



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

Family Violence Wraparound Housing

For People Using Violence
Service Guidelines



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1. About these Guidelines

Who are these Guidelines for?

These Guidelines are for Providers that the Purchasing Agency (Ministry of Social Development, MSD) contracts with to provide the Using Violence Wraparound Housing services (“Services”).

Outcome Agreements with Providers for these services require that they are delivered in accordance with these Guidelines. These Guidelines are a living document and may be varied at the discretion of the Purchasing Agency. The Purchasing Agency will inform Providers of any variation to be made.

What is the purpose of these Guidelines for?

These Guidelines provide:

- detailed information about Service delivery
- a set of practice principles to guide the Service delivery
- a resource tool to assist in meeting the desired Service outcomes.

These Guidelines provide a minimum standard for service delivery to assist Providers to deliver the Service according to the Outcome Agreement requirements. Each Provider can develop a Service that reflects their organisation’s philosophical base, incorporating local need and the cultures within which it works.

Relationship Principles

MSD and all contracted Providers agree to the following principles:

- act honestly and in good faith
- communicate openly and in a timely manner
- work in a collaborative and constructive manner
- recognise each other’s responsibilities
- encourage quality and innovation to achieve positive outcomes.

Both parties should acknowledge Te Tiriti o Waitangi and will continuously work towards ensuring tāngata whenua are at the centre of our practices.

Where can Providers go for further information?

Providers should contact their Regional Relationship Manager.

2. A Cross-agency Approach

Working as a Joint Venture

MSD is a committed member of the cross-government Joint Venture. The Joint Venture is inclusive of thirteen government agencies all working in different ways to address family violence and sexual violence and is focused on transforming the system to deliver better to and for our whānau and communities.

- the Draft Specialist Family Violence Organisation Standards (SOS)¹
- the Draft Specialist Family Violence Workers Entry to Expert Capability Framework (E2E)²

These documents are in the prototype stage and are subject to change. If these documents do get released, then they are likely to relate directly to the service provision of this service and this would be communicated with providers.

¹ Joint Venture Business Unit (2020). Specialist Family Violence Organisation Standards (SOS) Prototype

² Joint Venture Business Unit (2020). Specialist Family Violence Entry to Expert (E2E) Prototype

3. A Client-Centered Approach

Applying a client-centred Approach

All services provided for this contract should be tailored to each client using a client-centered approach. To apply this in a practical way, the following client persona will guide us through the service guidelines.

Please meet Joe

Joe is a 30-year-old male. He received a Police Safety Order (PSO) and was given the option to come to this house. He is unsure but will give it a go. Anything is better than sleeping in a car.

4. Using Violence Wraparound Housing Services

Who is the client group?

This service supports people using violence, or at risk of using violence. This is primarily, but not exclusively, support for men over 18, who have been issued with a PSO.

Support for the family and/or whānau

Whilst support is primarily for the person using violence, where appropriate the service provider should contact their family and/or whānau to offer support. This will ensure everyone is getting the support they need and maximise the effectiveness of the service. This support may be provided within this service or through referral to another appropriate service.

What is Using Violence Wraparound Housing?

Joe is arriving at the house for the first time having received a PSO. Like Joe, many people have nowhere to go when issued with a PSO. This service provides an alternative pathway.

A PSO can be issued by Police when they attend a family violence incident. The PSO requires the person served the order to leave the property for up to 10 days, and not contact the protected person during this time. It is designed to allow time for both the person using violence and the victim to seek help. If the PSO bound person breaches the conditions of the PSO they may be charged or sent to court.

When Joe arrives, he will receive 24/7 accommodation and wraparound support. This includes a warm, safe house with wraparound support where people can receive the support they need, when they need it. People from the community can also be referred here or self-refer to this service.

The support Joe received will be tailored to his needs, based on a caring response and demonstrate family violence expertise. The aim is for Joe to develop effective strategies to reduce the harm of family violence in the future.



5. Outcomes

What are these Services seeking to achieve?

Vision for Aotearoa

Aotearoa New Zealand is a safe, equitable and inclusive society free from violence³

Long-term outcomes

- Improved safety and stability for people using violence, as well as their family and/or whānau, including the impact on any children/tamariki
- Decreased use of violence
- Decreased risk of interaction with the police/court systems and increased effectiveness of PSOs as it provides somewhere to go
- An increase in the likelihood that the user of violence will commit to behaviour change such as a healthy relationships and long-term healing and recovery.

Short-term outcomes

Improved safety for the user of violence, as well as their family and/or whānau:

- A safe place for the user of violence to be housed temporarily where they can access the support they need, as and how they need it
- A reduction in the immediate risk for the family of the user of violence of experiencing further violence
- A reduction in the risk that the user of violence becomes temporarily homeless and/or requiring government-funded accommodation
- Improved stability for the family and/or whānau of the user of violence by allowing them to stay in their own home
- Increased access to support for the family and/or whānau of the user of violence.

