for elective procedures (of which 60 percent were surgical).

- Significant effort has been made to increase the number of elective surgical procedures to reduce the time spent on wait

lists. The number of procedures per year has increased from 117,863 in 2007/08 to 158,482 in 2012/13.

- Most New Zealanders access the health care system through primary care, including GPs and other community-based services. There are more doctors and nurses, better after-hours services, and stronger working relationships between hospitals and GPs.

- There are initiatives to support healthier lifestyle choices and prevent harmful conditions. This includes help to quit smoking, initiatives to reduce harmful use of alcohol and other drugs, promotion of mental health services, prevention of problem gambling and work to reduce

the spread of communicable diseases and sexually transmitted infections.

- Healthy Families NZ is a new initiative that addresses the underlying causes of poor health. It builds on existing activities such as Health Promoting Schools, Green Prescriptions, Fruit in Schools and nutrition and physical activity programmes. Community-based health promoters work alongside community groups and local government to bring together leadership, encouragement, information and resources so people can make healthier choices for themselves and their families.



Focus on Christchurch: Enabling good lives.

Work is under way on a three-year demonstration of Enabling Good Lives in Christchurch.

School leavers with a disability were the first to benefit from the new approach that offers greater choice and control over the

support provided. The demonstration will eventually include a wider group of people.

Kerry and Irene Andrell are optimistic about the future possibilities the programme offers their daughters Keriann and Shannen, who both have very high needs.

"We were getting nowhere until we heard about Enabling Good Lives. It's re-sparked us, and it's given us energy to go forward," Kerry says. "We want the peace of mind that when we go, they

are fully set up and they have the lifestyle they want," Kerry says.

Keriann and Shannen will both leave school in the next few years, so their parents are making plans for the future, with support from a 'navigator'.

"Having an Enabling Good Lives navigator helps you re-look at things and re-focus and start to think that it's okay to dream," Irene says.

Long-term plans are also being made including an accessible home where Keriann and Shannen can live independently with care and invite friends around.

"Enabling Good Lives has given us hope for our daughters to be able to live meaningful and full lives like every other Kiwi does," Irene says.

158,482 

158,482 **elective surgical procedures** were done in 2012/13 – a 34 percent increase since 2007/08.



Focus on Auckland: healthy homes, healthy people.

A complicated problem like rheumatic fever requires innovative and creative health approaches.

A contributing factor to this disease is poor housing conditions, particularly overcrowding.



The Auckland-wide Healthy Homes Initiative operates across greater Auckland, which has one of the country's highest incidences of cases.

Families identified as at risk receive help from a support worker who assesses their housing conditions and offers help as needed. This might be arranging for insulation, supplying curtains, making household repairs to ensure the home is warm, relocating to a larger home through a social

housing provider, checking that entitlements to financial assistance are received, and making connections with others in the community who can help.

It's still early days but since referrals started in December 2013, over 300 families have been referred to the initiative.

Reducing our high rate of rheumatic fever.

Rheumatic fever is a serious but preventable illness that can lead to lifelong health problems for children and young people. It starts with an easily-treated sore throat. New Zealand's rate of acute rheumatic fever is 14 times the average for OECD countries, and for Māori and Pacific children, it is 25 to 44 times higher.

Young people should have the best chance to succeed, so rheumatic fever has been included as a Better Public Services target. The target is to reduce the incidence of rheumatic fever by two-thirds by 2017. This is a big goal that will take government agencies, district health boards, health professionals and communities working together in new and innovative ways.

Broad social issues can impact the health and wellbeing of children. A contributor for rheumatic fever is housing conditions, particularly living in crowded homes.

Many families whose lives are impacted by rheumatic fever also access services from other government agencies, including housing and financial assistance. The Auckland-wide Healthy Homes Initiative brings this support together and focuses on the needs of each family to improve housing conditions and reduce overcrowding. In turn, this can reduce the risk of developing conditions such as rheumatic fever.

Additionally, families in high risk district health board areas with children at risk of rheumatic fever are now fast-tracked to the top of the waiting list for state housing.

Alongside housing initiatives, services like the school throat swabbing programme and community sore throat clinics have been set up in areas of high-risk to stop rheumatic fever before it starts by making sure sore throats get checked and treated.



Health services make a difference.

School-based health services in decile 1-3 schools reach around 55,000 secondary school students.

As part of the Prime Minister's Youth Mental Health Project, the school-based health service improves students' access to health services, and includes a mental health and wellbeing assessment for all year 9 students.

Gisborne Boys' High School student Liam Boyle found it easy to talk with Tairāwhiti District Health public health nurse Sarah Brown. "It wasn't a big deal. My mates had already done it, and it turned out all right because they can track what's happening and they can come in and help."

Sarah gives a medical check to each year 9 student. She assesses their height, weight and blood pressure, discussing their hearing, vision, dental health and any recent doctors' visits. Sarah then introduces more sensitive topics, such as sexuality and drugs. "If I do it in that order, they begin to relax and I can bring in questions around tobacco, alcohol, self-harm, and anything else that might be happening."

Student comments are treated seriously and confidentially. If a student needs extra support, such as for anxiety or low mood, Sarah can refer them to a GP, school counsellor or external support service.



Access to quality housing

4

Helping house New Zealanders and targeting services to those in need.

A house is more than just a roof over our head. It gives us a sense of belonging and connection to the community.

Living in a safe, secure and fit-for-purpose house directly supports our overall wellbeing. Having a suitable house also improves health, educational achievement and employment.

WHAT'S CHANGING?



Some of the biggest changes in decades are being made to the way social housing is provided in New Zealand.

The key framework for the changes – the Social Housing Reform Act – was passed at the end of 2013. It creates a new environment for the Ministry of Social Development to purchase tenancies from a diverse range of providers to house the most vulnerable people. This recognises that others can meet housing needs just as well as the Government, if not better.

Registered community housing providers are now able to receive income-related rent subsidies to provide social housing to those in greatest need. This will improve social housing options for people in high need.

From July 2014, the Ministry of Social Development is reviewing tenancies to ensure that social housing is available for those who need it.



Focus on Weymouth: new community housing.

At Weymouth, in Auckland, 15.9 hectares of residential-zoned land will be developed for community housing. With support from the Government's Social Housing Unit, a partnership with the Tāmaki Collective has developed a design that envisages a total of 282 dwellings, with a mix of different tenures and house sizes to match demand in the area.

