Te Pou Matakana
COMMISSIONING AGENCY
KIA TŪ - KIA OHO - KIA MATAARA
STAND TALL - STAND STRONG - STAND VIGILANT

Quarter Two Progress Report
Te Pou Matakana

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Period start	1 July 2018	**Period end**	31 December 2018

Executive Summary

Te Pou Matakana (TPM) continues to work with Whānau Ora partners across Te Ika a Māui to operationalise our commissioning for outcomes policy. This is the second quarter report of the 2018/19 year. This report highlights key information in relation to commissioning activities across Te Ika a Māui. It also provides success stories on how our commissioning activities have positively changed the lives of whānau.

Whānau Direct

- A total of 823 whānau were supported through Whānau Direct this quarter and a total of 1,349 whānau (including 3,709 whānau members) have been engaged since 1 July 2018.
- A total of 2,393 outcomes (an average of 1.8 outcomes per whānau) have been planned so far this financial year with 2,095 (88%) of these outcomes confirmed as achieved through the 'check-in' process.
- The most common outcomes sought (as a percentage of total outcomes planned) were within the domains of whānau standards of living (44%), followed by whānau health (29%) and whānau participation in the community (14%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	238	739
Tāmaki Makaurau	241	610
Hauraki-Waikato	158	482
Waiariki	324	849
Ikaroa-Rāwhiti	157	428
Te Tai Hauāuru	231	601
Total	**1,349**	**3,709**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	1,052	921	88%
Whānau health	695	596	86%
Whānau participation in the community	343	303	88%
Whānau knowledge	199	182	91%
Whānau relationships	84	75	89%
Whānau engagement in Te Ao Māori	20	18	90%
Total	**2,393**	**2,095**	**88%**

Kaiārahi

- A total of 3,506 whānau have been engaged by Kaiārahi this quarter and a total of 3,943 whānau (including 8,733 whānau members) have been engaged since 1 July 2018.
- A total of 7,412 outcomes (an average of 1.9 outcomes per whānau) were planned this quarter with 1,782 (24%) of these outcomes achieved since 1 July 2018.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau standards of living (27%), followed by whānau health (24%) and whānau knowledge (20%).
- Cumulative summary tables of whānau engagement and outcomes planned vs achieved for this quarter are below:

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	941	2,413
Tāmaki Makaurau	569	931
Hauraki-Waikato	559	1,048
Waiariki	740	1,707
Ikaroa-Rāwhiti	648	1,838
Te Tai Hauāuru	486	796
Total	**3,943**	**8,733**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	1,993	462	23%
Whānau health	1,785	464	26%
Whānau knowledge	1,494	295	20%
Whānau participation in the community	1,142	274	24%
Whānau relationships	658	136	21%
Whānau engagement in Te Ao Māori	340	151	44%
Total	**7,412**	**1,782**	**24%**

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Collective Impact for Whānau

- A total of 759 whānau have been engaged through Collective Impact this quarter and a total of 774 whānau (including 1,945 whānau members) have been engaged since 1 July 2018.
- A total of 1,826 outcomes (an average of 2.4 outcomes per whānau) were planned this quarter with 124 (7%) of these outcomes achieved since 1 July 2018.
- The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau participation in the community (25%), followed by whānau knowledge (24%) and whānau standards of living (21%).

Region	Whānau Engaged	Whānau Members
Te Tai Tokerau	100	250
Tāmaki Makaurau	83	240
Hauraki-Waikato	98	213
Waiariki	157	428
Ikaroa-Rāwhiti	146	295
Te Tai Hauāuru	190	519
Total	**774**	**1,945**

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau participation in the community	455	22	5%
Whānau knowledge	444	29	7%
Whānau standards of living	382	39	10%
Whānau health	374	8	2%
Whānau engagement in Te Ao Māori	106	24	23%
Whānau relationships	65	2	3%
Total	**1,826**	**124**	**7%**

Innovation Fund

Innovation Funding for 2018/19 has now been commissioned across the TPM partner network. Contracts were executed in November 2019 in the following areas:

- *Programme Design/Delivery*
  Partner innovations programmes to support whānau to achieve immediate to short-term outcomes
- *Commissioning for Community Development*
  Investment in community organisations/groups to strengthen their capacity/capabilities to work with whānau and other organisations for collective impact
- *Commissioning for Community Programmes*
  Investment in fostering collaboration in community organisations/groups to support whānau to achieve immediate to short-term outcomes
- *Information Technology and Shared Measurement*
  Developing partner capacity/capabilities for shared measurement and outcomes management through investment in technology
- *Workforce Development*
  Workforce development initiatives to build capacity/capabilities of kaimahi to support and manage outcomes for whānau

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1.0 Commissioning Activity

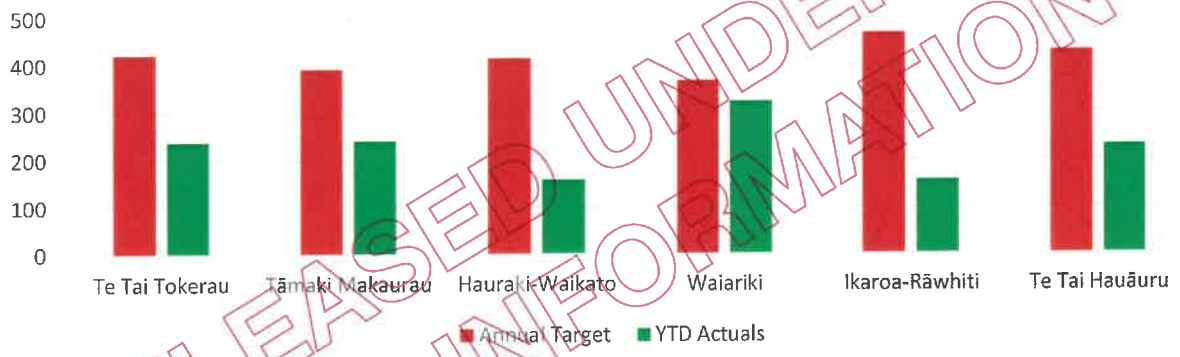
1.1 Commissioning Programmes

1.1.1 Whānau Direct

1.1.1.1 Whānau Engagement

The following table outlines the number of whānau supported by Whānau Direct across the six regions.

Region	Target			Actuals			
	Whānau			Whānau		Whānau members	
	Annual	Quarter	Cumulative	Quarter	Cumulative	Quarter	Cumulative
Te Tai Tokerau	424	106	212	146	238	455	739
Tāmaki Makaurau	393	98	197	150	241	390	610
Hauraki-Waikato	416	104	208	103	158	319	482
Waiariki	367	92	184	183	324	450	849
Ikaroa-Rāwhiti	469	117	235	92	157	251	428
Te Tai Hauāuru	431	108	216	149	231	380	601
Total	**2,500**	**625**	**1,250**	**823**	**1,349**	**2,245**	**3,709**



There were a total of 823 applications processed this quarter, with the highest volume processed in Waiariki (22%) and the lowest volume processed in Ikaroa-Rāwhiti (11%).

Whānau members supported through Whānau Direct were mostly female (57%) vs male (41%) and reflect a young population with the majority of whānau members being aged 24 years and under (61%). The main ethnic group that whānau identify with (allowing up to three responses) is NZ Māori (85%), followed by NZ European/Pākehā (6%) and Pasifika peoples (5%). A breakdown of whānau members receiving support through Whānau Direct this financial year is below:

Gender	Cumulative
Female	2,118
Male	1,519
Data Gap	72
Total	**3,709**

Age Band	Cumulative
0 - 9 years	1,187
10 - 17 years	751
18 - 24 years	341
25 - 44 years	809
45 - 64 years	460
65+ years	156
Data Gap	5
Total	**3,709**

Ethnic Group	Cumulative
NZ Maori	3,162
Pasifika peoples	197
NZ Euro / Pakeha	227
Other	58
Data Gap	65
Total	**3,709**

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1.1.1.2 Whānau Outcomes

The following table outlines the outcomes planned and achieved by whānau by outcome domain this year.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	1,052	921	88%
Whānau health	695	596	86%
Whānau participation in the community	343	303	88%
Whānau knowledge	199	182	91%
Whānau relationships	84	75	89%
Whānau engagement in Te Ao Māori	20	18	90%
Total	**2,393**	**2,095**	**88%**

A total of 2,393 outcomes (an average of 1.8 outcomes per whānau) have been planned so far this financial year with 2,095 (88%) of these outcomes confirmed as achieved through the 'check-in' process. The most common outcomes sought (as a percentage of total outcomes planned) were within the domains of whānau standards of living (44%), followed by whānau health (29%) and whānau participation in the community (14%).

