

# Whānau Resilience Reporting Guidance

April 2024



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA



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## About Whānau Resilience

Whānau Resilience is an initiative that aims to create strong, resilient communities where whānau are supported to heal and live violence free and eliminate violence for the next generation. People impacted by violence often need help at different times in their lives so Whānau Resilience offers long-term support when people need it.

Everyone involved is working to the same overall vision and is focused on five pou, or service areas, which have been proven to be effective for long-term responses:

- strengthening cultural identity and whakapapa
- strengthening social capability and community connection
- supporting long term behaviour change for men and people using violence
- supporting trauma healing and recovery from violence
- creating healthy relationships and skills.

To ensure newly designed services have a strong evidence base and are sustainable, key aspects have gone into their creation:

- informed by, and adaptive to, local whānau voices
- led by tikanga Māori principles and values
- reflect and value diversity, cultural identity, and gender equality
- have built-in measurements and feedback loops.

## A New Reporting Framework

To fulfil the aspirations of Whānau Resilience, a new national reporting system will continue to be designed in partnership with Whānau Resilience providers. The reporting framework will be underpinned by whānau outcomes and provide the platform for a feedback loop where we will share the insights from the reporting to providers. We will work with providers to continue to design a reporting framework that is established on the principles of practice-based evidence, that creates opportunities for learning and development, and that creates value for MSD and providers alike.

In 2021, MSD engaged with Whānau Resilience providers to seek feedback about whānau outcomes. In 2022, the four Outcome Pou were developed:

- Mana Tangata
- Mana Whānau
- Mana Whānui
- Mana Wairua

# Whānau Resilience long-term healing and recovery services

## Vision

**STRONG, RESILIENT COMMUNITIES WHERE WHĀNAU ARE SUPPORTED TO LIVE VIOLENCE FREE AND ELIMINATE VIOLENCE FOR THE NEXT GENERATION.**

