

The background of the entire page is a light, muted purple. Scattered across this background are three paper boats. One is in the top right corner, another is in the middle left, and a third is in the bottom left corner. The boats are simple, rectangular vessels with pointed bows and sterns, made of folded paper. The central boat is white, while the other two are a darker shade of purple.

Te Huringa o Te Ao

THE PROCESS GUIDE

Suggested activities for service development

THE PROCESS GUIDE

Suggested Activities for Service Development

Purpose

In this document you will find a series of suggested activities to help you navigate the phases of Te Huringa ō Te Ao. The intention of these activities is to provide support for those of you who would find this useful. It is not compulsory or mandatory to follow these prompts. It is a guide to prompt thinking and provoke ideas along the journey in Te Huringa ō Te Ao. These prompts follow the same steps that are set out in the service development presentations.

About Te Huringa ō Te Ao

Te Huringa ō Te Ao is a new 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. This represents a shift away from short-term, prescribed programmes, and towards a system that puts the responsibility on men to be safe and keep safe.

Te Huringa ō Te Ao aims to create opportunities for local communities to reimagine support for men harming others by centering 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.

How it works

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

HOW IT WORKS

2.5 YEARS INCLUDES:

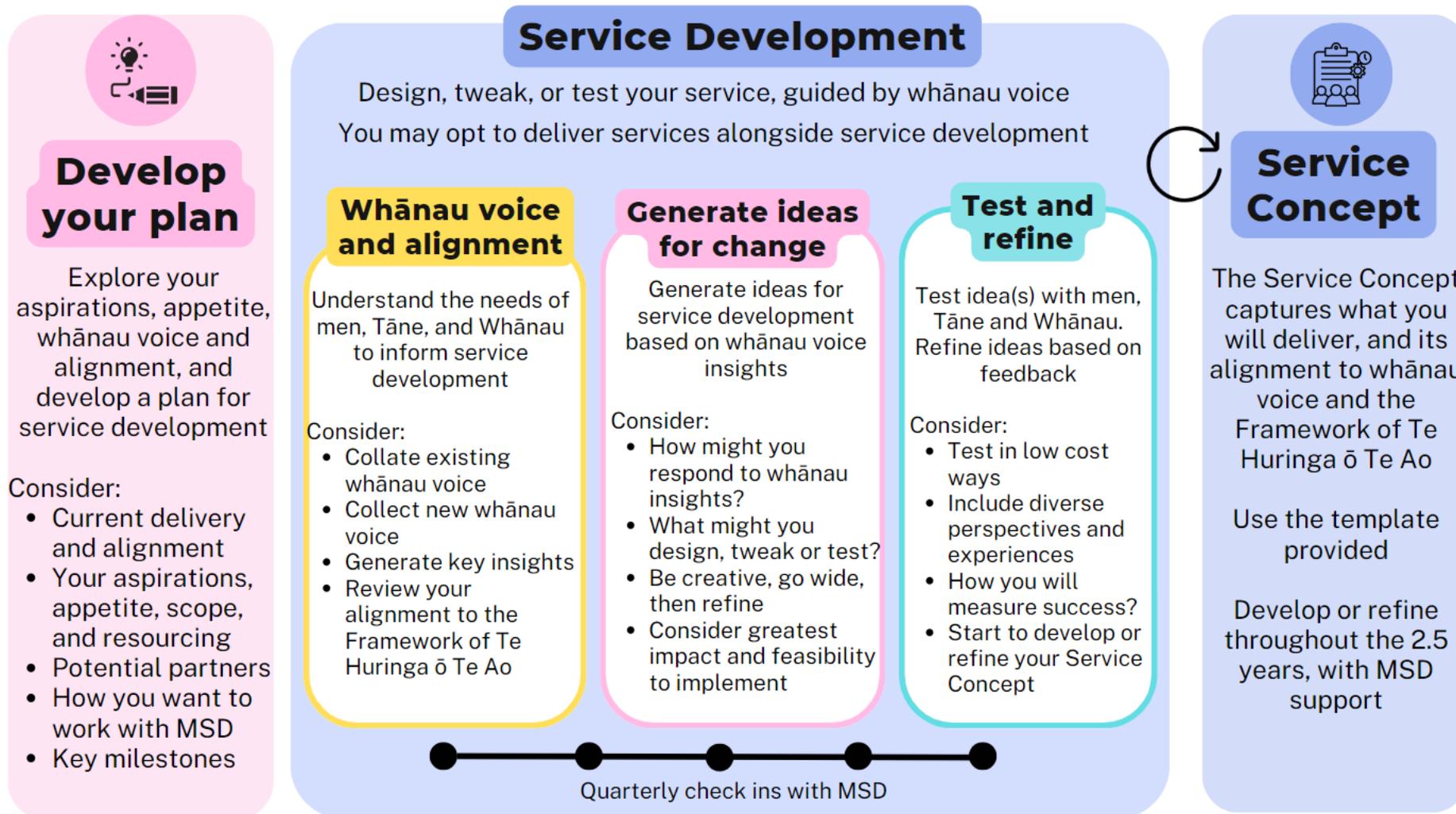


TE HURINGA Ō TE AO - SUPPORTING MEN'S BEHAVIOUR CHANGE

SERVICE DEVELOPMENT SUMMARY

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

This summary may support you -





GETTING READY

Build a strong foundation for Te Huringa o Te Ao: Develop an understanding of the kaupapa, and starting to build relationships across the initiative. Develop your vision, digest key information and make connections.

Milestones	Suggested Activities	Timeframe
Induction materials	<ul style="list-style-type: none"> MSD will share all relevant induction materials Providers can familiarise themselves with this material and jot down any comments and feedback to discuss with MSD 	3 months
Relationship building	<ul style="list-style-type: none"> Connect your management and kaimahi with MSD, including National Office and Regional Office staff including relationship managers where appropriate. Connect with other Te Huringa o Te Ao providers in your region Connect with any other community people relevant to this mahi 	
Explore the kaupapa	<ul style="list-style-type: none"> Explore the kaupapa of Te Huringa o Te Ao with MSD - ask questions, explore ideas, test understanding and provide feedback Understand the required templates and the optional tools available to support you through service development Start to form initial ideas on how Te Huringa o Te Ao service development and/or delivery might work for your organisation 	
Explore your approach to service development	<ul style="list-style-type: none"> Service design and development takes time and your organisation might use this phase to explore opportunities You could use this milestone to explore your approach to service development, any models you may know of, prepare for potential situations throughout the service development journey (e.g., planning for getting things wrong, rethinking ideas and approaches, navigating ambiguity) Are there any models/ways of thinking you'd like to bring in to inform your work ahead, this can include indigenous models and approaches. 	