Of the proposed units, 79 percent will have either one or two bedrooms or four-plus bedrooms. All will be built to a consistent specification to ensure the quality of the development creates a proud and vibrant community. Public parks and reserves will occupy 23 percent of the site.

The development will take four years to complete, with the first houses available for occupation from July 2014.

40%
40 percent of the houses at Weymouth will be available for **private sale**.

60%
60 percent will be available for **community housing providers**.

1.8b



300k



22



60k



*\$1.8 billion was spent in 2012/13 to **help families into housing**, including income-related rent subsidies, accommodation supplement, and advances of rent and bond.*

*Approximately 300,000 people receive financial assistance to enable them to **rent or own their own home** in the private market.*

*22 **Special Housing Areas** have been established to enable 16,000 new Auckland homes to be built.*

*Approximately 60,000 families **live in state-owned houses** and receive rent support.*

Moving to one door for social support.

The Ministry of Social Development has taken over housing assessments from Housing New Zealand.

This includes screening and assessing people's eligibility for social housing, managing the waitlist, referring potential tenants to approved social housing providers including Housing New Zealand, calculating and reviewing income-related rents and income-related rent subsidies, providing options and advice on alternative housing solutions, and managing associated debt and fraud. The same eligibility criteria for social housing apply.

This transfer provides for assessment independent of any housing provider, and enables a more comprehensive view of people's needs. Adding housing assessments to employment and financial support means the Ministry of Social Development has the potential to make a bigger difference to people who most need support.

Assessment services can be made at most of the Ministry of Social Development's offices and over the phone. There will be no wrong door.

Housing New Zealand will continue to be a landlord to state housing tenants. Over time, the Government expects new providers to enter the market.

The Ministry of Social Development will help with new provider entry by providing information about the type and location of accommodation needed by people on the social housing waitlist. One simple example is that clients will only need to provide information once to a single agency. Over time, better connections will be made between housing, employment, health and other needs.



Improving access to housing.

The Government focuses home buying assistance on a range of groups such as first-home buyers, Māori, low income families, and community groups who provide residential services.

For people on low incomes who may have difficulty raising a 20 percent deposit for their first home, a KiwiSaver deposit subsidy of up to \$10,000 is available, subject to price and income criteria. Welcome Home Loans are also available to insure the lender against default, which makes it easier for first home buyers to access a mortgage with a deposit as low as 10 percent.

Kainga Whenua loans are home loans available to Māori for building on Māori-owned land.

A small number of Housing New Zealand houses are available to first home buyers.



Increasing supply and improving affordability.



Work is under way between agencies, local government and the private sector to free up residential land in high demand areas and to kickstart large-scale housing developments. The Christchurch rebuild, particularly the residential rebuild, is a major priority (see the story about the Christchurch rebuild on this page).

Examples include:

Legislation

- Housing Accords and the Special Housing Areas Act allow selected parcels of land to be prioritised for residential development in areas with supply and affordability issues.
- The Resource Management Act has been changed to improve its workability and the resource consent regime, streamline the delivery of Auckland's first unitary plan, and improve the information base for local decision-making.

Partnerships

- In Hobsonville, work is under way with the private sector to develop surplus Crown land into a mix of affordable and market-priced homes of various types and sizes.
- In Tāmaki, a partnership with Auckland Council will establish up to 6,000 new rental, affordable and market-priced homes.
- In Weymouth, a partnership with the Tamaki Collective will see 282 new homes built on Crown-owned land (see the story Focus on Weymouth on page 30).

Support for tenants

Services and information are provided to make sure arrangements between tenants and landlords are fair via the Residential Tenancies Act, including:

- Rights and obligations
- Overseeing the Tenancy Tribunal to resolve disputes between landlords and tenants
- Holding tenancy bonds for the duration of the tenancy in a fund managed by the Ministry of Business, Innovation and Employment.

Well-built, healthy and safe.

Minimum standards have been set in legislation to make sure new and existing houses are healthy and safe for occupants. Amendments to the Building Act have introduced new measures to help consumers protect their investment when building or renovating.

Proposed changes to the Building Act will aim to better manage risks associated with earthquake-prone commercial buildings and multi-unit, multi-storey residential buildings that are earthquake-prone.



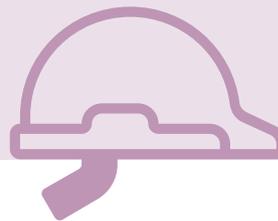
State-owned houses are being insulated, and 2000 will have bedrooms added to reduce overcrowding. A building warrant of fitness is also being trialled to check that state houses are insulated, dry, safe, secure and have essential amenities.

Focus on Christchurch: rebuild.

By the end of 2013, the Canterbury earthquakes had left greater Christchurch with about 12,000 fewer houses. In addition, more accommodation is needed for people who have been permanently or temporarily displaced, and for workers associated with the rebuild.

The focus is on multi-faceted support for a market-led recovery.

- The Earthquake Support Coordination Service has helped over 8,400 households since the service started in 2011.
- The Canterbury Earthquake Temporary Accommodation Service (CETAS) helps people displaced by the earthquakes find alternative, temporary accommodation. CETAS has accommodated more than 525 households and currently provides 125 houses.



Margaret's story: supported independence.

Margaret has lived with mental illness for many years and her living situation was less than ideal. She was constantly changing flats that she shared with people in similar need. When the flatting situations ended, Margaret would spend periods in the local psychiatric hospital, followed by residential care. She would be discharged and continue the poor flatting experiences.

Margaret was referred to community housing provider Comcare's Housing Service when she was made homeless for the third time since her discharge from hospital. Permanent residential care was being suggested as the only other long term option, but Comcare's Housing Facilitation staff assessed her situation fully and found that Margaret had reasonable home-making skills that hadn't been used due to her circumstances. She had never been considered able to live independently.

Comcare felt able to offer Margaret a tenancy in one of its flats funded by the Government's Social Housing Fund.

It helped Margaret establish a new life and supported her growing home management skills. It also referred Margaret to a community support service, which will eventually replace Comcare and provide support to Margaret for as long as she needs it.

Margaret has also expressed a desire to find work, so Comcare's employment service Jobconnect will be there to help Margaret embark on the next step of her journey.



- The Housing Recovery Programme ensures the earthquake-related housing needs of people in greater Christchurch are met in a timely and coordinated way. The Repair and Rebuild Action Plan is focused on the reinstatement of existing homes, and the New Housing Action Plan is focused on the supply of new housing, both permanent and temporary.
- The Land Use Recovery Plan facilitates market-led growth in housing supply, including redeveloping former commercial and industrial sites and increasing residential density around neighbourhood centres.