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	Basic furnishings/amenities	312	274	88%
	Housing standards including household maintenance	280	248	89%
	Safe transport options	213	182	85%
Whānau health	Physical/Personal health	449	389	87%
	Family/Social Health	104	87	84%
	Nutrition	98	85	87%
Whānau participation in the community	Access to community resources	102	88	86%
	Legal Documents incl birth certificates, passports	81	71	88%
	Connection to community networks	54	49	91%
Whānau knowledge	Education/training	101	95	94%
	Skills/knowledge for employment	82	73	89%
	Financial literacy/Budgeting	7	7	100%
Whānau relationships	Household relationships	32	29	91%
	Wider whānau relationships	22	20	91%
	Relationships with service providers incl govt. depts.	18	14	78%
Whānau engagement in te ao Māori	Connections to Māori organisations including Kohanga etc	9	8	89%
	Māori lore/knowledge/customs	4	3	75%
	Te reo Māori	4	4	100%

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1.1.1.3 Whānau Resources

The top 15 resource categories funded through Whānau Direct made up 69% of the total investment this quarter. The most common resources purchased contributed to almost 30% of the investment including household appliances (12%), vehicle repairs and maintenance (11%) and Beds, cots, mattresses and linen (7%).

Resource Category	% of Investment
Household appliances	12%
Vehicle repairs and maintenance	11%
Beds, cots, mattresses and linen	7%
Adult's clothes/shoes	6%
Other household contents/items	4%
Dental services/resources	4%
Driver licensing	3%
Children's clothes/shoes	3%
Electricity and gas	3%
Rent and accommodation expenses	3%
Dining and lounge furniture	3%
Baby supplies/equipment	3%
Specialist health & social services/resources	3%
School, education and tuition fees	2%
School uniforms	2%

Household appliances and furniture, household repairs, vehicles repairs continued to be a priority for whānau this quarter. Some partners also reported an increase in clothing and shoes for tamariki and whānau.

Rangatahi were supported to sit and pass their driver license. Driver licenses not only allowed legal driving but provided formal identification, transport to attend study and opened up employment opportunities. Some whānau were supported with electronic devices for study.

There was an increase for support with green bins, lawn mowers and gardening tools with the warmer months. Whānau prepared their homes for whānau visiting over the holiday season.

Whānau continued to be referred to budgeting support services. Kaiārahi report that whānau were far more engaged with budgeting services and more receptive to making changes due to budgeting advice being part of the Whānau Direct process. Whānau were also referred to food banks.

Some Whānau Direct applications were time consuming travel to meet with whānau, documenting the whānau situation, prioritising resources and gaining quotes for goods.

Some Kaiārahi received training to improve writing the narrative within the application and received best practice examples to guide future applications. Another area highlighted in training was the final review of applications to ensure all sections were fully complete. Some partners provided telephone support to Kaiārahi completing applications in rural and remote locations. Kaimahi received peer supervision in order to manage workloads and support complex whānau situations.

Partners reported the importance of the relationship between whānau and Kaiārahi, and Whānau Direct as a strength based programme that supports whānau achieve their immediate outcomes.

1.1.1.4 Whānau Success

Withheld under section 9(2)(a)

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1.1.1.5 Partner and Workforce Development

We have continued to develop and refine the supporting video guide this quarter and will begin creating video content in quarter three. We are also targeting quarter three for this first phase of testing the video content with super-users as part of the train-the-trainer programme to ensure it meets the needs of our Whānau Ora practitioners.

1.1.1.6 Other Performance Measures

The following table outlines the other performance measures that were accomplished this quarter (targets vs actuals).

KPI	Indicator	Target	Actual
WD2	90% of funds are distributed within two working days of TPM's receipt of approved applications	90%	99.8% (1,346 out of 1,349)
WD3	80% priority whānau report a positive experience	80%	99.3% (1,194 out of 1,202)
WD4	90% of priority whānau report that an immediate change has been achieved through Whānau Direct	90%	99.3% (1,194 out of 1,202)
WD5	90% of priority whānau report a positive impact on the whānau situation as a result of the intervention	90%	99.5% (1,196 out of 1,202)

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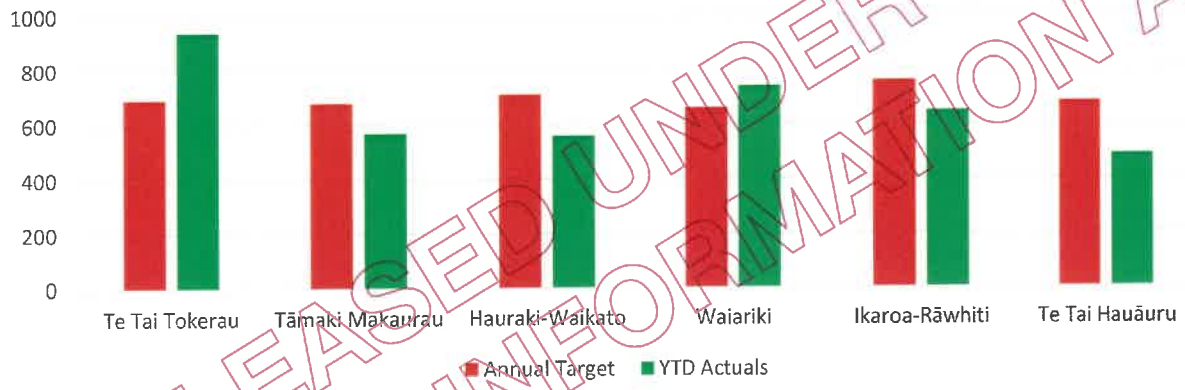
1.1.2 Kaiārahi

1.1.2.1 Whānau Engagement

The following table outlines the number of whānau supported by Kaiārahi across the six regions.

Region	Target	Actuals				
	Priority whānau	Priority whānau and whānau members				
	4,184 priority whānau supported in FY18/19	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged since 1 July 2018	# priority whānau members engaged since 1 July 2018
Te Tai Tokerau	694	171	89	819	941	2,413
Tāmaki Makaurau	680	59	130	483	569	931
Hauraki-Waikato	710	266	23	535	559	1,048
Waiariki	660	172	117	641	740	1,707
Ikaroa-Rāwhiti	760	30	34	587	648	1,838
Te Tai Hauāuru	680	76	65	441	486	796
Total	**4,184**	**774**	**458**	**3,506**	**3,943**	**8,733**



A total of 3,506 whānau have been engaged by Kaiārahi this quarter and a total of 3,943 whānau (including 8,733 whānau members) have been engaged since 1 July 2018.

Whānau members supported through Kaiārahi were mostly female (57%) vs male (42%) with the majority of whānau members aged 24 years and under (54%). The main ethnic group that whānau identify with (allowing up to three responses) is NZ Māori (83%), followed by NZ European / Pākehā (6%) and Other ethnicities (5%). A breakdown of whānau members receiving support through Kaiārahi this financial year is below:

Gender	Cumulative
Female	5,008
Male	3,702
Data Gap	23
Total	**8,733**

Age Band	Cumulative
0 - 9 years	2,220
10 - 17 years	1,536
18 - 24 years	930
25 - 44 years	2,304
45 - 64 years	1,289
65+ years	437
Data Gap	17
Total	**8,733**

Ethnic Group	Cumulative
NZ Māori	7,292
Pasifika peoples	340
NZ Euro / Pakeha	545
Other	404
Data Gap	152
Total	**8,733**

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Kaiārahi engagement in priority communities

The following table outlines the number of whānau engaged through Kaiārahi since 1 July 2018 across Te Puni Kōkiri defined priority communities, benchmark vs actuals.

Region	Priority Community	Benchmark	Actuals
Te Tai Tokerau	Kaitāia	70	151
	Whangārei	194	196
	Kaikohe	85	144
Region total		**349**	**491**
Tāmaki Makaurau	Glen Innes	14	60
	Papakura	42	11
	Māngere	19	52
	Manukau East	83	31
Region total		**158**	**154**
Hauraki-Waikato	Hamilton	427	167
	Ngāruawāhia	74	86
	Huntly	87	87
Region total		**588**	**340**
Waiariki	Rotorua	191	270
	Taupō	27	1
	Ōpōtiki	39	134
	Whakatāne	50	47
	Tūrangi	25	0
	Kawerau	53	30
Region total		**385**	**482**
Ikaroa-Rāwhiti	Northern East Coast	79	77
	Kaiti	30	102
	Gisborne	8	140
	Wairoa	55	113
	Camberley	21	0
	Flaxmere	29	0
	Lower Hutt	98	21
Region total		**320**	**453**
Te Tai Hauāuru	Southern Taranaki	30	6
	Whanganui	98	121
	Taumarunui	41	5
Region total		**169**	**132**
Total		**1,969**	**2,052**

Whilst TPM policy is permissive and does not confine Kaiārahi engagement to specific locations within each community, Kaiārahi do engage whānau within the above defined priority communities (52.0% of total whānau engaged) across Te Ika a Māui.

Due to our policy, there will be communities where whānau engagement does not reach benchmark levels, as per the above table.

As part of the ongoing work by Data Analysts to ensure accurate data is maintained within Whānau Tahi, we anticipate that a number of partners may reclassify the community that whānau reside in throughout the financial year.

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Kaiārahi priority whānau engagement re: whakapakari tinana

The following table outlines the number of whānau supported by Pou Hākinakina across the six regions.

