

FAMILY VIOLENCE PROVIDER UPDATE | DECEMBER 2021

2023 contracts survey, holiday planning, quarterly reports, FVPP08 reminder, Restorative Justice survey.

Ngā mihi nui ki a koutou katoa

This really has been a year to remember. As you begin to plan for the holiday season, we want to take the time to thank you for your work and ask you to catch up on the information below.

We hope you have had a chance to read the COVID Protection Framework (traffic lights) information that was sent by MSD on 1 December. This document has important guidance for providers delivering social services under the traffic light system. You can find the document on the MSD website which we have linked in our email.

We are all learning how to adapt to the challenges of COVID and will no doubt have to keep on adapting processes and policies over the coming months. Please keep on sending your questions and concerns – the guidance is a living document and will need refining as we work out how best to communicate the various policies and orders.

We will restart our communities of practice hui in February and use that as a forum to stay connected and work through how best to respond in this new environment.

Looking ahead to 2023: Survey seeking feedback will be live from Dec – Feb 2022

We have been thinking about starting to gather your feedback in preparation for new contracts in 2023. We know it has been a very busy year for you all and don't want to add to your workload. However, we also know many of you will be reflecting back on the year and planning ahead for 2022. We will give you the opportunity to start thinking and giving feedback about the future shape of the contracts, but give plenty of time for those of you who just want to park it until the New Year.

We have provided a survey link in our email and will keep it open until mid-February. We encourage staff of all roles to consider contributing to the survey so we can get a wide range of views. We want to hear about:

- your feedback on the 2021 service changes – what worked well and what didn't?
- your preferred ways of funding
- what you would like Justice family violence services to look like in the future

Holiday safety planning

The holidays can be a great time to relax and enjoy time with our whānau. However as we know, the holidays can also be a stressful time especially for those living in unsafe relationships. That's why it's important to talk about holiday safety plans with clients.

A holiday safety plan may include discussions around the added pressures and difficulties of the holidays and ways to keep yourself and loved ones safe, parenting, new partnerships, alcohol, drugs and financial pressures. Please remember to include notes about holiday and safety planning in your client files.

If clients have a waiting time before groups begin again, you can use individual sessions for calls to support and remain engaged.

Out of office emails and messages while you are closed

We sent managers an email on 23 November asking you to confirm the dates your agency will be closed. Please email PCSRequests.govt.nz or your contract manager if you haven't confirmed already.

During your close-down period please make sure that you have a clear message on your voicemail and an out-of-office email reply which states:

- your Christmas/New Year closure dates and when you will re-open
- when clients will be contacted, and
- directions for clients to leave contact details.

From 1 December, all Notices to Respondents and Protection Orders will have an additional sentence which reads: "Please note the programme provider may be closed over the Christmas and New Year period". You will need to record any respondent contact over the closure time to ensure the file reflects contact and enables good notes for any subsequent non-compliances.

Ministry holiday closedown period

Our national office team will be away from 25 December 2021 – 5 January 2022 and will be operating at a reduced capacity for the second half of December until mid-January.

Contract managers will have out of office messages letting you know who will be providing cover.

The Ministry website will have information about court hours/closures and access to services for urgent services including protection orders.

New link to online quarterly reporting tool

Thank you for all your feedback on the new online reporting tool. We have made some changes to the tool to allow you to enter demographic details for more than 50 clients. You will receive an updated link to the quarterly reporting tool from your contract manager within the next few weeks.

FVPP08 reminder

In October, we released an updated version of the FVPP08 to make it easier to record individual child assessments and whānau assessments separately. Please make sure you are using the most recent version of the FVPP08, which is available on our website.

Restorative Justice service review – Have your say!

The Ministry of Justice is currently conducting a review of the Restorative Justice service. The purpose of the review is to understand how the service is meeting the needs of victims and offenders, what's working well and what needs to be improved. The review involves engaging with key sector stakeholders, and victims and offenders who have a first-hand, lived experience of the service.

We want to hear from family violence providers who have interacted with the Restorative Justice service, through our online survey. The survey takes approximately 15-minutes to complete and is available until February 2022. We have provided a link to this survey in our email.

For more information on the service review, visit our webpage, or get in touch with the project team at RJServicereview@justice.govt.nz.

Finally, Jo-Ann Vivian will be leading the team from January to April while Corrie supports another team in our area.

From the entire Safety Services team, we want to thank you all for the amazing work you and your team have done this year. We all know that this has been a year unlike any other, so we hope you have time to relax and unwind over the holiday season.

Mauri Ora,

Corrie, Jo-Ann and the Safety Services team