- The Social Housing Fund has provided capital grants totalling \$12.9 million for 83 new social housing units though three community housing providers: Comcare, Accessible Properties and Habitat for Humanity.

The Canterbury Community Trust has also granted \$4.3 million to these developments.



12,000

About 12,000 fewer houses were available in greater Christchurch as a result of the Canterbury earthquakes.

Help when it's really needed.

Housing and rent support is available for people with high needs who are unable to sustain rental accommodation without help.

The Government is the largest provider of housing in New Zealand for families that need it most. Changes will substantially improve the provision of social housing.

The Government passed the Social Housing Reform Act in 2013 to enable:

- income-related rent to be available to new tenants in approved community housing provider houses
- social housing eligibility to be assessed by the Ministry of Social Development, an agency independent of Housing New Zealand and other social housing providers

- a new authority to regulate community housing providers and make sure they are suitably equipped to provide social housing.

Since October 2013, Auckland applicants with children at risk of rheumatic fever have been fast-tracked to the top of the social housing wait list. This approach extends to another eight district health board areas from March 2014.



Supporting safe communities

5

Every New Zealander should live free from fear and feel safe and secure.

Reducing crime and the fear of crime is an important aspect of supporting safe communities. Since 2009, the justice sector has been successful in reducing crime and keeping people safe from harm.

WHAT'S CHANGING?

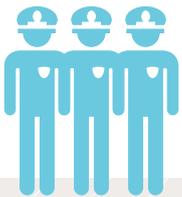


Reducing crime and the fear of crime supports safe communities. New Zealand's recorded crime rate is at a 35-year low. Resolution rates are high by global standards, violent crime is reducing and the justice sector is on track to exceed its Better Public Services targets by 2017.

The latest Better Public Services results to September 2013 show that the total crime rate has dropped 13 percent (target is 15 percent) since June 2011, violent crime has dropped 9 percent (target is 20 percent), youth crime has dropped 22 percent (target is 25 percent) and re-offending is down 11.4 percent (target is 25 percent).

These changes reflect changed approaches to justice, including an increased focus on crime prevention and reducing reoffending and revictimisation.

Together, these results mean New Zealanders are now experiencing around 56,000 fewer crimes a year.



Turning a family's life around.

When the three eldest children in one family started getting into trouble, the Neighbourhood Policing Team moved in to help.

They found the family very disadvantaged, with 11 children all under 15-years living in inadequate housing, and servicing over \$20,000 of debt.

Mum was on her own and struggling. Dad was rarely around. With the family's history of drug and alcohol abuse and domestic violence, it was clear the future looked bleak.

The Neighbourhood Policing Team knew the underlying issues had to be addressed. By bringing together members of the community and local groups including churches, they cleaned the house and fully furnished it through donations.

With the house now taken care of – and the family understanding they needed to keep it that way – attention turned to helping each family member.

The head of the Neighbourhood Policing Team said, "it was an added bonus to see the reaction of the neighbourhood, both people lending a hand, and seeking help for themselves."

They focused on identifying and meeting each person's needs, be it parenting advice, mentoring, or budgeting assistance.

Mentoring and support was provided through interagency partnerships with government agencies, community agencies, and others.

Police continue to track interactions and interventions with the family, and several months later, have recorded no new offences.

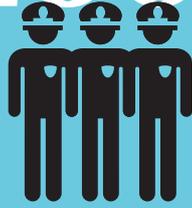
The children's mum said: "The Police are not the enemy ... first time in my life everybody has helped us out, I'm over the moon."

64%



64 percent of people do not experience any crime in a year.

200+



200+ foot patrols per day is a visible police presence to keep people safe and prevent crime.

44m



\$44 million in ACC payments to survivors of sexual violence including entitlements such as counselling, medical treatment, weekly compensation and lump sum.

231-



Fewer cases of repeat victimisation – from 253 per 10,000 in 2009/10 to 231 in 2012/13.

Luke's story: taking charge.

Luke had a disruptive upbringing. His parents separated when he was nine, and he lived with his mum and younger sister for a couple of years, until her new partner moved in. They didn't get along, so his mum sent him to live with his dad, who didn't keep an eye out for him or give him any structure.

By 12, Luke was getting into drugs and alcohol. Over the next few years, he was caught shoplifting, was regularly involved in fights, and became disengaged from school. By 15, he ended up in alternative education provided by Challenge 2000, a Wellington social services provider specialising in youth work. Luke's relationship with his father had fallen apart to the point where they had argued and Luke damaged the house and car and threatened to kill his dad. The police were called and a family group conference was arranged.

Luke moved in with caregivers organised by Challenge 2000. They also arranged a health assessment at the local Youth Health Centre, which recommended sessions with a psychologist to deal with Luke's anger and substance abuse.

As part of his family group conference plan, Luke completed 30 hours of community service that was organised and supported by Challenge 2000. Their alternative education school closed, so Luke transferred to a YMCA education programme and completed NCEA papers. Through his caregivers, Luke found a trial job with a local manufacturing firm.

He's now worked there for over two years, and has proven himself as a reliable and hardworking employee. Challenge 2000 and his caregivers have stayed in touch with Luke, and continue to offer support and encouragement. He is slowly rebuilding his relationship with his father, and has re-established contact with his sister. Luke is getting on top of his life and is looking to his future.



Getting the crime rate down.

A current focus is to reduce total crime, violent crime, youth crime, and reoffending. At the same time, agencies are working to reduce the road toll, the level of repeat victimisation, and court waiting times.

35 YEAR LOW



New Zealand's recorded crime rate is at a 35 year low.

Making our roads safe.

- Through Safer Journeys, Police, Ministry of Transport, New Zealand Transport Agency, and local councils work to support design of safe road networks; safe speeds; and safe driver behaviour.
- New Zealand has its lowest road toll since 1950. Last year, there were 50 fewer road deaths. 254 road deaths were recorded in 2013.
- Agencies target drink driving to keep people safe on roads. More than 2,700,000 breath alcohol tests are conducted each year.

Effective rehabilitation.

- Corrections is expanding the use of GPS monitoring technology to allow more prisoners to take part in Release to Work – a programme that allows offenders to be temporarily released from prison during the day to hold jobs in the community.
- Regular employment is a key factor in helping convicted offenders turn their lives around.
- Release to Work provides employment skills, training, and formal qualifications to help offenders gain sustained work on release.
- About 50 percent of people taking part in the programme continue working for the same employer on their release from prison.