Region	Target	Actuals				
	Priority whānau	Priority whānau and whānau members				
	338 priority whānau supported in FY18/19	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged since 1 July 2018	# priority whānau members engaged since 1 July 2018
Te Tai Tokerau	78	17	6	68	94	125
Tāmaki Makaurau	52	2	0	29	29	31
Hauraki-Waikato	26	0	0	1	1	1
Waiariki	52	25	1	70	73	97
Ikaroa-Rāwhiti	78	11	28	78	83	83
Te Tai Hauāuru	52	37	0	78	79	181
Total	**338**	**92**	**35**	**324**	**359**	**518**

Pou Hākinakina analysed Sports Trust documentation and policy in an advisory capacity and discussed workforce development sector issues. The role also investigated the Sport New Zealand Whetu Rehua framework and possible future implementation. Further to this, attended a closed session with Sport New Zealand to develop Sport New Zealand Māori policy frameworks moving forward and future funding pools. Progress will continue to be reported.

Whānau completed a ten week programme for tane who were seeking help with physical activity, nutrition advice and other avenues of life that could help them continue to move in a positive direction with their current situation. Tane participated in weekly exercise sessions, learning to play Ki O Rahi, haka and participating in different exercise activities. The activities provided whānau different forms of exercise that they were able to do with minimal equipment and resource expenditure. There are plans to extend the programme to rangatahi within schools next quarter.

There was a focus with whānau wanting to learn more about different types of kai. Alongside this was workshops on how to prepare and consume kai, what times of the day are best for whānau to eat in order to achieve their moemoeā of losing weight. The knowledge helped whānau understand how the body works and how genetics play a major role on how the body stores fat, utilises protein and effectively use carbohydrates and sugar for normal body function. Many whānau had misconceptions around kai.

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1.1.2.2 Whānau Progress

The following table outlines the unique priority whānau highest end positions by region on the Milestone Indicator Framework:

Region	1	2	3	4	5
Te Tai Tokerau	0	79	400	308	154
Tāmaki Makaurau	24	66	160	134	185
Hauraki-Waikato	51	243	91	15	159
Waiariki	46	259	181	96	158
Ikaroa-Rāwhiti	3	211	207	145	82
Te Tai Hauāuru	44	136	165	42	99
Total unique whānau	**168**	**994**	**1,204**	**740**	**837**

The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	4,184	4,184	4,184	3,138	2,092
Year-to-date Actuals	3,943	3,775	2,781	1,577	837

Of the 3,943 whānau engaged through Kaiārahi since 1 July 2018, 3,775 (96%) have completed assessments to identify their needs and aspirations, and 2,781 (71%) have developed a plan with goals.

1,577 whānau (40%) have completed a milestone goal, making significant progress towards their priority outcomes, and 837 whānau (21%) have achieved one or more of their priority outcomes. We expect these volumes will increase over the financial year, as whānau are supported to achieve their outcomes.

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1.1.2.3 Whānau Outcomes[1]

The following table outlines the outcomes planned and achieved by whānau by outcome domain this year.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	1,993	462	23%
Whānau health	1,785	464	26%
Whānau knowledge	1,494	295	20%
Whānau participation in the community	1,142	274	24%
Whānau relationships	658	136	21%
Whānau engagement in Te Ao Māori	340	151	44%
Total	**7,412**	**1,782**	**24%**

A total of 7,412 outcomes (an average of 1.9 outcomes per whānau) were planned over this quarter with 1,782 (24%) of these outcomes achieved since 1 July 2018. The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau standards of living (27%), followed by whānau health (24%) and whānau knowledge (20%). This prioritisation of outcome domains is consistent with last year, and is the same when comparing across all six domains.

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau standards of living	Housing standards including household maintenance	674	137	20%
	Basic furnishings or amenities or clothing	342	124	36%
	Access to safe transport options	271	51	19%
Whānau health	Whānau or social health	551	108	20%
	Physical health	508	146	29%
	Mental health	210	79	38%
Whānau knowledge	Education or training	750	187	25%
	Financial literacy or budgeting	403	76	19%
	Skills or knowledge for employment	202	12	6%
Whānau participation in the community	Access to community resources	430	127	30%
	Connection to community networks	419	101	24%
	Legal documents incl birth certificates, passports	220	33	15%
Whānau relationships	Parenting knowledge or skills	231	79	34%
	Whānau or household relationships	140	25	18%
	Wider whānau relationships	79	11	14%
Whānau engagement in te ao Māori	Whakapapa or whānau connections	142	54	38%
	Marae activities	67	62	93%
	Te reo Māori	64	15	23%

Whānau have continued to prioritise outcomes consistent with last year, with the top three outcome areas within each domain remaining the same across the majority of outcome areas.

[1] We are continuing to work with Whānau Ora partners on linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as the coding protocols are refined within this framework

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Housing continued to be reported as a key trend in quarter two. Whānau were referred to Te Puni Kōkiri, Healthy Homes, Sustainability Options and other services for support.

Kaiārahi reported the increased level of whānau requiring advocacy support to attend appointments with social services. Some services required weekly follow up and in some cases required three visits per week. Key services included alcohol and drug support, mental health services, Oranga Tamariki, family violence and financial support.

Kaiārahi emphasised the importance of the trust and the ongoing relationship with whānau. The assessment, plan and goals were also important to reinforce when bridging the gap between social services and whānau.

1.1.2.4 Whānau Success

Withheld under section 9(2)(a)

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1.1.2.5 Partner and Workforce Development

There was no specific partner and workforce development work regarding Kaiārahi this quarter, however, there was significant work around the wider workforce development strategy, which is highlighted in section 1.2.2 below.

1.1.2.6 Data Analysts

Our Data Analysts across our TPM partner network continue to support kaimahi with data collection and data management in Whānau Tahi, providing a mix of 1:1 and group training sessions, as well as specific support to ensure data is accurate and complete. Data Analysts continue to refine internal training and support documentation and have begun developing local video guides as an additional resource for kaimahi.

Several Data Analysts have attended super-user/advance training this quarter, with some beginning to work with Power BI to extend the analytical and reporting capabilities within their organisations.

Dashboard refinement has been another key highlight this quarter, providing kaimahi and managers with improved tracking of whānau progress and kaimahi performance.

The TPM Data and Performance team have refined the training package for reporting to TPM and will begin working with Data Analysts in quarter three to roll out this training.

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1.1.2.7 Other Performance Measures

The following table outlines the other performance measures for Kaiārahi, targets versus actuals.

KPI	Indicator	Target	Actual
Kaiārahi			
K4	Priority whānau have been referred to relevant services/programmes.	100%	84% 3,328 out of 3,943
K9	Priority whānau report that the initiative has identified and responded to their priorities and needs.	80%	82% 1,397 out of 1,704
K10	Priority whānau report a positive experience.	70%	74% 1,253 out of 1,704
K14	Priority whānau report improvements in ability to plan and achieve goals.	80%	77% 1,313 out of 1,704
K17	Priority whānau experience measurable progress towards achieving multiple priority outcomes, as evidenced by a positive shift to (at least) milestone 4 on the milestone indicator framework in 2 or more of their priority outcomes.	35%	12% 469 out of 3,943
Pou Hākinakina			
K11	Priority whānau report that the initiative regarding whakapakari tinana has identified and responded to their priorities and needs.	80%	70% 61 out of 87
K12	Priority whānau report a positive experience through the engagement regarding whakapakari tinana.	70%	90% 56 out of 62
K6	TPM Lead partners have established relationships and are working collaboratively with 10 of the Regional Sports Trusts and/or other sports and recreational institutions to enable the implementation of whakapakari tinana initiatives across the six regions.	13	7
Data Analysts			
K7	15.0 FTE data and outcomes measurement resources are deployed across Te Ika a Māui.	15	15 (100%)
K8	Whānau Ora partners have been engaged in training workshops (including ongoing guidance) to continue to build outcomes measurement capacity and capability in priority communities in Te Ika a Māui, providing them with the relevant support to engage, assess, measure and report on whānau outcomes.	60	53 (88%)
K13	Whānau Ora partners engaged in the training workshops report that the training material was easy to understand and that the training workshops were good quality, providing them with the relevant support to engage, assess, measure and report on whānau outcomes.	45	47
K18	Whānau Ora partners report improvements in their knowledge and understanding of outcomes measurement, data collection and reporting.	45	47

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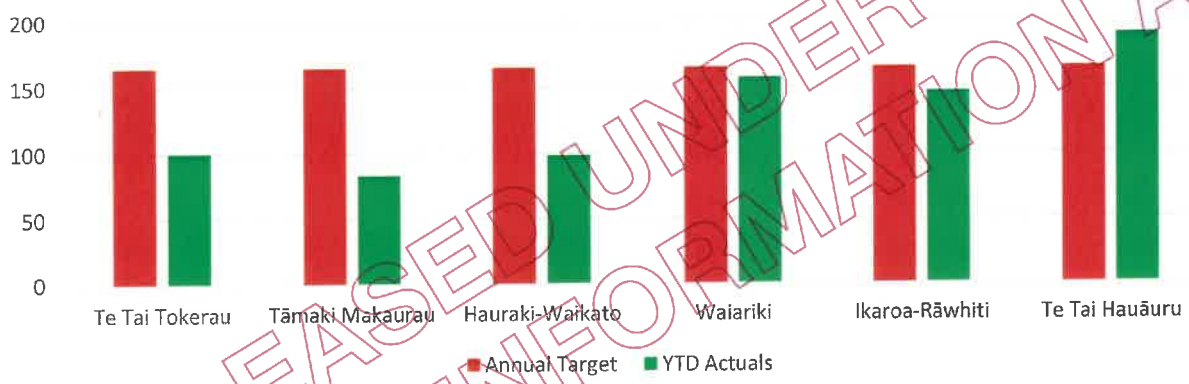
1.1.3 Collective Impact for Whānau

1.1.3.1 Whānau Engagement

The following table outlines the number of whānau supported by Collective Impact across the six regions.