Participation in one to ones, workshops & communities of practice	<p>Actively engage and participate with MSD one to ones, design workshops and share learnings. The one to ones, workshops and communities of practice may include:</p> <ul style="list-style-type: none"> What is Te Huringa o Te Ao? What do we mean by service development? Incorporating Te Huringa o Te Ao service aspirations and principles into your service concept Gathering Whānau voice and testing your service model What templates and tools can I use? How are other providers progressing and utilising this opportunity? Family violence specialist best practice & training Communities of practice monthly network 	



DEVELOP YOUR PLAN

Build a shared vision and plan for how your organisation will utilise the service development opportunity. Explore your aspirations, appetite, whānau voice and alignment and develop a plan for service development.

Milestones	Suggested Activities	Timeframe
Find your baseline	<ul style="list-style-type: none"> Consider your current service delivery alongside your aspirations for men’s behaviour change services – what are your gaps and or developments you would like to achieve? Consider your current resourcing. Build your team 	3 – 6 months
Establish your service development appetite	<ul style="list-style-type: none"> Consider how you would like to utilise the service development opportunity (from making tweaks/refinements, re-designing a part of your service, or designing a new service) Consider how your organisation and environmental conditions will impact your service development aspirations What service development models / way of thinking may support you to work in your way? 	
Consider your alignment to Te Huringa o Te Ao	<ul style="list-style-type: none"> Consider your alignment to the Te Huringa o Te Ao Service Aspirations and Underpinning Principles Consider templates and tools to use. Identify areas for improvement, barriers and additional support required 	
Define your service development scope	<ul style="list-style-type: none"> Define the scope of your service development aspirations - what decision(s) are you trying to make? Do you have authority to make these? How will these decisions impact people and place – past, current, and future? Define success for your service development 	
Resource planning for service development	<p>Plan for the resource, time and support required, including:</p> <ul style="list-style-type: none"> Confirm your resource allocation and availability. Build your service development team – establish team tikanga and acknowledge everyone’s position within the team. Consider having user experience within your team. Engage with other partners who could support you (such as community experts, Iwi representation, diverse stakeholders) Identify any other stakeholders and protocols. Consider any organisational impacts of service development, such as seeking management, governance and stakeholder support 	
Establishing how you will work with MSD	<ul style="list-style-type: none"> Build relationships with your key people from MSD Clarify each of our roles and responsibilities Establish what support you would like from MSD (if any) Establish how often you will meet outside of quarterly meetings, and shared ways of working 	
Develop your key milestones	<ul style="list-style-type: none"> Establish what milestones you want to meet and deliver over the next 6 to 12 to 24 months 	
<p>OUTPUT:</p> <p>Prepare your plan and meet with MSD project team to discuss</p>	<p>Capture your service development aspirations and preparation in a conversation with MSD.</p> <p>Together, you may discuss, track progress, identify barriers or opportunities for the next 2.5-year period.</p>	



SERVICE DEVELOPMENT STAGES: WHĀNAU VOICE & ALIGNMENT

Understand the needs of men, Tāne, and Whānau to inform your service development aspirations. You may do this by understanding your community context, collating existing whānau voice, and collecting additional whānau voice as required.