James' story: Reducing reoffending.

Out of Gate helps offenders prepare for release and makes sure they can access community support after release to address their specific needs such as housing, health, income, family and employment.

Around the country, the Department of Corrections is seeing encouraging results. James' story shows how Out of Gate can make a real difference.

In December 2013, James was released from Auckland Prison. Weeks before his release, case manager Jo Galvan referred James to Out of Gate. "Out of Gate seemed ideal for James because it provided a more robust, structured regime like the one James was used to in prison.

"Additionally, they provided James with ongoing support, which is crucial for offenders who are getting released from prison."

A support person from Out of Gate provider National Urban Māori Association (NUMA) met with James in prison. Jo attended the initial meeting because she knew that James took a while to build trust. The meeting went well and a number of release plan options were established.

On the day of his release, James' NUMA navigator came to Auckland Prison to support him and meet his mother. Everyone was briefed on the release plan so they understood his release conditions, too.

One of the first steps was setting up a bank account and connecting with Work and Income. Since his release, with NUMA's support, James has found full-time employment.

Jo is hopeful that she will not see James in prison again. "Now that he has employment, he has stability and a source of income that will benefit him and his family. He is meeting new people in his work environment, and dropping contact with past associates. His relationship with his family is improving. Out of Gate appears to have had a domino effect."



When home isn't safe.

Family violence is never ok. People in violent relationships often don't have the ability to help themselves. They need support.

- 11,394 Police Safety Orders were issued in 2012/13 to provide immediate, short-term protection for people at risk from harm in family violence situations. They are issued in instances where Police don't have the evidence to arrest but have concerns for people's safety. The key consequence is that the person the Police Safety Order is made against must leave the home, and stay away from the other person, for up to five days.
- 4,218 apprehensions for breaches of protection orders were made in the 2012/13 financial year.
- The It's not OK campaign mobilises communities to take a stand against family violence, and change the attitudes and behaviour that tolerate it. It's not OK is now part of people's every day language.

Safe@home, a successful programme to protect survivors of domestic violence, has been expanded into three new regions to reach 300 additional families.

Delivered by Auckland charity Shine (which stands for Safer Homes in New Zealand Every day), safe@home helps women and children identified as being at high risk from domestic violence to remain in their own homes more safely.

This includes replacing glass panelled doors with solid doors, installing security lights, deadlocks, and door and window restrictors, changing locks, repairing damaged windows and door frames, and fitting safety glass.

Silent monitored alarms that alert the Police Communications Centre once activated can also be installed.

In August 2012, \$1 million was committed over two years to expand beyond Auckland into Counties-Manukau, Christchurch and Tauranga.



By mid-2014, around 450 families will have avoided the upheaval of having to relocate from their home and community after suffering from domestic violence. The children of these families also avoided the strain of changing schools. Research shows that children who frequently change schools are at an academic disadvantage.



Turning young lives around.

Young people who commit offences should be held to account, but they also need the right support and interventions to address their offending behaviour and turn their lives around. The Fresh Start programme helps young offenders get back on track towards productive adult lives.

In 2012/2013, the number of young offenders participating in Fresh Start programmes included:

- 252 low-level offenders in community youth development programmes to develop positive social attitudes, values and behaviours
- 600 in mentoring programmes that provided individual, intensive support and guidance
- 326 in parenting education programmes to develop parenting skills
- 402 in community day programmes and 74 in residential programmes to help with alcohol or drug addictions
- 178 on Supported Bail with intensive community-based support and services to reduce the likelihood of offending on bail and a subsequent remand to a Youth Justice Residence.



Accountability is part of the healing

A Youth Justice Family Group Conference is a meeting between a young offender, their family, victims and others such as the Police, a social worker or a youth advocate.

Following a family group conference, most young people do not come back to Police attention within a year of the offending.

In 2012/2013 there were 6,259 Youth Justice Family Group Conferences resulting in:

- plans for 3,533 children and young people to address their offending
- 94 percent meeting the objectives of their plans
- victims participating in 72 percent of Youth Justice Family Group Conferences.



600 people in mentoring programmes received individualised and intensive support and guidance.

Working together.

The justice sector is working with the social sector, communities and iwi to prevent crime and address the factors that lead to offending.

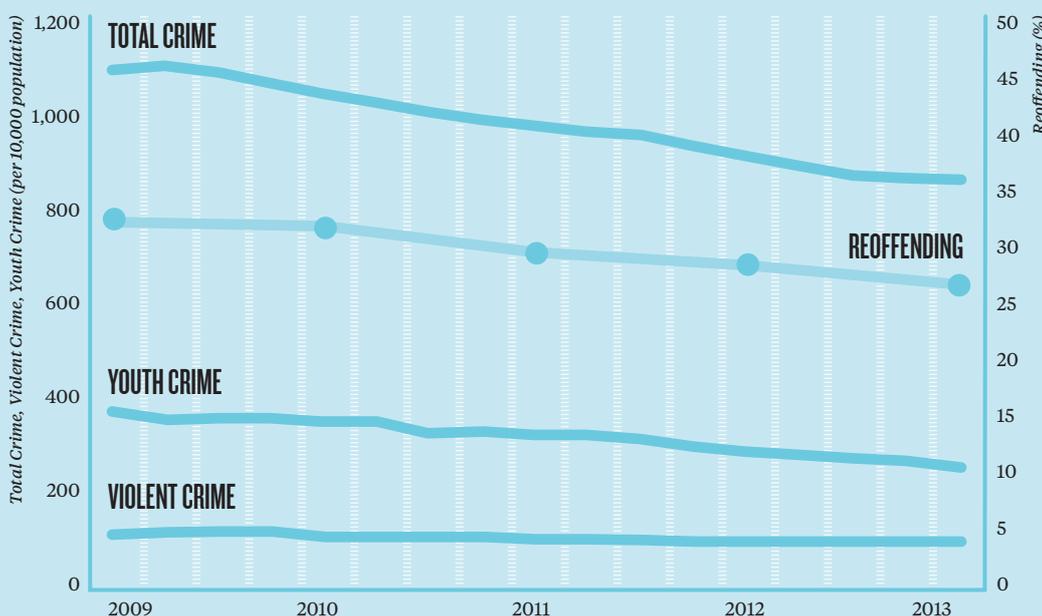
As well as a formal Drivers of Crime work programme that focuses on matters such as maternity and early parenting, childhood behaviour problems and alcohol harm reduction, the sectors work together with communities at the frontline to respond to offending and support victims.