Region	Target	Actuals				
	Priority whānau	Priority whānau and priority whānau members				
	990 priority whānau supported in FY18/19	# new priority whānau enrolled this quarter	# priority whānau exited this quarter	# of active priority whānau this quarter	# priority whānau engaged since 1 July 2018	# priority whānau members engaged since 1 July 2018
Te Tai Tokerau	165	62	11	100	100	250
Tāmaki Makaurau	165	39	0	83	83	240
Hauraki-Waikato	165	57	0	98	98	213
Waiariki	165	104	4	156	157	428
Ikaroa-Rāwhiti	165	59	7	140	146	295
Te Tai Hauāuru	165	101	2	182	190	519
Total	**990**	**422**	**24**	**759**	**774**	**1,945**



A total of 759 whānau have been engaged through Collective Impact this quarter and a total of 774 whānau (including 1,945 whānau members) have been engaged since 1 July 2018.

Whānau members supported through Collective Impact were mostly female (56%) vs male (44%) with the majority of whānau members aged 24 years and under (58%). The main ethnic group that our whānau identify with (allowing up to three responses) is NZ Māori (81%), followed by Pasifika peoples (8%) and other ethnicities (7%). A breakdown of whānau members receiving support through Collective Impact this financial year is below:

Gender	Cumulative
Female	1,081
Male	856
Data Gap	8
Total	**1,945**

Age Band	Cumulative
0 - 9 years	476
10 - 17 years	450
18 - 24 years	195
25 - 44 years	464
45 - 64 years	275
65+ years	77
Data Gap	8
Total	**1,945**

Ethnic Group	Cumulative
NZ Māori	1,578
Pasifika peoples	156
NZ Euro/Pākehā	50
Other	135
Data Gap	26
Total	**1,945**

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1.1.3.2 Whānau Progress

The following table outlines the unique priority whānau highest end positions by region on the Milestone Indicator Framework:

Region	1	2	3	4	5
Te Tai Tokerau	32	19	26	23	0
Tāmaki Makaurau	0	42	39	2	0
Hauraki-Waikato	27	20	2	3	46
Waiariki	11	42	89	12	3
Ikaroa-Rāwhiti	5	46	57	35	3
Te Tai Hauāuru	23	3	32	103	29
Total unique whānau	**98**	**172**	**245**	**178**	**81**

The total milestones completed by priority whānau are:

	1	2	3	4	5
Annual Target	990	990	990	396	198
Year-to-date Actuals	774	676	504	259	81

Of the 774 whānau engaged through Collective Impact since 1 July 2018, 676 (87%) have completed assessments to identify their needs and aspirations, and 504 (65%) have developed a plan with goals.

259 whānau (33%) have completed a milestone goal, making significant progress towards their priority outcomes, and 81 whānau (10%) have achieved one or more of their priority outcomes.

1.1.3.3 Whānau Outcomes[2]

The following table outlines outcomes planned and achieved by whānau by outcome domain for this financial year.

Outcome Domain	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau participation in the community	455	22	5%
Whānau knowledge	444	29	7%
Whānau standards of living	382	39	10%
Whānau health	374	8	2%
Whānau engagement in Te Ao Māori	106	24	23%
Whānau relationships	65	2	3%
Total	**1,826**	**124**	**7%**

[2] We are continuing to work with Whānau Ora partners on linking whānau outcomes to the Outcomes Framework (via the Outcomes Menu), and we expect outcomes may be reclassified at the domain/area level as the coding protocols are refined within this framework

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A total of 1,826 outcomes (an average of 2.4 outcomes per whānau) were planned this quarter with 122 (7%) of these outcomes achieved since 1 July 2018.

The most common outcomes (as a percentage of total outcomes planned) were within the domains of whānau participation in the community (25%), followed by whānau knowledge (24%) and whānau standards of living (21%).

A breakdown of the most common outcome areas prioritised by whānau within each outcome domain is below:

Outcome Domain	Outcome Area	Outcomes Planned	Outcomes Achieved	Achieved %
Whānau participation in the community	Access to community resources	251	6	2%
	Connection to community networks	140	11	8%
	Legal documents incl birth certificates, drivers licences	42	4	10%
Whānau knowledge	Education or training	252	18	7%
	Health literacy	119	2	2%
	Financial literacy or budgeting	49	5	10%
Whānau standards of living	Housing standards including household maintenance	136	3	2%
	Whānau or household income	57	2	4%
	Whānau employment	57	21	37%
Whānau health	Physical/personal health	236	2	1%
	Nutrition	57	0	0%
	Whānau or social health	28	1	4%
Whānau engagement in te ao Māori	Māori lore or knowledge or customs	43	21	49%
	Te Reo Māori	39	0	0%
	Connections to Māori organisations incl Kōhanga/Kura	20	3	15%
Whānau relationships	Wider whānau relationships	20	1	5%
	Whānau or household relationships	19	1	5%
	Parenting knowledge or skills	13	0	0%

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1.1.3.4 Collective Impact Whānau Success Indicators

The following table outlines the additional "better off" measures for Collective Impact:

Collective Impact Partner	Engagement	#	Progress Milestone	# / %	Outcomes Achieved	# / %
Te Whānau o Waipareira	# of whānau engaged who have prioritised improved nutrition and/or increased physical activity levels	42	# / % of whānau engaged who have prioritised improved nutrition and/or increased physical activity levels that have completed their milestone goal	14 33%	# / % of whānau who report improved nutrition and/or increased physical activity levels	0 0%
Te Kōhao Health	# of whānau engaged who have prioritised employment that are unemployed at the initial engagement	15	# / % of whānau engaged who have prioritised employment that are unemployed at the initial engagement that have completed their milestone goal	13 87%	# / % of whānau engaged who were previously unemployed become employed (either part-time or full time)	10 67%
Ngāti Rangi	# of whānau engaged who have prioritised improved housing standards through better insulation	1	# / % of whānau engaged who have prioritised improved housing standards through better insulation that have completed their milestone goal	0 0%	# / % of whānau engaged who have evidenced improved housing standards through better insulation	0 0%

Collective Impact Summary

The Collective Impact initiatives are progressing at different stages of development in response to characteristics and needs unique to their communities. There is significant focus on tamariki and their whānau disengaged or at risk of disengaging in health and education, or struggling with complex issues at the interface with statutory agencies. Key trends and themes highlight the impact of ongoing poverty, and limited to no access to basic needs. Also, the prevalence of family violence and resulting impacts to whānau health, wellbeing, and positive whānau functioning. Early outcomes reported indicate significant investment in strengthening local networks and cross agency partnerships to support whole of whānau wellbeing.

Mana Taiohi

Takiri Mai Te Ata

Ikaroa-Rawhiti, Wellington Region

In the first 6 months, Takiri Mai Te Ata in partnership with local primary and high-schools in Wainuiomata have leveraged off their existing services and local networks to offer a range of initiatives and programmes to keep tamariki and their whānau actively engaged in education during transition years from primary to high school. As a result, local networks (i.e. Council, social and health services) provide in kind support and resources in support. Initiatives delivered includes study groups, information sessions for whānau (i.e. health promotion, education), afterschool activities and holiday programmes. 46 tamariki and their whānau are currently engaged with assessments completed to identify broader risk factors and barriers towards achieving their aspirations. A Kaiārahi approach is used to work alongside whānau to access support and services to address these including access to basic needs and schooling resources through Whānau Direct.

Tiki Toa

Tui Ora Health

Te Tai Hauāuru, New Plymouth

The partnership between Tui Ora, the Department of Conservation, and local schools, is maturing with positive outcomes reported for Taiohi (youth) engaged. Taiohi (Years 7 & 8) are referred for a range of issues including behavioural issues at school resulting in stand-downs and suspensions. The partnership delivers a tikanga based environmental programme utilising Te Mounga Taranaki as the focal point. A new cohort of 20 Taiohi have been engaged. Assessments and review in Q2 have included the development of whānau plans and pathways to address barriers to positive engagement and participation in education. Partners report strengthened school and whānau relationships, improved pathways to appropriate support and services, decreased number of stand-downs and suspensions and improved peer and adult relationships. Taiohi and their whānau report increased access and participation in Te Ao Māori, a sense of pride in their connection to Te Maunga Taranaki and their ability to contribute to the programme.