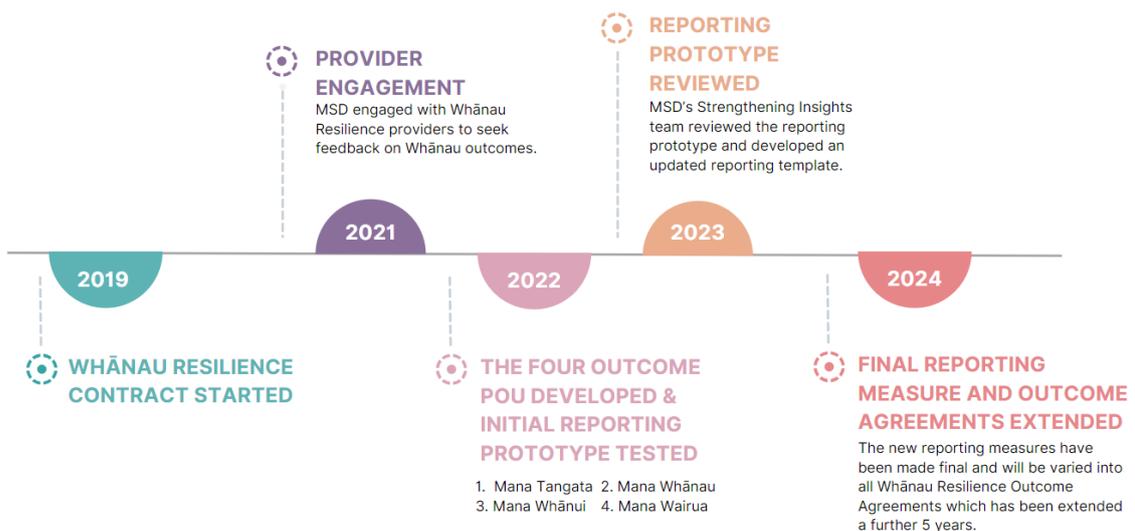
## Outcome Pou

 <b>Mana Tangata</b>	 <b>Mana Whānau</b>	 <b>Mana Whānui</b>	 <b>Mana Wairua</b>
<ul style="list-style-type: none"> <li>• Personal growth and development</li> <li>• Self expression and finding own voice</li> <li>• Goal setting and future orientated</li> </ul>	<ul style="list-style-type: none"> <li>• Safe and healthy whānau</li> <li>• Connecting to support networks</li> <li>• Repairing whānau relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Engagement and connecting to community organisations / groups</li> <li>• Contributing and sharing back to the community</li> </ul>	<ul style="list-style-type: none"> <li>• Understand emotions and attitudes, especially for family violence</li> <li>• Skills to manage and control feelings constructively</li> </ul>

## Service Pou

<p><b>Strengthen cultural identity and whakapapa</b></p> <p>Support whānau to develop their sense of identity within their whānau, hapu and iwi and within te ao maori, and whakamana whānau to take charge of their own destiny</p>	<p><b>Strengthen social capability and community connection</b></p> <p>Grow community capacity and capability to support and sustain change</p>	<p><b>Support behaviour change for men and people using violence</b></p> <p>Respectfully challenge men and those using violence to take responsibility for their behaviour, and provide on-going strengths-based, culturally responsive support which helps people heal and choose to not use violence</p>	<p><b>Support trauma healing and recovery from violence</b></p> <p>Use a trauma-informed analysis of family violence which acknowledges the intergenerational nature of family violence and the devastating impacts this has on those directly affected or exposed to it</p>	<p><b>Create healthy relationships and skills</b></p> <p>Create opportunities to build skills, knowledge and experiences to enable strong, positive and respectful relationships in parents, partners, whānau and communities</p>
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Over 2022 and 2023 the 'Initial reporting prototype' was tested by providers and MSD. In 2023, MSD further reviewed the prototype and developed the new reporting template. In 2024, The new reporting template was finalised for implementation into renewed Whānau Resilience contracts.



## About This Reporting Guidance

This guidance provides information to you on the new reporting template of the Whānau Resilience service. MSD will be collecting both quantitative and narrative reporting quarterly.

Reporting that you provide will be used to:

- show the efficacy of the service
- highlight trends, successes and challenges
- show opportunities to improve future service design

MSD will be sharing information back to you through a collated dashboard using your reporting alongside reporting from other Whānau Resilience providers across the country

We want to continue the conversation on improving our reporting processes. We welcome any feedback on this so that we can ensure that this works for you.

This Whānau Resilience reporting guidance outlines:

1. The reporting template (quantity and narrative)
2. The reporting dashboard
3. A description of what these measures mean (with examples and 'how to's')
4. When reporting is due

If you need support or have a question for MSD, please contact your Relationship Manager or us at [whanau\\_resilience@msd.govt.nz](mailto:whanau_resilience@msd.govt.nz)

## Key Words

Key words	Definition
Whānau Resilience Service	Services to support long-term healing and recovery for whānau affected by violence to create strong, resilient communities where whānau are supported to live violence free and to eliminate violence for the next generation.
Volumes	Equivalent to 1 FTE
Clients	Any whānau accessing the service. Providers should count every individual in each whānau group as 1 client where the provider has received consent for service.
The Five Service Pou	The pillars, or service areas, supporting Whānau Resilience
The Four Outcome Pou	The outcomes that the Whānau Resilience service will focus on

## The Reporting Template

This section shows the reporting template for collecting both quantity and narrative information for Whānau Resilience services reporting. This template will be varied into future Whānau Resilience Outcome Agreements.