This includes:

- Implementation of the Youth Crime Action Plan
- 34 Neighbourhood Policing Teams that work with communities to help them to address safety issues, and link communities to appropriate support
- Tailored training and employment support for Department of Corrections-managed offenders
- Community Link in Courts, where a Work and Income employee attends court to improve people's access to their services
- Co-operative work to prevent and respond to family violence through a range of formal and informal mechanisms including cross agency work to support those at most risk of repeat family violence
- Providing immunisations in prisons.

In Wellington's Hutt Valley Innovation Project, 13 agencies and non-government organisations developed a mobile community office to deliver justice and other services. The van means services such as crime and safety education, probation meetings, clearing warrants, health immunisations and injury prevention advice were more accessible.

Better Public Services: Reducing crime.



Supporting people into work

6

Being in paid work enhances wellbeing by bringing in extra income, building pride, and connecting people to their community.

The social support system encourages financial independence, primarily through employment, which contributes to better social and economic outcomes for individuals, families and the country.

Work adds value to individuals' lives, but alongside a supportive welfare system it also has a huge impact on the community.

Investing in people's capacity to work ensures that future generations of New Zealanders are supported and cared for.

The Ministry of Social Development is strengthening its capability to work effectively with people who have health conditions, illnesses, and disabilities, so that with support, they are capable of work.

WHAT'S CHANGING?



A new benefit system recognises and supports people's work potential. It focuses on what people can do to achieve a better future for themselves and their families.

An investment approach to welfare uses evidence to drive ongoing improvements in the performance of employment and work-readiness investments to support people to be independent.

New welfare reforms are about:

- Supporting people to become independent.
- Supporting the economy by ensuring New Zealand has a skilled and productive workforce.
- Intervening earlier to prevent long-term benefit dependence.

Gita's story: job success.



Gita came to Work and Income for assistance. Despite good qualifications and experience, she struggled to find work.

Her case manager suggested she attend Work and Income's seminars on job interviews. "They were great," says Gita. "I learned how to answer to questions in a way that demonstrates my skills, how to keep my answers focused, and the right length.

"The facilitator would ask a question, listen to our answers, and then spend time with us helping us to improve. Best of all, she gave us some real-world examples."

While she was at the seminar, Work and Income matched Gita's skills to a vacancy. The application involved a phone interview, two face-to-face interviews and a psychometric

test – all things Gita was now confident she was prepared for. She gained a full-time position and her progress since has been impressive.

Her employer says Gita impressed at each step of the recruitment process. "She was very persistent and persuasive, and followed up each step of the way. We knew she would be a great fit here, and was keen to do well."

This employer has used Work and Income's free recruitment services for three years. "We've built up a strong relationship with our work broker. She knows the type of people we're looking for, and I know that if she recommends someone, they are worth looking at."

Names have been changed.

4.9b



Around \$4.9 billion is spent on **welfare support** for working-age beneficiaries every year.

7k



7,000 people registered with Work and Income have begun **an employment contract with a wage subsidy** since July 2013.

12k



12,000 fewer children live in **benefit dependent households**.

1500



Every week, around 1,500 people **leave benefit into employment**.

Changes for vulnerable young people.

Changes have been introduced to improve social and economic outcomes for vulnerable young people at risk of long-term benefit dependency.

Young people and teen parents on benefits are New Zealand's most vulnerable young people. \$148 million has been committed over four years in two services for young people, collectively known as Youth Services.

More than half who first went on a benefit at 16 or 17 years will spend at least 5 of their next 10 years on a benefit. Research also shows that young people accessing main benefits typically come from significantly disadvantaged circumstances. While some have supportive families and whānau, many have little access to positive adult guidance. Furthermore, many young people accessing benefits have few or no qualifications.

In light of these findings, a new system of financial assistance, support and obligations for young people in receipt of benefits was introduced.

Under the new system, young people are required to meet a number of youth-focused

obligations in return for receiving a benefit, including the obligation to be in full-time education, training or work-based learning that leads towards at least NCEA Level 2 or equivalent.

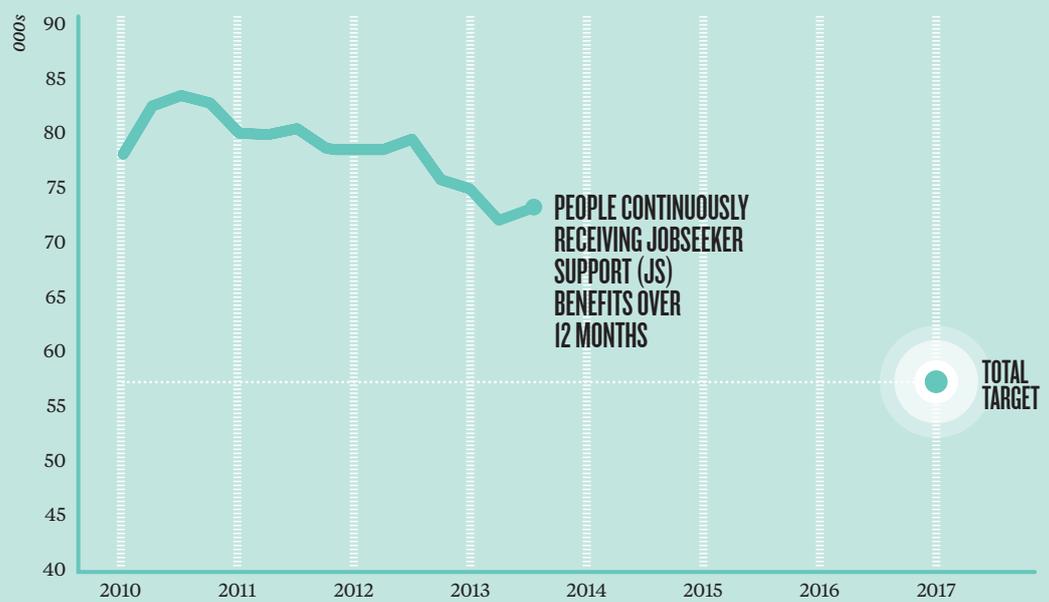
Each young person is also assigned to a community-based provider. These providers deliver mentoring and wrap-around support to each young person to assist them to meet their obligations and transition to independence over time. The changes ensure that these

young people are supported to achieve at least NCEA Level 2 or equivalent so they can go onto further education, training or employment. It also aims to ensure they are supported to develop other critical skills they need to achieve a better life (such as financial literacy and parenting skills), and to avoid becoming trapped in a cycle of long-term benefit dependency.

