

Te Huringa  
ō Te Ao

# Service Concept

A summary of your service, its purpose, and how it aligns to Te Huringa ō Te Ao Framework.



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

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# Purpose and Overview

**Purpose:** The service concept aims to capture the realisation of your mahi. It reflects what you design and deliver to make positive change in your community and contribute towards Te Huringa ō Te Ao. The Service Concept aims to:

- Reflect what you will deliver to address family violence and support positive behaviour change for tāne and men in your community
- Articulate alignment to the Framework of Te Huringa ō Te Ao
- Demonstrate how whānau voice has informed your service and the evidence base to demonstrate effectiveness
- Identify feedback loops and continuing service development opportunities

**How to use:** This service concept template is a working document that will be continually refined throughout service development. Your Hoa Haere will continually support you to ensure your concept aligns to the Te Huringa ō Te Ao Framework and embeds whānau voice.

**When to use:** At the start of service development, some providers will elect to fill this template immediately and others will use the template during or following service development. This will support you to identify what you'd like to design, tweak or test during service development. You may not be able to answer all the questions, just fill in what you can.

Over the service development period, your ideas will be further explored and the details in this template will be fleshed out. It is okay to write something down at the start that changes later, once you have tested your thinking with whānau and stakeholders. The service concept should continue to evolve over 9.5-year contract term.

**Sharing with MSD:** A final draft version needs to be submitted to MSD six months before the end of the service development period. When finalised, this concept will be varied into your Outcome Agreement. As future changes are made, MSD will request updated versions of your service concept throughout the 9.5 years.

# Introduction

Te Huringa ō Te Ao is a **family violence service** that supports sustainable behaviour change for men to restore whānau wellbeing. This service is for tāne and men harming and hurting their partners and children, who realise it is time for change.

Te Huringa ō Te Ao is for all tāne and men across New Zealand and offers a wide variety of flexible, proactive, and culturally responsive support that encourages men to reconnect with themselves, whānau, and community. This support is tailored to meet the holistic needs of tāne, men and whānau, while continually challenging men to own their behaviour, to be safe and to keep safe. While services are focused on tāne and men, they must deliver support in a way that prioritises the safety, needs, wellbeing and aspirations of family and whānau including wāhine and tamariki impacted by violence and abuse.

Te Huringa ō Te Ao represents a shift away from short-term, prescribed programmes, and towards a system that puts the responsibility on men towards sustainable long-term behaviour change.

Te Huringa ō Te Ao aims to create opportunities for local communities to reimagine support for men harming others by centring whānau voice. Together, we aim to think differently in how we support men on their journeys of change to break the cycles of violence, and to create and sustain intergenerational change.

[Te Huringa ō Te Ao Framework](#) has seven Service Aspirations and ten Underpinning Principles. All services developed must be aligned to all seven Service aspirations and ten Underpinning principles within this framework.

# Te Huringa ō Te Ao Framework

## Te Aorerekura moemoeā

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

## Te Huringa ō Te Ao vision

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

### Service aspirations

Services must align to these evidence-based focus areas to support whānau-led outcomes.



Supporting whānau  
wellbeing



Safe and healthy  
masculinity



Responsibility and  
accountability



Supporting  
tāne and men  
as fathers



Supporting healing  
and connection  
with whānau



Healthy  
relationships



Strengthening cultural  
identity, language and  
whakapapa

### Underpinning principles

Services must commit to and apply these principles at all levels of their organisation.

Enacting Te Tiriti  
in practice

Whānau-led and  
whānau-centred

Take an  
intersectional approach

Skilled specialised  
workforce to effect  
change

Free and accessible  
services

Actively address  
collusion (condoning or  
encouraging abuse)

Continuous improvement  
through evaluation and  
reflective learning

Culturally, spiritually,  
and physically safe  
and responsive

Prioritise safety and  
wellbeing of whānau  
impacted by violence

Collaboration and  
integration with  
specialist services,  
iwi and hapū

# Te Huringa ō Te Ao service concept template

## Provider Information

### Provider Details

- Provider Name
- Concept Author/s
- Names of those in your organisation that endorse this service concept

## Section one: Personalised Service Guidelines

The purpose of this section is to create service specifications which describe what you are going to deliver for Te Huringa ō Te Ao. These prompts ensure you meet MSD service requirements and will be used to support future contract management. This will align to the overarching [Te Huringa ō Te Ao Service Guidelines](#) and [Te Aorerekura National Strategy](#)

Please answer the questions in section one as succinctly as you can.