### Provider Report and Performance Measures Template

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 20xx to 30 September 20xx	01 July 20xx to 30 November 20xx	01 July 20xx to 30 March 20xx	01 July 20xx to 30 June 20xx
<i>For the delivery of long-term healing and recovery for whānau affected by violence to create strong, resilient communities where whānau are supported to live violence free and to eliminate violence for the next generation.</i>	Total number of FTEs delivering Whānau Resilience	FTE #				
	Total number of new clients referred this quarter	Report actual				
	Of the total referrals, record the number who started the service this quarter					
	Of the clients who started the service, record the number who closed this quarter					
	Of the clients who closed, record the number of clients who provided feedback on outcomes					
	Of the clients who closed, record the number of clients who received the support they needed					

## Provider Narrative Report

### Provider Narrative Report – to support the data

What is the “story behind the data?” (e.g., environmental factors impacting client results including issues, gaps, overlaps and trends).

Supplementary questions to support answer to narrative question:

- What are the trends presenting for clients and service delivery? These can be strengths, issues or patterns.
- Where trends are identified, what are the potential reasons for these?
- If there are any exceptions to normal processes or anything out of the ordinary, take note of these.

What has been the biggest success for your agency since your last report?

Supplementary question to support answer to narrative question:

- How are Whānau Resilience providers connecting and working with their key partners/stakeholders? (For example, local Iwi and Hapū, local government agencies, other specialist services etc). Explain any key themes or insights.
- What successes are there to supporting clients to change outcomes?
- What successes are there to the Five Service Pou?

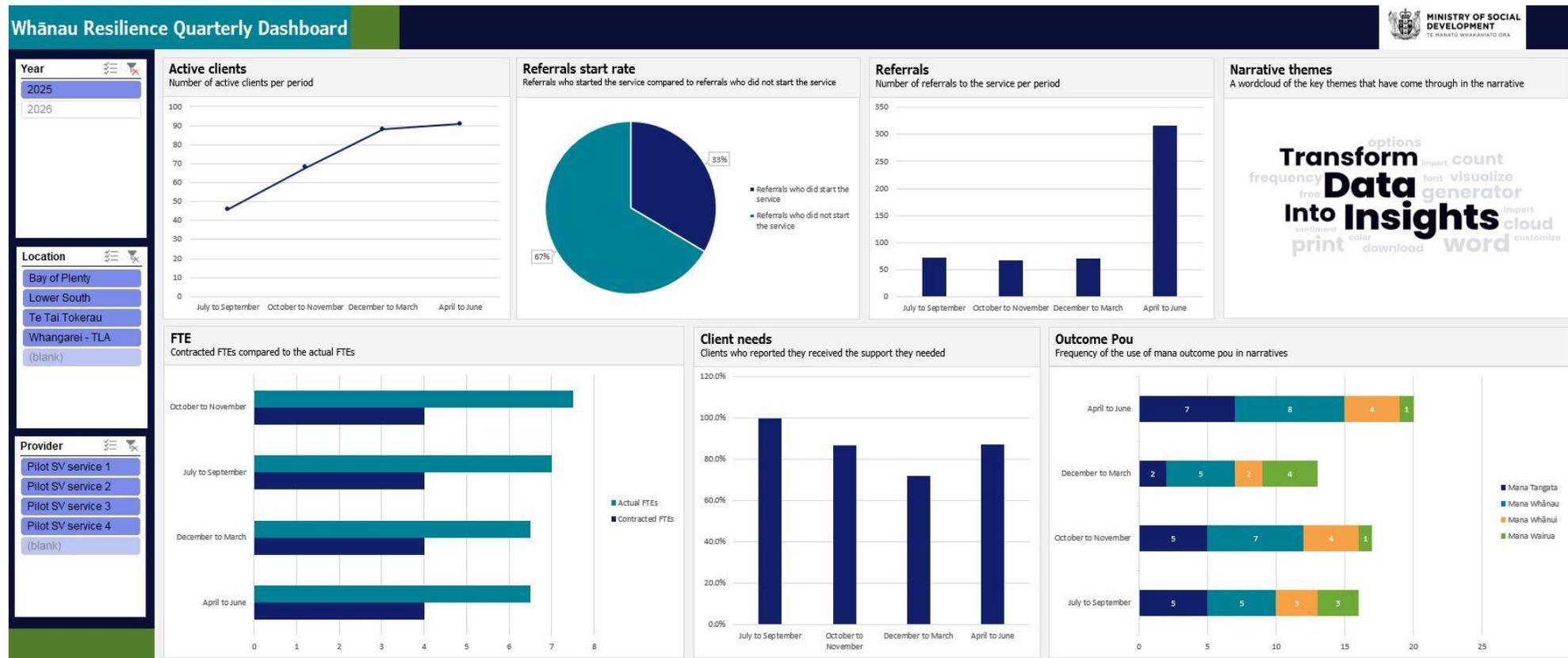
What has been the biggest challenge for your agency since your last report?