In August 2012, a new service was introduced for those 15-17 years not engaged in

employment, education or training and are at risk of coming onto a benefit at age 18. Under the service, community-based providers deliver ongoing mentoring and support to re-engage in education, training or work-based learning leading towards at least NCEA Level 2 or equivalent. The service is designed to ensure these young people are supported to develop the skills they need to go onto further education, training or employment, so they achieve a better life and avoid becoming welfare dependent.

Better Public Services: Reducing long-term welfare dependence.



One of the **Better Public Services** goals is to reduce the number of people continuously receiving Jobseeker Support benefits for more than 12 months by 30 percent, from 78,000 in April 2012 to 55,000 by 2017.

3 Three key changes have been introduced as part of welfare reforms designed to support people into work:



Workplace health and safety improves lives, builds productivity.

- ACC runs employer forums to improve workplace health and safety reach more than 4,500 employers each year.
- To support a safe and swift Canterbury rebuild, ACC-hosted worksite safety talks on asbestos that reached about 400 people per month for 2012/13.

ACC runs four workplace health and safety incentive programmes that regularly audit participating employers on their workplace health and safety practices. These include Workplace Safety Management Practices and Workplace Safety Discounts programmes, ACC's Accredited Employer Programme, and ACC Fleet Saver.

1 Underpinning New Zealand's reformed welfare system is an investment approach to reduce long-term benefit dependence.

- The investment approach is about investing where it will make the greatest difference for people. Actuarial valuations give the ability to identify areas of focus.
- The 2013 valuation estimated that 75 percent of the liability in the benefit system is associated with people who entered benefits under the age of 20.
- Many have remained on benefits for years or decades, and often have histories of intergenerational benefit receipt and low skills.
- Trialling, monitoring and evaluating new approaches will develop more effective investments that support people to be independent.
- The latest valuation of the welfare system (June 2013) shows strong performance. Benefit payments were \$320 million less than expected over the combined years of 2011/12 and 2012/13.
- The liability at 30 June 2013 was \$7.4 billion lower than expected. Welfare reforms and case management influenced almost \$1.8 billion of this decrease by assisting more people to enter employment.

2 The welfare system has changed to be more effective in helping people able to work, with new reciprocal obligations and requirements to enhance the wellbeing of their family. Three new benefits have replaced most old benefits.

- Jobseeker Support is for people who can usually work full-time. It also includes people who can only work part-time or can't look for work at the moment, for example because they have a health condition, injury or disability.



- Sole Parent Support is provided to those caring for children under the age of 14 who can look or prepare for part-time work.
- Supported Living Payments is provided for people severely restricted or unable to work on a long-term basis because of a health condition or disability, and for those caring for someone who needs significant care.

3 A new service delivery model supports welfare reforms with different levels of intensity of engagement for clients based on their expected patterns of future benefit dependence.

- Personalised case management is available for those who need more help to move closer to the labour market and independence. Using both Work and Income and contracted services, an increase in work focus ensures more people are supported into employment.
- Specialist services are available for those with health conditions or disabilities to support them into employment. Funding assists disabled workers and their employers to meet costs of disability in the workplace, such as modifying the work environment and specialist equipment.

- Less intensive support is there for those who are able to find their own way to the labour market or those who only need a minimal level of assistance.
- A Youth Service provides specialist case management and support for young people to prevent them becoming dependent on a benefit. It uses a combination of government and community based providers. They deliver wraparound support to young people and teen parents on benefits. The key focus is to improve their educational achievement, parenting skills, financial literacy and other outcomes, such as health.

A wide range of training and employment assistance is available for people at risk of long-term benefit dependency. These include wage subsidies, financial assistance for training-associated costs, childcare and transport costs, training programmes, confidence and motivation programmes, career guidance, job placement, post-placement support and in-work training. In addition, there are interventions specifically to support people with health conditions or disabilities to get ready for work.



“I am so happy, I love my job. I am passionate about my future and I’m so glad I’ve gotten off the couch.”

Judy’s story: Turning it around.

Judy is a sole parent who has been on a benefit for 20 years. Recently, her nine-year-old daughter said: “I want to be on a benefit just like you mum, and not work”. Because Judy’s youngest child was under five, she didn’t need to look for work, but this comment motivated Judy to turn her life around.

Her Work and Income case manager worked with her on a plan to find work. She was referred to a course to help sole parents into work, motivating and preparing them for job search.

She was then referred to a six-week course for training as a caregiver which included practical experience in rest homes. Judy impressed the employer she was placed

with so much that she was offered a job.

Her case manager worked with her to establish the non-beneficiary assistance and Family Tax Credits she was eligible for. Judy is now off the benefit and working more than 30 hours a week.

Names have been changed.

Reducing long-term benefit dependency.

Most people who receive a benefit do so for a short period of time. Many are able to move into work or training themselves or with a small amount of support.

However, some people become trapped in a cycle of benefit dependency and risk missing out on the opportunity to better their lives, and those of their families, through work.

Being in paid work enhances wellbeing by bringing in extra income, building pride, and connecting people to their community.

The OECD has written that paid work is the most effective way of reducing the risk of family poverty, enhancing child development, and generally giving children the best possible start in life.



By contrast, the costs associated with unemployment and long term benefit dependence are high. Being out of work and on a benefit for extended periods increased the risk of poverty, social dislocation and deteriorating overall health. It can also have negative impacts on the children of people on benefits long term.

Supporting people to get off welfare and into work will create a better life, better opportunities and a brighter future for people and their families.

More information.

