

WHĀNAU ORA REVIEW

THE REVIEW PROCESS

FAQs

The Review Process

1. What was the purpose of the Review?

The primary purpose of the Review was to:

- assess the ability of the Whānau Ora commissioning approach to effect sustainable change in the wellbeing and development potential of whānau;
- scope the applicability of a whānau-centred approach as a useful exemplar for improving outcomes for whānau across the government with an emphasis on the social sector; and,
- explore the extent to which the Whānau Ora service delivery model and commissioning approach is accountable and transparent in the achievement of outcomes for whānau.

The Review Panel were also to make recommendations in relation to the:

- wider service delivery and operational environment within which Whānau Ora operates;
- achievement, accountability and transparency of measurable outcomes;
- best practice monitoring and evaluation arrangements; and
- efficacy of the overall Whānau Ora system, as it operates at national, regional, and local levels.

The Review focussed on the second phase of Whānau Ora but was not aimed at assessing the performance of commissioning agencies; whānau currently in the system, historic financial arrangements or practice

2. Who conducted the Review?

A panel of six were established to undertake the review. Those members were:

- Caren Rangi (Chair)
- Tania Hodges
- Te Raumawhitu Kupenga
- Donna Matahaere-Atariki
- Mereana Kim Ngārimu
- Brenda Steele

3. How long did the Review take to complete?

The Review Panel was given a six month period to conduct the Review beginning in April and concluding in September 2018. From September the Panel developed their final report and findings. This was delivered to the Minister on 5 November 2018.

4. What were the costs of the Review?

A budget of \$750,000 was set for the Review and this amount has not been exceeded.

5. How many whānau, organisations and providers did the Review Panel meet with?

During the engagement phase of the Review, the panel met with 184 whānau, 74 partners and providers, 104 Navigators. 19 whānau entities and 16 government agencies at 19 location across the country.

The panel also received 277 public submissions. Of those submissions, 139 came from whānau involved in Whānau Ora, 54 from whānau not involved and 84 from entities and organisations with an interest in Whānau.