³ Joint Venture Business Unit (2020). Specialist Family Violence Organisation Standards (SOS) Prototype

6. Organisational Standards

Core principles for Using Violence Wraparound Housing Services

The core principles for this service are guided by the Draft Specialist Family Violence Organisation Standards (SOS), developed by the Joint Venture Business Unit. Organisations delivering this service should adhere to the following standards to ensure that people like Joe receive the best service possible:

- **Relationships and inclusion (Kotahitanga).** The organisation honours tāngata whenua as First Peoples of Aotearoa and is committed to equitable and inclusive opportunities and practices for diverse individuals, groups and communities.
- **Protection and Accountability (Kaitiakitanga).** The specialist organisation focuses on increasing the safety of those who are being violated and reducing the possibility of further violations.
- **Collaboration and Advocacy (Mahi tahi).** The organisation challenges systemic, social and cultural factors that enable family violence to exist in Aotearoa New Zealand and recognises that family violence cannot be addressed in isolation.
- **Wellbeing and Restoration (Ora).** The organisation provides a holistic approach that is shaped by, and reflects the aspirations and restoration of whānau, families and individuals.
- **Innovation and Learning (Koi Mahi).** The organisation engages in growing practice knowledge and is responsive to new approaches to end family violence.

These principles can be used to guide decision making around resource, development, learning and practice so that Joe and other people who access the service receive the best support possible.

7. Best Practice

What are some key elements of good practice?

The foundational capabilities for this service and their workers are guided by the Draft Specialist Family Violence Workers Entry to Expert Capability Framework (E2E). Joe can expect that all kaimahi (workers) will:

Demonstrate:

- Effective communication skills.
- Skill in building rapport, empathy and respect.
- Respect in all professional communication and engagement.
- Ability to clearly maintain professional and personal boundaries.
- Awareness of own personal values and beliefs.
- Awareness of own conditioning in gender, sexuality and ethnicity.
- Culturally safe and responsive practices, including adapting practice and services in the context of continuous cultural learning.
- Practice that does not compromise the protections and safety of those experiencing family violence.
- Awareness of family violence legislation relevant to their role.

- Ability to identify risk factors and immediate safety needs.
- Acknowledgement and respect for diversity and the worldview of diverse individuals, groups and communities.
- Acknowledgement that rights, entitlements, opportunities and access are not equally distributed throughout society.
- Knowledge of the range of specialist services and agencies available to support victims/survivors and offenders in family violence cases.

Demonstrate an understanding of:

- The relevance of the principles of Te Tiriti o Waitangi.
- The unique status and experiences of tāngata whenua as indigenous people, as underpinned by Te Tiriti o Waitangi.
- The bicultural partnership in Aotearoa New Zealand underpinned by Te Tiriti o Waitangi and the right for Māori to participate in their own language and culture.
- Practice of tikanga Māori beliefs and values, and collective practice.
- The gendered nature of family violence and violence against women and children and the distinctions between violence experienced and perpetuated by men and women.
- The relationship between the gendered drivers and reinforcing factors associated with family violence.
- The range of behaviours that constitute family violence and the forms of family violence.
- Warning signs indicating current or past experiences or perpetration of family and whānau violence.
- The tactics of coercion, power, control and social entrapment utilised by those who use family violence.
- The health, psychological, developmental, social and economic impacts of family violence on victim/survivors including children, young people, families and the broader community including tāngata whenua.
- The cumulative and traumatic impacts of family violence on women and children victim/survivors and the impacts on the parent-child relationship.
- The different manifestations and impacts of family violence on diverse individuals, groups and communities.
- The difference between education, counselling and therapy.
- The importance of maintaining a violence free lifestyle.
- The prevalence of attitudes and norms in society which condone family violence and gender inequality.
- The myths associated with family violence including myths which lead to victim blaming and the invisibility of victim/survivors and those who use violence.



8. Supporting the Workforce

Providers delivering this service are expected to provide kaimahi with support and development opportunities to ensure their growth and refine their practice.

The following are expected for this service:

External Practice supervision

Kaimahi should receive external practice supervision **at least once per month**.

‘External practice supervision’ relates to external specialist practice support for kaimahi in working with clients, such as Joe. This is a critical factor to ensure consistent, good practice. These regular sessions should enable kaimahi to explore cases, adopt reflective practice and feel supported in their roles. While most of the workforce will already be practicing external practice supervision, it is to become an essential practice across family violence organisations.

Cultural supervision and capability development

Kaimahi should receive cultural supervision **at least once per month**.