Milestones	Suggested Activities	Timeframe
Understand your current context, knowledge, and assumptions	<ul style="list-style-type: none"> • Understand your local context, data, strengths and assets, history and current affairs and how this relates to your organisation • Describe what you already know and don't know (from which knowledge systems), your assumptions, constraints and opportunities relating to Te Huringa o Te Ao • What research already exists? (direct and analogous) • What's already been tried and tested? 	From month 4 to month 9
Create an ethics approach to whānau voice	<ul style="list-style-type: none"> • Create an ethics approach before engaging with tāne and whānau. This may include safety practices, offerings to whānau, developing feedback loops and clarifying what power whānau have. • Consider your organisations context and whether you can implement the change that whānau voice will be guiding 	
Collate and capture whānau voice	<ul style="list-style-type: none"> • Collate what whānau voice data you already have. • Analyse what whānau voice is missing and what you need to learn more about – consider mainstream, outlying and extreme experiences, and intersectionality • Collect further whānau voice through data, workshops, interviews, and other methods. Where possible, go where the people are. Attune yourself to your environment to practice deep listening. • Capture quotes, , photos, drawings, diagrams, your feelings, their feelings, experiences, journey maps, spiritual elements, and what's not being said. <p>The MSD “Whānau Voice Guidance” may support you. The Te Tokotoru Model may provide a useful framework</p>	
Build a repository of shared stories	<ul style="list-style-type: none"> • Visually layout all of your whānau voice experiences and findings as a service development team • Spend time considering and reflecting on your findings • Consider these provocations: What surprised you? What came up most frequently? What were the outliers? What is still missing? 	
Review your alignment to the framework of Te Huringa o Te Ao	<ul style="list-style-type: none"> • Consider your alignment to the Te Huringa o Te Ao Service Aspirations and Underpinning Principles • Consider templates and tools to use 	
Theme findings to create key insights	<ul style="list-style-type: none"> • Theme and collate similar findings together • Develop key insights from whānau voice 	
OUTPUT: Key insights from Tāne and Whānau	Capture your key insights and themes from whānau voice (no specific template is required, do what works for you) This information will support the development of your Service Concept Template .	



SERVICE DEVELOPMENT STAGES: **GENERATE IDEAS FOR CHANGE**

Generate ideas for service development based on whānau voice insights. Explore insights and generate opportunities and ideas for where the biggest gains for service development might be. Be creative, go big and wide and then refine your options until you land on the first iteration of your service concept.

Milestones	Suggested Activities	Timeframe
Generate ideas for opportunities based on whānau voice insights	<ul style="list-style-type: none"> • How might you respond to insights? Brainstorm a set of ideas and opportunities by centering your learnings from tāne and whānau • Be creative, think bold and wide, aim for lots of ideas, reimagine possibilities, embrace tensions and complexity, notice tohu (signs) <p>What might you design, tweak or test as a result?</p>	From month 8 to month 12
Analyse each opportunity's impact, alignment, and feasibility	<p>Analyse how each of these opportunities or ideas:</p> <ul style="list-style-type: none"> • Will benefit whānau in your locality and region • Align to the Service Aspirations and Underpinning Principles • Are feasible and sustainable to implement 	
Refine this into 1-3 key opportunities for testing within your team	<ul style="list-style-type: none"> • Refine this into 1-3 key opportunities based on the ideas most likely to succeed • Test these opportunities with your service development group and/or key stakeholders • Using client journey mapping, role play, scenario testing may support you. What worked and what didn't? • This is not linear – you may need to go back and forward 	
Develop the first iteration of your service concept	<p>Based on your learnings, develop the first iteration of your service concept, including</p> <ul style="list-style-type: none"> • Clearly articulate the opportunity for change • Tell a compelling story • Who is this service for? How will it work? • How will you gather feedback and measure success? <p>If useful, refer to the Service Concept template.</p> <p>Your service concept must be feasible within your current resourcing.</p>	
<p>OUTPUT:</p> <p>First iteration of your service concept ready for testing</p>	<p>Articulate the first iteration of your service concept (no specific template is required, do what works for you)</p> <p>You will now test this first iteration service concept with Tāne and Whānau</p>	



SERVICE DEVELOPMENT STAGES: **TEST AND REFINE**

Test idea(s) with men, Tāne and whānau. Refine ideas based on feedback. Make your ideas real. Test your thinking in low-cost ways before it goes live. Refine the first iteration of your service concept based on feedback.