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Te Taaniko
Raukura Hauora o Tainui
Hauraki-Waikato, South Auckland/Huntly
Raukura Tainui o Hauora have invested significant time and resource developing and strengthening partnership relationships and pathways to ensure Whānau Ora is available for vulnerable tamariki and whānau at the interface with the Ministry for Children. As a result, Kaiārahi have been invited to participate in the Children's Team panel, key contributors to the development and implementation of plans and interventions for whānau experiencing multiple vulnerabilities. Reported outcomes in Q2 include access to specialist mental health services for trauma informed issues, access to basic needs (i.e. housing, clothing, health care), safety plans for whānau experiencing family violence, access to alcohol and addiction services, and improved whānau functioning.

#WHAIMUA
Te Arawa Whnau Ora Collective (TAWO)
Waiariki, Rotorua
A co-location strategy of both the clinical team and Paeārahi (Kaiārahi), has seen notable improvements to service delivery and whānau engagement. As whānau become more familiar with the initiative, they are demonstrating a greater appreciation for health literacy. The Whaimua cohort is progressing through milestones well with 94% completion of the full respiratory assessment. A number of stakeholders from across the Rotorua district were brought together as a collaboration activity to better appreciate whānau needs and to discuss a wider strategy in working together. A seven week pulmonary rehabilitation program/workshop is on track and will be commencing in February 2019.

Manawa Ora
Ngā Mataapuna Oranga
Waiariki, Tauranga
Manawa Ora is focussed on long term goals with whānau to overcome significant respiratory issues with the people of Te Rereatukahia Pa. Initial assessments identify extremely destructive living conditions caused by generational poverty and unworkable relationships between the Pa leadership and local authorities. Short term interventions have been completed as a result of these findings, these include housing repairs, council negotiations and general health and wellness checks for whānau. The challenges in the meeting of milestones are relative to the impacts identified above. Manawa Ora are also in the planning process of review and identifying their outcomes indicators.

Whānau are currently undertaking respiratory health education sessions provided by the National Asthma Foundation. Learnings enable whānau to compare their situations to others, acquire resources to share with the wider whānau and identify practical activities their whānau can utilise in the whare. Collaboratives have been struck with Sustainability Options and Laser Plumbing who are now volunteering their services to the initiative.

Moko I te puna
Ngāti Hine Health Trust
Tai Tokerau
The common agenda for Ngāti Hine's initiative underwent some refinement earlier in the year as a natural next step to the initiative. 'Developing lifelong learners' focuses on a more specific cohort of tamariki aged 3-6 years for transition from ECE to new entrance. The overall goal is to provide support for parents as first teachers. CI activities this quarter have largely focussed on establishing the CI partnership with the backbone support agreement and confirming partner contributions. This also includes the development of tools and resources, whānau pathways, whānau practice guidelines and kaimahi protocols.

Ta Te Manawa
Te Runanganui o Ngāti Porou, Horouta Whānau Ora
Ikaroa-Rāwhiti, Gisborne
Ta Te Manawa is focused on 'Improving health of Tamariki 0-4 years who are affected by respiratory infections and asthma'. Kaimahi continue to celebrate and reflect on their successful engagement with whānau over the past few months. Kaimahi recognise the personal challenges for whānau in allowing them to enter into their personal space. Gaining insight to the whānau full environment and situation is crucial to a comprehensive respiratory assessment and the development of the whānau plan. Whānau are now working through their plans to achieve whānau outcomes some include education and awareness of their conditions and how to recognise symptoms. Derelict housing is often than not a key contributor to respiratory infection. Through CI and Whānau Direct Ta Te Manawa have been able to support repairs and one-off simple fixes. Positive relationships with key stakeholders have enabled quick access to much needed and practical resources for whānau such as the respiratory resource kits free to whānau.

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Whānau Success

Breathing Better...

Recently we launched the Tā Te Manawa Resource Kits. This resource kit was designed to support health literacy for respiratory infections including asthma. Ta Te Manawa kaiārahi teach whānau how to use the resource, and how to recognise change over time. Tū Kōtahi Māori Asthma Foundation Trust, one of CI partners have provided some of the more technical resources in the kit such as respiratory and temper dots. Our full collective has all contributed in the development of health management resources as well.

GP's have given outstanding feedback as they are now getting a more intimate understanding of the tamariki through the whānau. Whānau are reporting the changes they are implementing into their whare and daily schedule and these are also providing prevention of incident and relapse.

There are two key outcomes added in our logic model and reporting workbook to better reflect receipt of the resource kit and to track impact over time. A whānau diary is also included.

1.1.3.5 Partner and Workforce Development

Our TPM team worked with three partners (Te Rōpū Āwhina, Manukau Urban Māori Authority and Whaiora Whānui) this quarter to refine their logic models for their individual Collective Impact project. These training sessions are to support partners further understand and report the impact they are making with whānau across their collective impact initiatives.

These workshops further build partner outcomes measurement capacity and support them to refine and define key whānau outcomes, implement/ refine tools to capture outcomes data (if it is not already being completed) and track these outcomes to report on progress.

1.1.3.6 Other Performance Measures

The following table outlines the other performance measures, targets versus actuals.

KPI	Indicator	Target	Actual
CI4	Priority whānau have been referred to relevant services/programmes.	100%	582 (75%)
CI5	Priority whānau report that the initiative has identified and responded to their priorities and needs.	80%	73% 64 out of 88
CI6	Priority whānau report a positive experience.	70%	96% 74 out of 77
CI7	CI partnerships have built upon existing activities and improved Whānau Ora practices of partner organisations to support priority whānau.	100%	53% 8 out of 15
CI8	Priority whānau report improvements in ability to plan and achieve goals.	80%	85% 75 out of 88
CI11	Priority whānau experience measurable progress towards achieving multiple priority outcomes, as evidenced by a positive shift to (at least) milestone 4 on the milestone indicator framework in 2 or more of their priority outcomes.	25%	13% 104 out of 774

1.1.4 Innovation Fund

Contracting for the Innovation Fund for 2018/19 is now complete. Partners are in the process of planning and preparation for the roll out of initiatives across Te Ika a Māui. A summary of Innovation Fund projects is summarised below.

The purpose of the fund is to support TPM Whānau Ora partners to meet whānau needs and support them to achieve outcomes taking an innovative approach. It aims to empower local communities to be creative about how to support whānau that sometimes fall under the radar and do not easily access needed services.

Initiatives will meet the following key criteria of the Innovation Fund:

- Increased engagement of priority whānau through innovative approaches
- Achieve outcomes for whānau, including whānau who are socially and geographically isolated
- Support Whānau Ora partners to engage whānau that services have been unable to reach
- Increase the presence of Whānau Ora across communities.
- Supports whānau to achieve one or more of the six TPM outcomes

Each initiative must meet one or more of the following investment categories:

- Programme Design/Delivery
  Partner innovations programmes to support whānau to achieve immediate to short-term outcomes

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- Commissioning for Community Development
  Investment in community organisations/groups to strengthen their capacity/capabilities to work with whānau and other organisations for collective impact
- Commissioning for Community Programmes
  Investment in fostering collaboration in community organisations/groups to support whānau to achieve immediate to short-term outcomes
- Information Technology and Shared Measurement
  Developing partner capacity/capabilities for shared measurement and outcomes management through investment in technology
- Workforce Development
  Workforce development initiatives to build capacity/capabilities of kaimahi to support and manage outcomes for whānau

Fourteen Lead partners were commissioned to implement their Innovation Fund projects for 2018/19 as listed below:

Puna Ora (Ngāti Hine Health Trust)
Commissioning for Community Development
Ngāti Hine will work with whānau to set up locally-run parent, tamariki and whānau 'learning puna'. This initiative will be used as a pilot programme to expand the reach of their Collective Impact initiative `Moko I te Puna', focussed on whānau relationships and the role that parents play in their tamariki learning pathway. Whānau will be supported to co-design whānau focused and community driven solutions, tools and resources. Whānau outcomes will be identified by whānau for whānau.

PITCH LOCAL (Te Paeherenga o Tāmaki - TPHoT)
Commissioning for Community Development
Programme Design and Delivery
TPHoT will invest further into social innovation projects established in 2017/2018. New investment will include a focus on leadership growth building for rangatahi, internal workforce development and outcomes measurement capacity.
TPHoT collaboration initiatives:

- Reinvest and extend projects and outcomes established through the first phase of Pitch Local
- Contestable funding pool to expand TPHoT relationships and increase reach to whānau and communities alike
- Whānau Ora leadership capacity.