‘Cultural supervision and capability development’ relates to cultural upskilling for kaimahi and their organisation. This is cultural upskilling, particularly around Te Ao Māori practices and engagement with Māori, which is necessary to ensure, and increase, culturally responsive practices. Due to our Te Tiriti o Waitangi commitments, this should have a primary focus on working with Māori, but also can include support in working with other cultures and diverse communities. This aims to increase the confidence of practitioners offering support, and improve the experience for clients receiving assistance from family violence organisations.

Safer caseloads

Due to the high intensity nature of this service, a kaimahi should support no more than **5 clients** at any one time.

Safe caseloads ensure kaimahi can focus on consistent, high quality service delivery.

Qualifications and Remuneration

MSD has not determined a qualification requirement for kaimahi. MSD’s funding enables an **average salary of \$65,000** per kaimahi, depending on levels of experience or qualifications.



9. Service Delivery Nuts and Bolts

What are the Services provided?

This service is 24/7 accommodation and wraparound support for people using violence, including:

- A 24/7 safe house
- A risk and needs assessment
- Responsive formal and informal support
- Information and education about family violence
- Options to ensure clients have ongoing support after exiting the accommodation
- Options for family and/or whānau.

While these above key service components are mandatory, each Provider may deliver this in its own way, aligned to their organisation's philosophies.

Duration

The duration of the service is not specified, however, the service should aim to support people for the full duration of their PSO, if relevant, and ensure they have access to ongoing support once they leave.

PSOs are issued for up to 10 days, however, a kaimahi can recommend that a client stay for a longer duration if they have safety concerns or think it will be beneficial to the client.

For self-referred or community-referred clients, the service practitioner will determine the duration of the service based on the risk and needs assessment.

Accessibility

Increased participation is supported by enhanced accessibility and recognises the diverse needs of all people. Providers are required to consider and respond to the accessibility needs of their clients.

Entry to Exit Service Mapping

The service delivery should occur as follows:

Entry into the Service

A client starting the service means entry into the house which must include a risk and needs assessment.

Re-entering the Service

If a client exits the accommodation and returns at a later date to access additional support, their file should be re-opened as a new client. The Provider will refer the client on to other services when required.

Exiting the Service

A planned exit from the service ('closed') measures a client who either stays for the duration of their Police Safety Order, OR, clients who have exited the service according to their needs and risk assessment as agreed with their practitioner.

If a client leaves the service unexpectedly, the kaimahi will attempt to contact the person at least twice and advise the police if and where relevant based on practitioner discretion.

If the provider has not heard from the client for 10 days, the casefile may be closed.

If a client stays in the safe house for over one month, the kaimahi should document sufficient rationale for this.

Any referrals must be done with a warm handover (refer to page 13).

Ongoing Support

A key aim of this service is to ensure that clients have ongoing support after they leave the accommodation. Ongoing support can also mean clients accessing the organisation's other services or being referred to another community service provider, such as mental health.

An important aspect of this is having an open door, so clients can self-refer back to the service if they wish to.

10. Working as part of a community

Meaningful Referrals

All contracted providers to be well connected within their community and maintain strong working relationships with other relevant stakeholders, such as other service providers, the Police and other agencies such as for housing, mental health, education and addiction.

Joe can expect a warm handover to and from any organisation. This means ensuring that providers provide information and follow up when the client is referred, providing an effective response for the client with minimal disruption.

Providers must recognise which services they are able to provide and consider where it would be appropriate to decline the referral and instead refer to another specialist service.

Kaimahi may choose to decline a referral if there are significant needs that they cannot address with this service, such as critical mental health issues.

Meaningful support

These service delivery specifications aim to ensure clients, such as Joe, receive the services they need, when they need it, and how they need it.

11. Accreditation

Social Sector Accreditation Standards

Providers delivering Using Violence Wraparound Housing services are required to meet **Level Two**, Ministry of Social Development specific accreditation standards. Providers are required to maintain their Accreditation Level according to MSD relevant Social Sector Accreditation Standards. You can find details about these accreditation standards here:

Accreditation Standards - Ministry of Social Development (msd.govt.nz)

12. Measuring Results and Reporting

Improving the family violence system

This service is part of a work programme to improve support for people experiencing and using family violence to achieve greater safety, stability and long-term healing and recovery.

As a result, this is a learning opportunity for the wider family violence system as well as for the specific Providers and communities involved. Providers are expected to engage and collaborate with other relevant Providers and MSD to maximise our collective learnings for the benefit of all New Zealanders.

This may look like occasional hui, meetings, reflection and sharing insights as required. MSD will cover the actual and reasonable costs of this participation.

Why is reporting important?

Reporting is important to Providers and MSD to:

- Create feedback loops which ensure we can continuously learn and apply these learnings to improve practice
- Be accountable to stakeholders
- Create evidence about what works and what doesn't work
- Meet contractual obligations set out in the Outcome Agreement.