Supplementary questions to support answer to narrative question:

- What have been the barriers for your agency and clients of Whānau Resilience?
- How could MSD better support Whānau Resilience providers to overcome these challenges?
- Have any challenges come up that are out of the ordinary?
- What barriers are there to supporting clients to change outcomes?
- What barriers are there to the Five Service Pou?

# The Reporting Dashboard

This section shows an example of the reporting dashboard and the kind of feedback we may be able to determine from quarterly reports for Whānau Resilience services using the Reporting Template. We will send this dashboard out quarterly, based on aggregated reports from all of the Whānau Resilience providers. As this new reporting is implemented, we will seek to enhance and evolve the dashboard to be more useful.



## Definition Guidance

This section provides definition and purpose of the Reporting Template measures for Whānau Resilience services. This guidance also includes suggestions on how to complete and possible examples to support the definition.

### Provider Report and Performance Measures Definition Guidance

Performance Measures (during the reporting period)	Definition	Purpose	How to complete	Example
(1) Total number of FTEs	FTE (full-time equivalent) is a unit of measurement used to represent the workload of a full-time employee's hours. For example, if a full-time workweek is 40 hours and an employee works 30 hours a week, the total number of FTEs would be 0.75.	This helps us to understand how many FTE deliver the Whānau Resilience service. An accurate number is important as it helps us to understand how the service is being delivered and will support any workforce capacity narratives.	To complete this performance measure, divide the total hours worked by an employee or group of employees by hours in a full-time workweek. The reporting for this performance measure is actual by quarter.	MSD has procured 1FTE from a provider to deliver the Whānau Resilience service. The provider has 3 employees who deliver the Whānau Resilience service. 2 of the employees deliver the Whānau Resilience service 40 hours per week, 1 employee delivers the Whānau Resilience service 20 hours a week and another service for the other 20 hours per week. In order to calculate the FTE, the provider should divide the total hours of the services employees with the hours in a full-time workweek: $(40+40+20)/40= 2.5$ FTE. The provider has 2.5 FTE delivering the Whānau Resilience service, although MSD has only procured 1 FTE the provider should enter 2.5 FTE.
(2) Total number of new clients referred	All clients referred to the service. Examples of referrals includes self-referrals and referrals from another service provider or from a government agency.	This helps us to understand how many clients are connecting with the Whānau Resilience service. This data will be looked at in combination with performance measures	To complete this performance measure count one referral for all new clients who connect or are referred by another service. New client referrals include referrals from another service	A provider is completing their quarter two reporting. In this quarter 20 clients connected with the provider to participate in the service, 30 clients who were participating in a crisis service at the same provider were referred to Whānau Resilience, 5 were referred from another service. This is a total of 55 new