Capture the final iteration of your service concept in the [Service Concept Template](#).

Milestones	Suggested Activities	Timeframe
Testing your service concept with tāne and whānau	<ul style="list-style-type: none"> • Test aspects of your service concept with tāne and whānau – define what you want to test. • Understand what works and what doesn't • This is not a linear process – you may need to go back and revisit some of your assumptions or ideas and create multiple iterations 	
Refining your service model	<ul style="list-style-type: none"> • Based on your learnings, refine the first iteration of your service concept into an end-to-end service model • Client journey maps and the Service Concept Template may be useful here • Ensure you have all of the information you need to populate the service concept and operationalise this service – if not, return to previous steps to obtain it <p>Your service concept must be feasible within your current resourcing.</p>	From month 11 to 18
Develop and confirm the measures and feedback loops	<ul style="list-style-type: none"> • How will you measure and track success? • How will you collect feedback from tāne and whānau for ongoing service development? 	
<p>OUTPUT:</p> <p>Final iteration of the service concept</p>	<p>Capture the final moderation of your service concept in the Service Concept Template.</p> <p>This template will describe your service model, its alignment to Te Huringa o Te Ao, the whānau voice that informed it and your ongoing service development aspirations.</p>	



SERVICE CONCEPT

Submit, deliver and refine your **Service Concept Template** ready for implementation.

To move to full-service delivery, providers must have actively participated in service development and met the requirements for a service concept over the 2.5-year design period. MSD will be checking its alignment to Te Huringa ō Te Ao, use of whānau voice, and meeting technical requirements.

When ready, your service concept will be varied into your Outcome Agreement.

Milestones	Suggested Activities
Start your service concept	Have a go at completing the service concept with your ideas. You can always iterate refinements over the next 2.5 years.
Submit your service concept to MSD	<p>Submit your Service Concept Template to the MSD project team for review. The project team will be checking for alignment to Te Huringa ō Te Ao, use of whānau voice, and meeting the technical requirements.</p> <p>The MSD budget holder will endorse a high-level summary (1-2 paragraphs) of your Service Concept.</p>
Refine your service concept	Work in partnership with MSD to refine your service concept based on any feedback.
Finalised service concept	<p>Congratulations, you have finalised your service concept.</p> <p>Your finalised service concept will be varied into Outcome Agreement when ready.</p>
<p>OUTPUT: Service Concept Template</p>	<p>Capture your service model in the “Service Concept Template”</p> <p>This template will describe your service model, its alignment to Te Huringa ō Te Ao, the whānau voice that informed it and your ongoing service development aspirations.</p> <p>A completed service concept that describes the service or concept that fits within the SMBC scope and within funding or FTE you have available to you, ensuring it is a fully funded service.</p> <p>At the end of the design period, an ideal outcome is a clear service concept or initiative that identifies the following:</p> <p>PROVIDER INFORMATION Provider Details</p> <ul style="list-style-type: none"> • Provider Name • Concept Author/s • Names of those in your organisation that endorse this service concept <p>SECTION ONE: PERSONALISED SERVICE GUIDELINES Service summary Service model nuts and bolts Ongoing service improvement</p> <p>SECTION TWO: ALIGNMENT AND WHĀNAU VOICE Evidence & Whānau Voice Alignment to Te Huringa ō Te Ao</p> <p>You can talk to some or all of the elements of the Framework.</p> <p>A copy of a service concept template can be found on the MSD website.</p> <p>You will need to ensure that your final service concept is in a form that is able to be included as an Appendix of your Outcome Agreement.</p>



SERVICE DELIVERY **DELIVER AND REFINE**

Implement and embed your service concept with commitment to measuring its effectiveness and continuous improvement over time.

MSD will work with providers to develop new reporting measures for the service delivery phases.

Milestones	Suggested Activities	Timeframe
Implementation	<ul style="list-style-type: none">• Develop clear communications that promotes your service and could be used within your organisation, with relevant stakeholders and with the community.• A road map of future milestones may be useful – staffing, funding, partnerships, timing, organisational changes required• Consider a “live prototype” where you implement the service concept while still testing it eg. Monthly reflection hui• Consider continuing with communities of practice	From final service concept and beyond
Embedding and Measurement	<ul style="list-style-type: none">• Embed the service within your organisation and community• Define and implement success measurement and evaluation techniques	
Continuous Improvement	<ul style="list-style-type: none">• How will you commit to continuous improvement while delivering Te Huringa o Te Ao over time?• How will feedback loops contribute to strengthening safety planning?• Evidence continuous improvement methods and any changes that result to the Service Concept based on these new learnings. This will be captured through contractual reporting and monitoring.	