TPHoT Individual partner innovation programmes include:

- Enabling educational achievement by connecting kura to the global technology environment
- Rangatahi leadership programmes through cultural connection
- Whānau champion leadership programmes

Te Ngira Collective
Te Kōhao Health
Programme design and delivery
Te Ngira collective will deliver a number of programmes aligned to their collective impact initiative 'Improving whānau economic outcomes through education, employment and training'. This initiative will support Te Ngira partners to create innovative programmes that contribute to increasing economic outcomes for whānau in Thames, Hamilton, Taumarunui, Te Kuiti and Tokoroa.
Initiatives include:

- Maara Kai programme supporting whānau to get started in developing their own maara kai. Whānau will also gain entry into the Maara Kai course (20weeks) at Taratahi Tertiary Institute.
- Bubba Kitchen Rules – A cooking school for parents with pēpi learning how to cook nutritional meals, and manage kai budgets by creating sustainable food source.
- Te Puna Tikanga - Empowering kaumātua to be advisors to local business companies and government agencies
- Hiki Whānau Te Hauora - Kai Māori, Rongoā Māori, a programme for those interested in growing, manufacturing/cooking, packaging, marketing and selling their own products.
- Rangatahi Labour Pool – A network of key stakeholders to support rangatahi into employment while undertaking tertiary education. This programme aims to introduce Rangatahi and students to future employers and potential work experience opportunities.

AWHI
Te Arawa Whānau Ora

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Commissioning for Community Programmes
Awhi will collaborate with an existing drivers licencing programme run by Te Roopu a Iwi (TRAI) and Rotorua Police. Much like a second-chance initiative to avoid traffic infringements and court appearances, drivers are offered 20 days to rectify the issue. This triggers a referral to the TRAI drivers licencing programme. Awhi will pilot an extension of this programme for those whānau identified through the drivers licencing programme, that have identified more complex needs. Awhi will use a Whānau Ora approach to support those whānau.

Ngā Mātāpuna Oranga
Programme Design/Delivery
NMO will pilot a mobile healthcare team to service rurally isolated communities in the Western Bay of Plenty (WBOP).
Despite outstanding results and learnings gained through the CI initiative, whānau in rurally isolated communities continue to struggle with the necessities of health management and whānau self-care. This initiative aims to:

- Provide opportunities for whānau to access regular health checks to reduce incidence of avoidable health issues
- Provide opportunities for whānau to obtain the 'tools and know how' to address their current health needs
- Provide opportunities for whānau to take advantage of preventative medicine in their communities

In addition, NMO will also use the healthcare mobile unit as a vehicle to embed an agile methodology to project management that promotes sustainable development in the health care by collaboration model. This will create an integrated approach for rapid implementation of workforce tools and training.

Eastern Bay of Plenty Collective
Te Rūnanga o Te Whānau
Commissioning for Community Development
The EBOP collective recognises the need to strengthen the capacity and capability of community groups, whānau, Hapū and small businesses to overcome the rurality of their region. These organisations already play a pivotal role in their communities. Led by Te Rūnanga o Te Whānau, this initiative will establish a grant programme that will push resource closer to whānau at the grassroots level. Partners within the collective are able to propose for funding to develop and deliver programmes. Each organisation will develop their own criteria and process for dissemination of the funds but the initiatives will increase engagement with whānau and have a positive impact on a community.

KETE (Kreate Enterprise, Tautoko Entrepreneurs)
Te Taiwhenua o Heretaunga
Commissioning for Community Programmes
An initiative to support social and whānau enterprises, joint ventures, partnerships or similar. Embedded in KETE is whānau ora aspirational planning. Using this approach to align business goals with other whānau goals such as health, wellbeing and culture will help address challenges and barriers faced by whānau. Access to business coaching and development support, especially around start-up for Māori enterprise.

Currently there are no Māori business support programmes available locally. KETE is supported by Te Kāhui Ōhanga, the regional Māori economic development group.

Dream Big Expo
Whaiora Whānui
Commissioning for Community Development
Commissioning for Community
Building capacity and thinking with rangatahi to plan and deliver programmes in their community. To support this, a collaborative will be established to implement an expo involving multiple stakeholders/partners with a focus on further training and employment opportunities for Rangatahi.

Eke Tū
Te Rūnanganui o Ngāti Porou
Programme Design and Delivery
A health and fitness programme to work with isolated communities on the east coast. Health information sessions and fitness group programmes are held in their own environment and community. The programme is currently run in Gisborne and Te Karaka. The INV fund will extend the programme to Te Wairoa and remote pockets of the East Coast.

By applying a Whānau Ora/kaiārahi approach, whānau will achieve short/med-term outcomes in relation to their health and fitness, while at the same time working toward prevention of chronic illness.

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Whare Facts
Ngāti Rangi
Commissioning for Community Programmes
Working with a range of partners to deliver financial literacy for home ownership. Ngāti Rangi will also design and produce a short information video to support whānau in their aspiration for healthy homes, aptly titled Whare Facts.

Fusion Gen H
Te Tihi o Ruahine Whānau Ora
Programme design and delivery
Fūsion Gen H is the next phase of Fūsion, which was delivered in 2018. This phase will broaden the scope of participants for 11-18 year olds and have an added focus on Te Ao Hangarau.

Fūsion Gen H will have two streams:
Stream 1: Fūsion 2.2
Moving into phase two our rohe will use their data and evaluation from Fūsion to re-scope, enhance and deliver another programme alongside their partners. Outcomes in this stream are rohe specific and currently cover:

- Rangatiratanga - Whānau are knowledgeable and well informed
- Tuakiritanga - Whānau are engaged in te ao Māori (It is intended that this mahi will provide a core component of Fūsion Hangarau)

Stream 2: Fūsion Hangarau
Fūsion Hangarau will be a high leverage activity that will sit across all rohe, contributing to the common agenda of Rangatahi Ora. Fūsion Hangarau will provide exposure and access for rangatahi to the tech sector.

Te Ara Whānau Ora
Raukawa Whānau Ora
Commissioning for Community Development
RWO will focus on whānau living in Foxton and supporting them to develop their skills and capacity to be self-managing. Foxton is a small town in the Horowhenua and has experienced many challenges over time however they are a resilient community who are well connected. The withdrawing of services from their community over a period of time presents accessibility issues when whānau require professional services. Through resilience and strong community spirit RWO will embed the Te Ara Whānau Ora tool in the community for whānau to self-assess, plan and manage their needs and aspirations.
This initiative also aims to bridge and strengthen relationships and access to services and volunteers still available in the community for whānau.

Tui Ora Health
Workforce Development
Programme Design/Delivery
Tui Ora are focussed on building Whānau Centric Services to its whānau and community. This initiative aims to improve whānau engagement through workforce development programmes, and organisational structures and processes. Tui Ora will deliver a number of training modules and activities to embed the Whānau Ora approach across the organisation.
A contestable fund will be made available to whānau to achieve short to medium term outcomes. Whānau goals will be aligned and reported against the WO outcomes framework. Through mentoring and support through a whānau plan, whānau will be able to propose for the fund

Te Rōpū Āwhina ki Porirua
Programme Design/Delivery
TRA aim to increase the employability of priority whānau living in the Porirua rohe. The ability to gain employment, maintain employment, and obtain new employment is described by whānau as 'being capable of getting, keeping and being successful in a job, and more importantly, getting fulfilment out of what you do'. For TRA it is about building whānau resilience.
This initiative will provide a kaupapa Māori led programme, to support hard-to-reach Māori youth from 18-24 years to develop a set of transferable skills, knowledge, understanding and personal attributes to increase their employability, and resilience.
In addition Rangatahi will be supported to strengthen their cultural connection and capacity.

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1.2 Other Commissioning Activities

1.2.1 Research and Evaluation

Commence review of TPM outcomes policy (outcomes framework and roadmap including the outcomes measurement tools)

Following a review of the TPM outcomes framework, roadmap and measurement tools, recommendations are as follows:

- TPM will work with an independent consultant (SVA) to investigate a new approach to outcomes and outcomes measurement during Quarters 3 and 4 to determine how and what we will measure. These focus areas or platforms for measurement will be whānau, whānau ora partners, regional hubs/leads and TPM
- Until this research and approach is confirmed, we will continue to use the milestone indicator framework, the Roadmap Tool B: the flexible whānau outcomes menu, the Roadmap Tool C: the whānau survey, and the roadmap Tool D: the Collective Impact partner survey to measure and report outcomes from programmes in 2019/20.
- A stronger focus will be on the quality and consistency of reporting as we continue to consolidate outcomes reporting
- Workforce development will be a strong focus in working with partners including building their capacity to improve the quality and consistency of reporting, particularly Collective Impact reporting
- Continue to remove data gaps, so that additional data such as names, date of birth, address (for geocoding) and household/whānau income is across all commissioning programmes
- Start collecting a unique identifier such as the National Health Index (NHI) for all whānau members who use commissioning programmes
- Consideration will be given to updating the outcomes roadmap for the next three years in consultation with Whānau Ora Partners. The updated roadmap will correspond to the latest thinking and be a blueprint for action to update the outcomes framework and actions required to get us where we want to be by 2022/23 and beyond

Note that the recommendations could be adjusted depending on the findings of the Whānau Ora Review and Budget 2019 expected to be announced in quarters 3 and 4.