### Service summary

- Provide a description of your Te Huringa ō Te Ao service
- Please describe how your service will support men on their journeys of change to break the **cycles of violence**, while working to restore whānau and family wellbeing.
- This should include the support available, service philosophy, and identify the group that this service supports eg. target cohort and any criteria.

This will be used in MSD reporting, such as to leadership and Ministers, and may be made publicly available.

### Theory of Change

- What is your service's Theory of Change? (Read more about this from the Social Investment Agency [Quick Guide to Understanding Theories of Change and Logic Models](#)).
- Please outline within your theory of change, the outcomes you are proposing for your Te Huringa ō Te Ao service. These will be aligned to the service aspirations within the Te Huringa ō Te Ao framework.

### Service model nuts and bolts

Describe the service model, how will the service work, including:

- What geographic area(s) you are contracted to deliver?

- Referral pathways in and out
- Who you collaborate with?
- Other accessibility considerations
- Workforce description eg. peer support or social work, supervision requirements
- Who is the service not for and not doing?
- Feel free to use a client journey to support this response.

This will be used to support future contract management.

#### Te Aorerekura: Safe Practice and Family Violence Capability Frameworks

- How does your service prioritise and monitor the safety of family and whānau including wāhine and tamariki impacted by violence in the design, delivery, and organisational support of your service?
- How does your service align to the [Family Violence Capability Framework](#) (Specialist Family Violence Organisational Standards, Family Violence Entry to Expert Capability Framework, and Family Violence Risk and Safety Practice Framework).

**Frontline Kaimahi** – Outline the approach that will be used to support and manage kaimahi development aligned to the below points.

- MSD has not determined a specific qualification requirement, however all kaimahi must have at least 'Enhanced Level Family Violence Skills' as defined by the E2E Capability Framework and as part of the Service Guidelines<sup>1</sup>.
- Inclusive, should be regular access to supervision as well as external supervision (refer to Service Guidelines).

This will be used to ensure services uphold and align to the latest safety and practice standards.

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<sup>1</sup> [Te Huringa ō Te Ao service guidelines](#)

## Section two: Whānau Voice and Framework Alignment

The purpose of this section is to demonstrate how your service is informed by evidence and whānau voice and designed to effectively support change with whānau in your community.

Feel free to answer these prompts directly or weave your responses into stories or pūrakau – whatever best articulates your service concept.

This will be reviewed by the MSD project team to ensure your service concept aligns to the Te Huringa ō Te Ao Framework.

### Evidence & Whānau Voice

MSD has a whānau voice guide available on the resource page of the website that may support you with embedding whānau voice. Please describe how the following informed your service concept:

- The evidence base and whānau voice that informed your service
  - How do you gather whānau voice? (tāne, whānau and families including wāhine and tamariki impacted by violence)
  - Summarise trends/insights from whānau that informed your service concept and its iterations over time?
- The evidence, research and literature that has been used to inform your concept
- What other stakeholder feedback have you gathered (e.g. from other community organisations, agencies working in family violence, iwi, etc)?

### Alignment to Te Huringa ō Te Ao

- How will your service, practice, and organisation align to the Framework for [Te Huringa ō Te Ao](#)? (i.e. the vision, Service Aspirations and Underpinning Principles)
- What organisational shifts (underpinning principles<sup>2</sup>) will make an impact for your community?

### Continuous Improvement

- How will you use data, feedback and whānau voice to test your service concept, measure outcomes, and inform ongoing service improvement?

This will be used to help providers develop their own feedback loops for continuous improvement, and to inform future reporting requirements.

<sup>2</sup> [Te Huringa ō Te Ao service aspirations and underpinning principles - Ministry of Social Development](#)