



22 July 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 29 May 2025, requesting information showing the impact of Family Harm Co-Ordinators on processes and training in the last 20 years.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below. For the sake of clarity, I will respond to your request in parts.

- 1) Now that the Ministry have contracted outside organizations to assist with training and supporting ministry staff (managers / case managers) in Family harm, (RISE) what need is there for the Family Harm Co-Ordinator Role?*

The Ministry of Social Development (the Ministry) employs 20 specialist Family Violence Response Coordinators (FVRCs) across the country. These coordinators play a vital role in supporting the Ministry's frontline staff by providing expert education, guidance, and ongoing support in matters relating to family violence. Their core responsibilities include helping staff to accurately recognise signs of family violence, respond safely and appropriately to disclosures or concerns, and refer individuals to relevant support services and agencies. This is not a one-off training initiative but an ongoing process of professional development, ensuring that Ministry staff continually build their capability and confidence in this complex area. The coordinators are considered essential to the Ministry's commitment to addressing family violence, ensuring that staff are equipped to support all clients—whether they are experiencing family violence or are identified as perpetrators. By embedding this specialist knowledge throughout the organisation, the Ministry strengthens its ability to contribute to safer outcomes for individuals, families, and communities.

We partnered with RISE in developing our leader's workshop. This training was focused on providing:

- A clear understanding of why we need to talk about family violence, exploring the dynamics, statistics, myths and biases and vulnerable communities most at risk of experiencing harm.

- Understanding of relevant legislation and protective orders to support reduction of harm.
- Increased awareness of the signs and impacts of family violence.
- Develop a trauma informed approach to responding to concerns or disclosures of family violence including:
- supporting our people to respond to clients who are at risk of experiencing or enacting harm.
- Supporting our own kaimahi at risk of/experiencing or enacting harm.

*2) Is there anything documented within the Ministry that show the Family Harm co-ordinations made significant changes / processes or helped staff over the last 20 years they have been in the background of the Ministry?*

Your request for documentation is refused under section 18(g) of the Act, as this is not held by the Ministry, and I have no grounds to believe that this information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

However, the Ministry is able to provide you with the following contextual information.

Each FVRC is responsible for supporting frontline staff within their region. For example, the FVRCs in Auckland provide support to approx. 2300 frontline staff. They stay well connected with staff on a daily basis to provide ongoing support and guidance on dealing with FV victims, and staff who are going through FV themselves. All cases that involve FV, will be escalated to FVRCs.

Further work completed by FVRCs that has supported frontline staff and clients include:

- Escalating issues to Senior Management and reporting on trends and issues, so that regions can implement changes to improve processes when needed.
- Promoting White Ribbon Day in each Ministry office, which has become embedded in Ministry sites, and in particular encouraging men to participate.
- Assisting with changes to policy regarding Emergency Housing and supporting Hoteliers for FV victims during Covid-19.
- Assisting with changes made to the Domestic Violence act.
- Providing support in Fraud investigations.
- Organising Guest Speakers to visit Ministry sites, ensuring staff have up-to-date knowledge on trends.
- Develop extensive networks of FV providers in their regions and work closely with them to ensure they have up-to-date information and resources for staff. It's important that our Case Managers know who is providing what services in our communities, and this information is now so much more widely known.

- Completing in person visits to all Ministry sites in their region, to engage with staff and be available to assist with any queries, and provide staff with updates on what's happening externally with providers, and their programmes etc.
- Promoting Te Aorerekura as it is a consistent framework for the Ministry to align responses to and aligns with our own values and practice ethos.

*3) Do the Family Harm Co-Ordinator's in each region keep track of who they have trained in family harm within the ministry? assisted or supported in each office - Like a check list EG: getting signed off after staff go on the first aid course.*

Yes, each FVRC tracks the trainings that they have completed with staff. Each month FVRCs complete a monthly report for their region. This report includes details of trends, cases, and completed trainings. This structured approach promotes consistency and accountability nationwide.

All new Case Managers have a brief introduction to the FVRCs and the work that they do and complete a Family Violence Intervention Programme training. The regularity of this training depends on the level of recruitment, and is tracked by Capability Managers, as well as FVRCs, which is reconciled against lists of current staff to monitor who has completed the training and who is yet to complete this.

There is ongoing work to refine how training completion and outcomes are measured, with continuous efforts to streamline these processes and enhance efficiency. At the same time, the development of future-focused training modules, will help ensure that staff remain well-equipped to support clients effectively. These initiatives reflect a strong and sustained commitment to staff development, continuous improvement, and the delivery of high-quality, responsive services across the Ministry.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

pp. 

Anna Graham  
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