To find out more about how to access services or just to learn more about how agencies are working differently across the sector, see the links below:



Accident Compensation Corporation (ACC)
www.acc.govt.nz

Accommodation Supplement
www.workandincome.govt.nz

Age Concern
www.ageconcern.org.nz

Alcohol and drugs – services
www.health.govt.nz

Antenatal and newborn screening programmes
nsu.govt.nz

Any questions (homework help for students)
www.anyquestions.co.nz

Auckland Wide Healthy Homes Initiative
www.health.govt.nz

Better Public Services
www.ssc.govt.nz

BreastScreen Aotearoa
www.nsu.govt.nz

Campaign for Action on Family Violence
www.areyouok.org.nz

Canterbury Earthquake Temporary Accommodation Service (CETAS)
www.quakeaccommodation.govt.nz

Career guidance
www.careersnz.govt.nz

Carers' Strategy Action Plan for 2014-18
www.msdc.govt.nz

Child, Youth and Family
www.cyf.govt.nz

Children's Action Plan and Children's Teams
www.childrensactionplan.govt.nz

Christchurch Recovery Strategy
www.cera.govt.nz

Community Link in Courts
www.justice.govt.nz

Confidence and motivation programmes
www.workandincome.govt.nz

Corrections, Department of
www.corrections.govt.nz

Courts
www.justice.govt.nz

Dementia – services
www.health.govt.nz

Department of Building and Housing
www.dbh.govt.nz

Depression
www.depression.org.nz

Disability Allowance
www.workandincome.govt.nz

Drivers of Crime
www.justice.govt.nz

Early Childhood Education
www.educate.ece.govt.nz

Early Childhood Education Community Action Groups
www.minedu.govt.nz

Early Childhood Education Leadership
www.lead.ece.govt.nz

Early Intervention Service
www.minedu.govt.nz

Early Learning Information (ELI) system
www.lead.ece.govt.nz

Early Learning Taskforce
www.minedu.govt.nz

Early Start
www.earlystart.co.nz

Early Years' Service Hubs
www.familyservices.govt.nz

Earthquake Support Coordination Service
www.familyservices.govt.nz

Education Counts (statistics and research on education in New Zealand)
www.educationcounts.govt.nz

Education Gazette (education sector news)
www.educationgazette.govt.nz

Education, Ministry of
www.minedu.govt.nz

Educational Leaders (school leadership)
www.educationleaders.govt.nz

Emergency services
www.police.govt.nz

Enabling Good Lives
www.odi.govt.nz

Equipment and Modification Services
www.health.govt.nz

Family and Community Services
www.familyservices.govt.nz

Family Group Conference
www.cyf.govt.nz

Family Service Centres
www.familyservices.govt.nz

Family Start
www.kiwifamilies.co.nz

Family Tax Credit
www.ird.govt.nz

Family violence
www.areyouok.org.nz

Flu shots
www.fightflu.co.nz

Free doctors' visits for children under six
www.health.govt.nz

Fresh Start programme
www.cyf.govt.nz

Fruit in Schools
www.health.govt.nz

Gateway Health and Education Assessments
www.cyf.govt.nz

Green Prescription Active Families
www.health.co.nz

Hardship Assistance
www.workandincome.govt.nz

Health Ed
www.healthed.govt.nz

Health Promoting Schools
www.health.govt.nz

Health Quality & Safety Commission
www.hqsc.govt.nz

Health sector targets
www.mydhh.health.govt.nz

Health, Ministry of
www.health.govt.nz

Healthline
www.healthline.govt.nz

Healthy Families New Zealand
www.health.govt.nz

Healthy lifestyles – Eating
www.feedingourfamilies.org.nz

www.breakfasteaters.org.nz

Heart checks
www.knowyournumbers.co.nz

Heartland (Rural Access to Government Services)
www.heartlandservices.govt.nz

Home for Life
www.cyf.govt.nz

Housing | Ministry of Business, Innovation, and Employment
www.mbie.govt.nz

Housing and accommodation costs
www.workandincome.govt.nz

Housing New Zealand Corporation
www.hnzc.govt.nz

Housing Recovery Programme
www.cera.govt.nz

Hutt Valley Innovation Project
www.ssc.govt.nz

Immunisation
www.getimmunised.org.nz

Industry Training
www.careers.govt.nz

International Education news
www.ienews.minedu.govt.nz



Investing in Educational Success
www.minedu.govt.nz

Investment approach
www.ms.govt.nz

Justice Datalab
www.datalab.justice.govt.nz

Justice, Ministry of
www.justice.govt.nz

Kainga Whenua loans
www.hnzc.co.nz

KiwiSaver
www.kiwisaver.govt.nz

Land Use Recovery Plan
www.cera.govt.nz

Like Minds, Like Mine
www.likeminds.org.nz

Maternity
www.plunket.org.nz

Mental health – services
www.health.govt.nz

My DHB
www.mydhb.health.govt.nz

Napier Connects
www.volunteeringhb.org.nz

National Cervical Screening Programme
www.nsu.govt.nz

National Standards
www.minedu.govt.nz

NCEA
www.minedu.govt.nz

Neighbourhood Policing Team
www.police.govt.nz

Network for Learning (N4L)
www.minedu.govt.nz

New Zealand Apprenticeships
www.tec.govt.nz

New Zealand Police
www.police.govt.nz

New Zealand Qualifications Authority
www.nzqa.govt.nz

NZ Superannuation
www.workandincome.govt.nz

NZSchools (school finder service)
www.nzschoools.tki.org.nz

Older New Zealanders publication
www.ms.govt.nz

Ongoing Resourcing Scheme
www.minedu.govt.nz

Pacific Island Affairs, Ministry of
www.mpia.govt.nz

Parenting Support for Teen Fathers Programme
www.familyservices.govt.nz

Parents As First Teachers (PAFT)
www.familyservices.govt.nz

Partnership Schools
www.minedu.govt.nz

Plunket
www.plunket.org.nz

Positive Behaviour for Learning
www.pb4l.tki.org.nz

Power Up for NCEA
www.pasifikapowerup.co.nz

Pregnancy services
www.health.govt.nz

Primary and Secondary Education
www.minedu.govt.nz

Prime Minister's Youth Mental Health Project
www.health.govt.nz

Problem gambling
www.health.govt.nz

Problem gambling
www.choicenotchance.org.nz

Public Achievement Information (PAI)
www.minedu.govt.nz

Release to Work
www.corrections.govt.nz

Resources for education / services for tertiary organisations
www.steo.govt.nz

Shine – Making Homes Violence Free
www.2shine.org.nz

Safer Journeys
www.saferjourneys.govt.nz

SAGES
www.familyservices.govt.nz

School Trustees Elections
www.trustee-election.co.nz

Schools (see Primary and Secondary Education)
www.minedu.govt.nz

Senior Services
www.seniors.govt.nz

Service Delivery Model, for Welfare Reform
www.ms.govt.nz

Shaping Education (greater Christchurch)
www.shapingeducation.govt.nz

SKIP (Strategies for with Kids – Information for Parents)
www.skip.govt.nz

Smokefree
www.smokefree.org.nz

Smoking, help to quit
www.quit.org.nz

Social Development, Ministry of
www.ms.govt.nz

Social Housing
www.ms.govt.nz

Social Housing Unit and Social Housing Fund
www.shu.govt.nz

Social housing, applying for
www.housing.ms.govt.nz

Social Sector Trials
www.ms.govt.nz

Social services that receive government funding
www.contractmapping.govt.nz

Social Workers in Schools
www.socialworkersinschools.org.nz

Sole Parent Support
www.workandincome.govt.nz

Special Education funding and support
www.minedu.govt.nz

Strengthening Families
www.strengtheningfamilies.govt.nz

Studyit (help with NCEA maths, science and English)
www.studyit.org.nz

Studylink
www.studylink.govt.nz

SuperGold Card
www.supergold.govt.nz

Support for people with health conditions or disabilities for work
www.workandincome.govt.nz

