

Frequently Asked Questions

What is Whānau Ora?

Whānau Ora is an inclusive approach to providing services and opportunities to families across New Zealand. It empowers families as a whole, rather than focusing separately on individual family members and their problems.

It requires multiple Government agencies to work together with families rather than separately with individual family members. It will be available to all families in need across New Zealand.

Why is the Government supporting the Whānau Ora approach?

It's clear from statistics that we can do better in helping families in need. The Government believes there is a better, more effective way of using the hundreds of millions of dollars of taxpayers' money already being spent by various government agencies trying to help families across New Zealand. It also believes it can provide better value for money for taxpayers and better results for families.

Who will have access to Whānau Ora?

Whānau will be available to all families in need.

How will Whānau Ora be funded?

Ministers have agreed that Whānau Ora will be financially neutral – funded by reprioritising existing funding from votes Health, Social Development and Maori Affairs.

How much money will Whānau Ora be getting?

In Budget 2010, Whānau Ora will receive \$134.3 million of new funding over four years. In addition to this new money, participating providers will retain the funding they receive through existing contracts, which will be developed into Whānau Ora contracts. It's not possible to put a concrete value on this funding as the first 20 providers have not yet been selected. However, it is estimated the combined value of these contracts will be around \$100 million a year.

How will Whānau Ora work for families?

Whānau Ora will work in a range of ways, influenced by the approach the whānau chooses to take. Whānau Ora is not a one size fits all approach. It is deliberately designed to be flexible to meet family needs.

Some whānau will want to come up with their own ways of improving their lives, and they may want to work on this with a hapū, iwi, or a non-government organisation (NGO). Other whānau will want to seek help from specialist Whānau Ora providers, who will offer them

wrap-around services tailored to their needs. Whānau will have a champion to work with them to identify their needs, develop a plan of action to address them and broker their access to a range of health and social services.

How will it work for providers?

Through Whānau Ora, the Government wants to free up health and social service providers from the dozens of separate contracts for services that currently tie them up. Whānau Ora providers will have streamlined contracts that will be focused on results. They will be funded to work with whānau rather than just individuals.

Government agencies will coordinate efforts at the national and local level to integrate and convert existing contracts. Regional leadership groups will also work to promote effective working relationships between providers and government agencies at the local level.

What is the difference between existing services like Strengthening Families, Heartlands, Community Link and Whānau Ora?

The focus of Whānau Ora is for whānau to identify their own strengths, needs and priorities and participate in the development of solutions to issues they may face. The whānau ora worker or navigator's role will be to support whānau through this process and link them with government agencies or specialist services that can progress them towards the solutions they have identified. Strengthening Families, Heartlands or Community Link focus on improving the co-ordination of government services. A joined up approach can improve access for those whānau seeking such services.

Why will Whānau Ora be more successful than existing programmes?

Successive Governments have tried to get agencies to work together, and some of these initiatives have worked quite well. Whānau Ora takes this a step further by putting families at the centre, because they are the best people to make decisions for themselves. This is likely to be more successful because families will have real ownership of their solutions