These contribute to the ultimate outcomes of ensuring our work achieves the best outcomes for individuals, families/whānau and communities.

What reporting is required?

The reporting required is:

- Statistical reporting (quarterly)
- Narrative reporting (biannual)

The specific measures for this service are outlined in **Appendix One**.

These reports must be completed and sent to the National Contract Administration Hub.

Evaluation

MSD intends to evaluate the effectiveness of this service in order to increase learnings, improve outcomes and gather evidence for the wider family violence system. We will work with providers to determine the scope and impact of this evaluation. Providers will be required to participate in this evaluation process.

Family Services Directory

Through the term of the Outcome Agreement with the Purchasing Agency, Providers must ensure that their organisation is listed on the MSD's Family Services Directory www.familyservices.govt.nz/directory, and that necessary information is updated when required.

13. Feedback to MSD

MSD is committed to delivering upon these Service Guidelines. We would like to take a proactive approach to receiving feedback.

- If you would like to provide verbal feedback, please email your Regional Relationship Manager as identified in your Outcome Agreement to organise.
- If you would like to provide written feedback, a template is attached in **Appendix Two**.

14. Definitions

In these Guidelines, unless the context otherwise requires words or phrases beginning with capital letters are defined as follows:

- “Accreditation” - The Social Services Accreditation team ensures that providers have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers meet a consistent set of standards that meet legislative and policy requirements.
- “Outcome Agreement” means the contract entered into by the
- Provider and the Purchasing Agency for these Services;
- “Provider” means the organisation the Purchasing Agency has contracted with to provide these Services;
- “Services” means the Services to be provided under the Outcome Agreement, and “Service” has a corresponding meaning.

Appendix One: Provider Report and Performance Measures

Provider Name) Report Form for Period (Dates) | Reports to be returned to the National Contract Administration Hub

Report Due Dates

Date Month Year

Date Month Year

Date Month Year

Date Month Year

Signed by:

Date:

Name:

Position

Statistical Reporting (quarterly):

Description of Service

24/7 accommodation and wraparound support for people using violence, predominantly with Police Safety Orders. This includes a risk and needs assessment, responsive formal and informal support, information and education about family violence, and aims to ensure clients have ongoing support after exiting the accommodation. Support will be tailored to each client, demonstrate family violence expertise, and result in people developing effective strategies to reduce the harm of family violence.

| Performance Measures (during the reporting period) | Quality of Service | Date | Date | Date | Date |
|---|--------------------|------|------|------|------|
| Total number of new clients referred (1). | Report actual | | | | |
| Of the total referrals received, record the number of clients who started service (2). | Report actual | | | | |
| Of the clients who started the service, record the number who closed (3). | Report actual | | | | |
| Of the clients who closed, record the number who provided formal client satisfaction feedback (4). | Report actual | | | | |
| Of the clients who provided client satisfaction feedback, record the number who reported that they were satisfied or very satisfied with the service (4). | Report actual | | | | |

1. If a client exits the accommodation and returns at a later date to access additional support, they should be re-opened as a new client.
2. 'Started the service' refers to clients being admitted into the accommodation, including a risk and needs assessment.
3. A 'closed' client measures a client who either stays for the duration of their Police Safety Order, OR, clients who have exited the service according to their needs and risk assessment as agreed with their practitioner.
4. Providers will develop and maintain their own methods of capturing client feedback according to their service delivery models.

Narrative Reporting (bi-annual)

Provider Narrative Report

What are the environmental factors impacting on client results - issues, gaps, overlaps and/or trends?

What are the areas you have changed or plan to change to achieve better results for clients (continuous improvement)?

Provide examples of strategies or practices used to encourage 'hard to reach' clients to engage.

Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.

What are the different trends, issues or opportunities observed between clients with a Police Safety Order in comparison to self-referrals or community referrals?

Guidance notes:

Providers are encouraged to provide any analysis or evidence to support these measures, such as case studies or aggregated data.

This information could be sourced through client (or agencies) feedback forms, assessments by client key workers and/or service evaluations. You may wish to add case studies (note no more than 2). If so, please consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community e.g. knowledge, skills, attitude, behaviour and life circumstances.

Appendix Two: Provider Feedback Form

Appendix Two: Provider Feedback Form

| Provider Feedback Form | | |
|--|--------------------------|------------------------------|
| Please email to your Purchasing Agency's Regional Relationship Manager | | |
| Name of service | | |
| Summary of, and reasons for, suggested change | | |
| Topic | Reference (section/page) | Suggested change/description |
| | | |
| Contact name: | Position: | |
| Provider name: | | |
| Provider email: | | |
| Provider phone: | Date submitted: | |