Supported Living Payment
www.workandincome.govt.nz

Te Kete Ipurangi (bilingual education portal)
www.tki.org.nz

Te Punanaga Haumarū (antibullying)
www.tph.org.nz

Te Puni Kōkiri
www.tpk.govt.nz

TeachNZ (teaching as a career option)
www.teachnz.govt.nz

Tenancy Services
www.dbh.govt.nz

Tertiary education
www.minedu.govt.nz

Tertiary Education Commission
www.tec.govt.nz

Think Differently (attitudes and behaviours towards people with disabilities)
www.thinkdifferently.org.nz

Trades Academies
www.youthguarantee.net.nz

Training and employment assistance, for people on benefit
www.workandincome.govt.nz

Victim Support
www.victimsupport.govt.nz

Vocational Pathways
www.youthguarantee.net.nz

Welfare Reform
www.ms.govt.nz

Welfare support for young people and teen parents
www.workandincome.govt.nz

Well Child/Tamariki Ora
www.wellchild.org.nz

Whānau Ora
www.tpk.govt.nz

Which Course Where? (tertiary education portal)
www.whichcoursewhere.govt.nz

White Paper for Vulnerable Children
www.childrensactionplan.govt.nz

WickED (curriculum learning for 7-12 years)
www.wicked.org.nz

Work and income – Employment services
www.workandincome.govt.nz

Working for Families
www.workingforfamilies.govt.nz

Workplace Safety Discounts
www.acc.govt.nz

Workplace Safety Management Practices
www.acc.govt.nz

Youth Court
www.justice.govt.nz

Youth Crime Action Plan
www.justice.govt.nz

Youth Development, Ministry of
www.myd.govt.nz

Youth Guarantee
www.youthguarantee.net.nz

Youth Justice
www.cyf.govt.nz

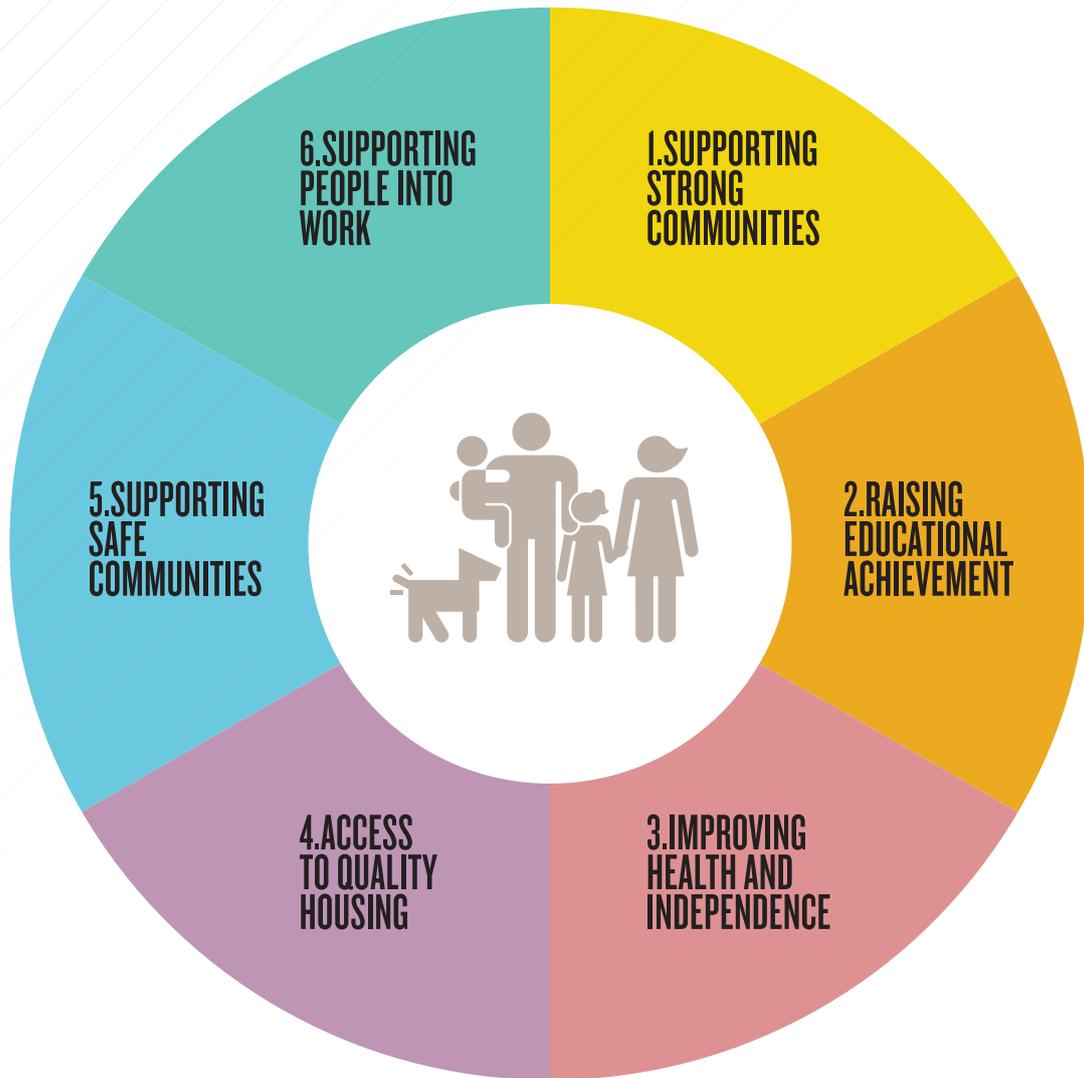
Youth mental health
www.thelowdown.co.nz

Youth Parent Payment and Youth Payment
www.workandincome.govt.nz

Youth Service
www.youthservice.govt.nz

Notes.

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Te Kaporeihana Āwhina Hunga Whara





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