Performance Measures (during the reporting period)	Definition	Purpose	How to complete	Example
		three and four. This data will support narratives on scale.	within the same provider. New client referrals also include clients who have previously attended this service. The reporting for this performance measure is actual by quarter .	clients referred, the provider reports 55 for quarter two to MSD.
(3) Of the total referrals, record the number who started the service	<p>The number of new clients who have started the service. Starting the service can be defined as when:</p> <ol style="list-style-type: none"> <li>1. A client starts engaging in your programme or service</li> <li>2. A client makes an appointment</li> </ol>	<p>This helps us to understand how many clients are using the Whānau Resilience service. This data will be looked at in combination with performance measures two, four and five. This data will support narratives on scale, demand, and workforce capacity.</p>	<p>To complete this performance measure count one for all new clients who started the service. The reporting for this performance measure is actual by quarter.</p>	<p>A provider is completing their quarter three reporting. In this quarter 24 new clients started the Whānau Resilience service. The provider reports 24 new clients for quarter three to MSD.</p>
(4) Of the clients who started the service, record the number who closed	<p>From the number of clients who have started the service within the reporting period, the number who have closed. Closed can be defined as when:</p> <ol style="list-style-type: none"> <li>1. A client stops engaging with the service</li> <li>2. The client decides they no longer want support (verbalised or not able to be reached)</li> <li>3. The client feels their support needs and requirements have been met</li> </ol>	<p>This helps us to understand how many clients are exiting the Whānau Resilience service. We will use this data in combination with performance measure three to determine how many clients are currently receiving support in the service. This data will also be looked at in combination</p>	<p>To complete this performance measure count one client closed from all clients who started the service and have closed. This number should not include clients who were referred but did not engage. If you report a client as closed in one quarter and they reengage in the next quarter count this client as a new client</p>	<p>A provider is completing their quarter two reporting. In this quarter 8 clients have closed, this includes 5 formal closes, 2 referrals to another provider and 1 no contact.. The provider reports 8 clients as closed for quarter two to MSD. In quarter one 6 clients closed, since then 2 of these clients have reengaged, 2 will be added to performance measures two, three and four</p>

Performance Measures (during the reporting period)	Definition	Purpose	How to complete	Example
	4. Client referred on to another service	with performance measures five and six. This data will support narratives on scale, demand, and workforce capacity.	against performance measures two, three and four. The reporting for this performance measure is actual by quarter.	
(5) Of the clients who closed, record the number of clients who provided feedback on outcomes	Using the number recorded in performance measure four, how many clients who also provided feedback. Feedback can be in any form; examples of feedback could be formally using the Outcome Pou or verbal feedback.	This performance measure is used in conjunction with performance measure seven. This performance measure is used to help us calculate the percentage of clients who reported they received the support they needed.	To complete this performance measure count one for each client who provides feedback. The reporting for this performance measure is actual by quarter.	A provider is completing their quarter one reporting. In this quarter 3 of the 6 clients who closed provided feedback. This provider uses a survey based on the Outcome Pou which clients can use to provide feedback; 2 clients completed this survey. The other 1 client provided feedback directly to the provider based on the outcome of one Outcome Pou, which was the focus of the support. The provider reports 3 clients who closed during the reporting period who provided feedback for quarter one to MSD.
(6) Of the clients who closed, record the number of clients who received the support they needed	The number of people who closed who reported they received the support they needed, and when they needed it. Support is defined by the providers based on the needs of the client. Support may include one or more of the Outcome Pou.	This performance measure is used in conjunction with performance measure five. This helps us to understand if clients are receiving the support they need through the Whānau Resilience service.	To complete this performance measure count one for each client who provided feedback and said they received the support they needed. We expect that the number reported for this performance measure is the same or lower than performance measure five. The reporting for this performance measures is actual by quarter.	A provider is completing their quarter four reporting. This provider uses the Outcome Pou to determine outcomes from support for clients. In this quarter 7 clients reported that they received the support they needed. 2 of these clients focused only on the Mana Tangata Pou, 3 focused on both Mana Tangata and Mana Wairua and 2 focused on all five Outcome Pou. The provider reports 7clients who reported they have received the support they needed for quarter four to MSD.

## Provider Narrative Report – Definition Guidance

The narrative report is designed to support our understanding of the Whānau Resilience service being delivered by each provider. The following questions provide you with an opportunity to provide your narrative, if you feel that you have answered a question under another question already then please feel free to just include a note under that question where you have answered. For example, if you answer what is your biggest success within what is the story behind the data, add a note to the success question “*see story behind data question*”. If nothing has happened since the previous report was submitted, you do not need to repeat the same information and can say there is nil to report.