Analyse whānau data to determine how outcomes have contributed to overall wellbeing and improved living standards for whānau

Analysis has been completed and a report has been prepared. In summary this report has highlighted how TPM's commissioning activities have contributed to overall whānau wellbeing and improved whānau standards of living, both directly and indirectly.

This report also presented how TPM has implemented the Whānau Ora policy, through:

- Commissioning Whānau Ora Partners and services to engage, enrol, assess, plan, support, and refer whānau to services to help them achieve their desired outcomes;
- Channelling resources direct to whānau based on their needs;
- Advocating on behalf of whānau and Whānau Ora to improve the circumstances of whānau;
- Undertaking research and evaluation to design new and improved services for whānau wellbeing; and by
- Implementing Whānau Ora workforce development strategies to support the Whānau Ora practitioners.

Furthermore, through a strategic commissioning approach and the unique outcomes framework, TPM focuses on:

- Positive results for whānau from interactions with Whānau Ora Partners;
- Whānau initiatives leading to demonstrable gains for whānau; and
- That whānau derive benefits from engagement with community organisations.

Finally – and as evidenced in this report - through its outcomes measure approach TPM has been able to:

- Tracking whānau progress their desired outcomes
- Report on whānau outcomes and results achieved by whānau from interactions with Whānau Ora Partners;
- Measure demonstrable gains for whānau; and
- Evaluate whānau derived benefits from engagement with community organisations.

Data collected from the Whānau Direct, Kaiārahi and Collective Impact programmes show that:

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Thirty-five percent (or 4,061) of whānau outcomes were associated with whānau standards of living. Within the whānau standards of living domain the top 10 outcome areas are shown in the table below. Almost 70% of whānau outcomes were connected to housing standards, basic furnishings and amenities, including clothing, and safe transport option.

Table 17: Top 10 outcome areas associated the whānau standards of living domain.

Outcome areas	# of outcomes achieved	% of outcome domain area
Housing standards including household maintenance	1175	29%
Basic furnishings and amenities including clothing	926	23%
Safe transport options	694	17%
Whānau household income	371	9%
Whānau employment	355	9%
Financial provisions for the future/savings	221	5%
Telecommunications/internet access	69	2%
Reduced debt	32	1%
Home ownership	30	1%
Adequate insurance	24	1%

Thirty-one percent (or 3,628) of whānau outcomes were associated with whānau health. Within the whānau health domain the top 10 outcome areas are shown in the table below. More than half of whānau outcomes were connected to physical and personal health.

Table 18: Top 10 outcome areas associated the whānau health domain.

Outcome areas	# of outcomes achieved	% of outcome domain area
Physical and Personal health	2007	55%
Whānau and Social health	559	15%
Nutrition	447	12%
Mental health	214	6%
Oral Health	197	5%
Smoking and tobacco use	94	3%
Alcohol use	63	2%
Wairua	30	1%
Drug Use	23	1%
Violence and abuse	7	0%

Fourteen percent (or 1,690) of whānau outcomes were associated with whānau knowledge. Within the whānau knowledge domain the top 6 outcome areas are shown in the table below. More than half of whānau outcomes were connected to education or training and skills or knowledge for employment.

Table 19: Top six outcome areas associated the whānau knowledge domain.

Outcome areas	# of outcomes achieved	% of outcome domain area
Education and/or training	825	48%
Skills or knowledge for employment	330	19%
Financial literacy or budgeting	324	19%
Health literacy	120	7%
Numeracy and general literacy	65	4%
Information technology literacy	11	1%

Twelve percent (or 1,385) of whānau outcomes were associated with whānau participation in the community. Within the whānau participation in the community domain the top 6 outcome areas are shown in the table below. More than half of whānau outcomes were connected to access to community resources and connections to community networks.

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Table 20: Top six outcome areas associated the whānau participation in the community domain.

Outcome areas	# of outcomes achieved	% of outcome domain area
Access to community resources	572	41%
Connections to community networks	328	24%
Participation in sports and recreation	163	12%
Legal Documentation or Birth Certificates or Passports or ID or Drivers Licence	146	11%
Employment	101	7%
Engagement in civic affairs	28	2%

Four percent (or 517) of whānau outcomes were associated with whānau relationships. Within the whānau relationships the top 6 outcome areas are shown in the table below. More than half of whānau outcomes were connected to whānau or household relationships and parenting knowledge and skills.

Table 21: Top 10 outcome areas associated the whānau relationships domain.

Outcome areas	# of outcomes achieved	% of outcome domain area
Whānau or household relationships	138	27%
Parenting knowledge and skills	132	26%
Wider whānau relationships	96	19%
Relationship with social, health, and education service providers	86	17%
Violence and abuse	40	8%
Relationships with Māori organisations	15	3%

Four percent (or 470) of whānau outcomes were associated with whānau engagement in Te Ao Māori. Within the whānau engagement in Te Ao Māori the top 5 outcome areas are shown in the table below. More than half of whānau outcomes were related to connections to Māori community organisations and Te Reo Māori.

Table 22: Top 10 outcome areas associated the whānau engagement in Te Ao Māori domain.

Outcome areas	# of outcomes achieved	% of outcome domain area
Connections to Māori community organisations	153	33%
Te Reo Māori	121	26%
Māori lore or knowledge or customs	86	18%
Knowledge of whakapapa	71	15%
Knowledge about whenua tupuna	27	6%

Overall, when whānau outcome areas were compared across the three programmes, the top 12 areas with the most of the outcomes achieved are shown in the table below. Of these over half (56%) of the outcomes achieved were associated with: physical and personal health; housing standards including household maintenance; basic furnishings and amenities (including clothing); education and training; whānau employment; and safe transport options.

Table 23: Top 12 outcomes areas, across all three programmes.

Top 12 outcome areas, across the three programmes	Outcomes achieved	% of outcomes achieved
Physical and Personal health	2007	17%
Housing standards including household maintenance	1176	10%
Basic furnishings and amenities	926	8%
Education and training	825	7%

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Top 12 outcome areas, across the three programmes	Outcomes achieved	% of outcomes achieved
Whānau employment	786	7%
Safe transport options	759	7%
Access to community resources	572	5%
Whānau and Social Health	559	5%
Nutrition	470	4%
Whānau and household income	371	3%
Connections to community networks	328	3%
Financial literacy or budgeting	324	3%

In conclusion, Te Pou Matakana has shown in this report it has contributed to overall whānau wellbeing and improved whānau standards of living through all its commissioning activities and programmes. In the 2017/18 fiscal year alone more than 10,000 whānau and over 25,000 whānau member have been supported towards achieving outcomes that have contributed to their overall whānau wellbeing and improved their whānau standards of living.

Pilot Ngā Tini Whetū

Three Ngā Tini Whetū pilots commenced during quarter two to help further research and design a model of long term whānau leadership. The pilots are:

Te Whare Maire o Tapuwae: rural setting in Wairoa

Te Rūnanga o te Whānau: iwi setting in Te Kaha – servicing whānau along a 100km coastline who have very limited access to internet and mobile coverage

Te Whānau o Waipareira: urban setting in West Auckland. Waipareira will trial two parts to their initiative. Firstly, in year 1 they will develop whānau leadership. In year 2 whānau Waipareira will work with whānau towards leadership within the community.

Each site has been picked to help identify the viability and sustainability of this type of leadership programme – e.g. whether it be run in an urban, rural or iwi setting. Waipareira will share their key learnings and resources developed in their first year, and will provide support to the other two pilots to establish and develop their Ngā Tini Whetū programmes.

This quarter focused on helping the pilots establish their steering group committee/advisory group, develop their whānau assessment tools, recruitment of whānau, and the development of their programme for whānau.

Publish a report on the Whānau Ora conference

TPM published the proceedings from the 2018 Whānau Ora conference hui, attended by partners across the Whānau Ora space, as well as international experts on social innovation and outcomes measurement. The publication presents the highlights of the presentations, and is intended to capture the voices of the many contributors and participants. The publications was completed in December 2018, and was distributed to all provider partners, as well as being made public on the TPM website.

Develop Whānau Ora partner internships to grow and develop the Whānau Ora workforce

The purpose behind the TPM summer internship is to grow capacity among young Maori Tertiary students to gain exposure to working for Whānau Ora. In 2018 TPM was able to offer one internship to a prospective first-year Maori law student, which meant three months of working with the TPM Research and Outcomes Measurement team. During that time the summer student was involved in a variety of projects, and exposed to working closely alongside experienced researchers, evaluators and statisticians. The internship provided insight into the research scoping process, literature review search skills, interviewing and focus group facilitation skills, as well as learning about Whānau Ora models and various examples of Whānau Ora service provision. The internship will conclude at the end of February 2019.