Narrative Question	Definition	Purpose	How to complete	Example
<p>What is the “story behind the data?” (e.g., environmental factors impacting client results including issues, gaps, overlaps and trends).</p>	<p>You can use this section to add additional information about your service that is not captured elsewhere. You can also use this section to add context where needed to your reporting figures.</p> <p>The story might include successes, challenges, and trends.</p>	<p>Narrative information helps us to better understand the "story" behind the data you provide to us. For example, you may wish to highlight the demand peaking during the quarter and why.</p> <p>We also appreciate that performance measures may not capture the full breadth of your clients' needs and what you're doing to meet those needs. The narrative section can be used by you to provide us with this additional information.</p> <p>We will use the narrative to support analysis of all data provided.</p>	<p>To complete this section, refer to the performance measure data and provide a brief explanation to what has been provided.</p> <p>Where appropriate please include links to the Four Outcome Pou and Five Service Pou.</p>	<p>“We only have .5 FTE during this quarter, this has been due to illness. As a result of the drop in FTE we have not been able to accept as many new clients for this service”.</p>
<p>What has been the biggest success for your agency since your last report?</p>	<p>You can use this section to highlight a success and celebrate something that is working well.</p> <p>The success is defined by the provider and might include receiving the support you needed, success for your clients, success in the delivery of the Whānau Resilience service etc.</p>	<p>This information may be useful to share about what is working well and contribute to future service delivery or advice to providers.</p>	<p>To complete this section, make note of a success you have had with delivering Whānau Resilience services and provide detail on what enabled that success. Provide as much detail as you feel necessary.</p> <p>If you would like to share any supporting evidence of this (such as emails/ or community feedback) please feel free to</p>	<p>“We have received feedback from 3 separate whānau during this quarter that the service area: strengthen cultural identity and whakapapa, is making all other service areas more meaningful. We have received written feedback from one of our clients that reflects this, and we would like to share this feedback”.</p>

Narrative Question	Definition	Purpose	How to complete	Example
	<p>If the biggest success is the same as the last reporting period, please highlight this continued success.</p>		<p>attach the relevant documents but keeping the documents anonymous if possible (any names, locations or other identifying features won't be used in any analysis).</p> <p>Where appropriate please include links to the Four Outcome pou and Five Service pou.</p>	
<p>What has been the biggest challenge for your agency since your last report?</p>	<p>You can use this section to highlight the most significant challenges faced in this reporting period.</p> <p>The challenge is defined by the provider and might include barriers to delivering the Whānau Resilience service delivery, challenges to complete reporting, challenges clients are experiencing, recruitment challenges etc.</p> <p>If the biggest challenge has not changed from the last reporting period, please highlight this. Please also feel free to include how MSD might support these challenges.</p>	<p>This will help us identify any themes of challenges that may be shared across multiple providers.</p> <p>Insight into challenging aspects of service delivery will be invaluable for future service design and help us identify areas that your agency may need additional support from MSD.</p>	<p>To complete this section, make note of the biggest challenge you have had delivering Whānau Resilience and provide detail on what made this challenging with a particular focus on where MSD can support if applicable. Provide as much detail as you feel necessary.</p> <p>If you would like to share any supporting evidence of this (such as emails/ or community feedback) please feel free to attach the relevant documents (any names, locations or other identifying features won't be used in any analysis)</p> <p>Where appropriate please include links to the Four Outcome Pou and Five Service Pou.</p>	<p>"We have been supporting our clients through the delivery of five service pou and have used the four outcome pou to see if there has been improvements in outcomes for whānau. We have noticed that for most of our clients, who end the service, the Mana Tangata Pou outcomes has not had positive change. We will be reflecting together as a team on why this might be occurring during the next quarter and provide an update on this in our next report".</p>





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