1.2.2 Workforce Development

This quarter TPM commenced implementing TPM workforce development strategy. The activities this quarter were:

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- Confirmation and approval by the TPM Workforce Development Steering Committee of the WFD Development Strategy (Connect, Deploy, Engage) to be implemented by June 2019.
- The workforce development steering committee meets monthly comprising TPM leads (Relationship Managers, Whānau Ora Diploma, Outcomes, Contract Management, Workforce)
- Workforce development calendar has been developed to improve visibility of meetings, wānanga, and trainings across the regions from which Whānau Ora partners have more opportunity to engage in scheduled training
- Development of a central online platform that hosts workforce development tools, training modules, best practice guides and community of practice forums
- Relationship Managers are working with Whānau Ora partners to identify potential trainers/champions within their organisations who can complete 'train the trainer' workshops for the 101 modules
- TPM will deliver training modules in quarter 4
- Three series 200 change training modules have been co-designed and are ready to be shared and tested with Partners. The modules are i) Community of Practice; ii) Adaptive Leadership and iii) Whānau Voices through Social Media
- Scoping and beginning production of Outcomes 101 video (that will supplement the delivery of 101 series modules).

The table below summarises the activities for quarter two, and work scheduled for quarters three and four:

Goal	Action	Outcome	Time Frame
To connect and raise awareness of training, resources, support available	Establish a WFD Steering Group with representatives from TPM Relationship Managers, TPM Backbone (Funding and Compliance, Data Analysts, Help Desk, Reporting), WO Diploma, WO Accreditation, WaiAtamai, Whānau Tahi and a Frontline representative which meets ***monthly*** Some areas for SG to oversee/inform: • Whanaungatanga across WFD areas • Training calendar • Approve resources for website (see below) • Look at trends (from helpdesk and reporting) – understanding of provider needs • Identify focus areas for new resource dev • Formulate WFD Plan for June 2019-20 year	Improved internal knowledge and understanding of training, resources and support available. Improved reach of training opportunities Improved alignment of language across depts. Improved understanding of Provider's training needs Improved effectiveness of training for providers	Complete
To maximise effectiveness of training opportunities and extend reach	Create an online combined WFD Calendar where SG feed in scheduled trainings, wānanga and regional hui across the region. Calendar should be easily updated by the SG Members (decentralised entry)	Improved visibility of training opportunities reducing duplication Improved opportunity for providers to engage in training	Nov 18 – manual scan Online tool Jan 19
To improve access to current training resources	Store resources on a shared online platform *These could be TPM/or Provider developed resources* **Phase One – Current Resources** • Confirm desired online platform – recommend adding resource page to SVA Members area and set membership rights for this to SVA TPM members. • Load current 101 series to website • Load other resources approved by TPM WFD SG • Familiarise RMs and SG with resource platform and resources • Align communication (Note: all TPM Providers are going to become SVA Members for the WO Accreditation Self-Assessment)	Improved access to approved TPM training resources Improved visibility of training resources Improved engagement with training resources	Jan 19

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Goal	Action	Outcome	Time Frame
To build community of practice	Set up forum pages on shared online platform to enable communities of practice discussion Pilot *one forum role* (ie PM, Kaiārahi, Data Analysts etc) Introduce two other forums	Improved access to practical solutions from those doing the practice Improved shared knowledge of best practice Improved provider engagement	Jan 19 Feb 19 Apr 19
To grow regional champions and trainers	Train the trainer workshops with identified kaimahi Identify existing champions of good practice within Providers	Improved regional capacity Improved access to training	Apr 19
To celebrate success	Acknowledge providers who invest in capacity building and improve their practice	Improved intrinsic incentive to build WF capacity Improved provider capability	June 19
To develop an informed and multi-faceted WFD Plan 2019/2020	SG and partners develop a true understanding of current needs, practices, change through phase one which informs next WFD plan	Improved effectiveness of WFD	June 19

1.2.3 Whānau Tahi

Whānau Tahi Navigator continues to be utilised by our Whānau Ora partners as their outcomes management system.

An enhanced outcomes measurement function was designed and developed in quarter one and tested has been completed over quarter two. Whānau Tahi intend to complete final refinements in quarter three in readiness for deployment to TPM partners.

We continue to work closely with Whānau Tahi to refine the 'report extraction tool', to better enable partners to report to TPM. The initial plan was to have this deployed in quarter two, however, additional configuration was identified during testing, which is planned over quarter three.

Whānau Tahi continues to rollout the upgraded solution (version 5), and there are two deployments planned for completion over quarter three.

Significant testing and development has been made on the SROI module this quarter, and we intend to provide a demonstration to Social Value International over quarter three to progress the software accreditation under the international framework.

Whānau Tahi have completed initial developments on a mobile application this quarter, and is currently being tested through some of TPM's partners.

1.2.4 Whānau Ora Accreditation Framework

Consultation with four Lead Whānau Ora Partners has now been completed. All four Partners engaged recognise the pressing need for a robust quality assurance framework to protect the integrity of Whānau Ora, and are supportive of efforts to establish such, further advising that they believe a degree of urgency is now necessary in terms of getting the accreditation framework operationalised.

Three of the Partners surveyed have taken part in focus groups around Whānau Ora practitioner standards, and believe that issues emergent from this process offer essential insights into understanding and reflecting what best practice means to whānau, kaiārahi and Partners.

All four Partners surveyed awarded themselves the maximum rating for the majority of questions and sections within the self-assessment tool, with the weakest areas overall being workforce development, IT & succession strategies/planning. For two

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Partners, cultural support and data warehousing were also areas which they signalled a need for greater support. All four Partners expressed a readiness to engage formally with the accreditation process and look forward to the opportunity of having their mahi endorsed, acknowledged and benchmarked.

A detailed report on Partner feedback has been presented to the project steering group for discussion, along with recommendations for next steps. We are currently awaiting the completion of the Social Value New Zealand website, which will host the Whānau Ora Accreditation self-assessment tool. Once this is complete, we will begin progressively engaging the remaining Partners.

1.2.5 Whānau Ora Practitioner Framework

The Whānau Ora competency framework project has been working on analysing preliminary results, as well as constructing a working model (Te Kawa o Whanau Ora). This includes a code of conduct with a set of principles that could be adapted by all sectors of Whānau Ora, including Te Pou Matakana. As a possibility, the Competency Framework and Accreditation Framework (and other frameworks in development) could sit within Te Kawa o Whanau Ora, with their own unique set of tikanga that maintains the integrity of the kawa.

Work undertaken during quarter two focussed largely on consolidating the data collected from Focus Group interviews. The consolidation process includes transcribing focus group interviews and thematic analysis. The next steps of the project for quarters three and four are:

- Interview clinicians who are experienced in Whanau Ora to determine the level of clinical competency required for the role of a Whānau Ora Practitioner.
- Re-engage with Te Tai Tokerau and Hauraki-Waikato region for their participation in the project.
- Convene Whānau Ora Practitioner Advisory Group.
- Framing up the Competency Framework Report.

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1.3 Progress against Investment Plan

1.3.1 Activities completed this quarter

Key Activity	Quarter	Status
Monitor and report Whānau Direct, Kaiārahi, Collective Impact and Innovation initiatives	Quarter two	In progress
Commence review of TPM outcomes policy (outcomes framework and roadmap including the outcomes measurement tools)	Quarter two	In progress
Commence implementing TPM workforce development strategy for all Whānau Ora partners	Quarter two	In progress
Publish a report on the Whānau Ora conference	Quarter two	Complete
Analyse whānau data to determine how outcomes have contributed to overall wellbeing and improved living standards for whānau	Quarter two	Complete
Pilot Ngā Tini Whetū service	Quarter two	In progress
Develop Whānau Ora partner internships to grow and develop the Whānau Ora workforce	Quarter two	In progress

1.3.2 Activities planned next quarter

Key Activity	Quarter
Monitor and report Whānau Direct, Kaiārahi, Collective Impact and Innovation initiatives	Quarter three
Publish 2017/18 Whānau Direct Outcomes Report	Quarter three
Evaluate one Collective Impact initiative	Quarter three

1.3.3 Activities/timeframes modified for next quarter

No activities have been modified for next quarter.

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2.0 Spending Profile

2.1 Operating costs and commissioning funds

Please see the attached financial report.

2.2 Cost escalation / underspend issues

Please see the attached financial report for any underspend or cost escalation.

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3.0 Key Risks / Issues

3.1 Key Risks

Withheld under section 9(2)(b)(ii) and 9(2)(ba)(i)

Risk category	Description	Impact	Likelihood	Mitigation	Status
[redacted]					

Withheld under section 9(2)(b)(ii) and 9(2)(ba)(i)

Risk category	Description	Impact	Likelihood	Mitigation	Status
[redacted]					

Withheld under section 9(2)(b)(ii) and 9(2)(ba)(i)

Risk category	Description	Impact	Likelihood	Mitigation	Status
[redacted]					

3.2 Expected delays

There are no delays this quarter.

4.0 Operating Policies

Vulnerable Children Act 2014 and Health and Safety at Work Act 2015
Confirmation of compliance received from all partners in relation to policies and processes in place for both Vulnerable Children Act 2014 and Health and Safety at Work Act 2015.

By checking this box, I confirm that the operating policies in place satisfy the principles and mandatory requirements as set out in Clause 4 of Appendix 11 to the Outcome Agreement.	**Y**

Acknowledgement

By signing below, I confirm that the information contained in this report is true and correct to the best of my knowledge.

Signed **John Tamihere**

Date **18 February 2019**

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