

FAMILY VIOLENCE PROVIDER UPDATE | JANUARY 2022

2023 contracts survey, communities of practice, invoicing reminder, privacy self-assessment and introducing new contract managers.

This update is essential reading for all approved MoJ programme facilitators.
Please share with your team.

Ngā mihi nui ki a koutou katoa

Warm summer greetings to you all! We hope that the holiday period was relaxing and enjoyable for those of you who were able to take time away from work. For those who have worked through, thank you for the incredible dedication you have to this important mahi. Hopefully you have time off planned soon.



Have your say on designing the next contract

We want to remind you that our 2023 contracts survey is still open. Although this survey is voluntary, we want to encourage your participation as your feedback will inform and help us to shape the next contract and services. This is the first of many opportunities to give your feedback as we will use contract management discussions and our communities of practice hui to continue our korero.

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

We encourage staff in all roles to consider contributing to the survey so we can get a wide range of views. We have re-sent the survey link in this email and will keep it open until 18 February 2022.

Communities of practice hui re-starting for 2022

We will be continuing to run regular hui this year as part of our communities of practice support. These will restart on the 10 February and will run fortnightly. The first hui will be a chance to welcome everyone back, cover any COVID related questions and discuss our 2023 contracts survey.

You can be added to our list to receive hui reminders by emailing PCSRequests@justice.govt.nz. If there is a particular topic or training you would find beneficial in these hui please feel free to send us an email or talk to your contract manager and we will do our best to include any suggestions.

We will also be running a series of Communities of Practice training hui in February aimed at supporting new staff. These hui will be 1.5-2 hour sessions focussed on a range of specific topics including programme administration and introductions to child and adult safety programmes and non-violence programmes. More information about this will be sent out to agency managers and those on the hui mailing list in the next couple of weeks.

If you work with those who use violence you can also attend the regular Communities of Practice hui run by Te Kupenga Whakaoti Mahi Patunga – National Network of Family Violence Services (Te Kupenga). You can request to be added to the Te Kupenga email list to receive hui reminders by emailing kaitakawaenga@nnsvs.org.nz.

Monthly invoicing to resume for February – Communities of Practice re-fresher session

Services delivered in February will be invoiced on your regular monthly invoice template and will be due by 20 March. Please remember to use your agencies new invoice template that was sent to you in mid-2021. If you need another copy of your invoice template, please contact your contract manager.

It's been a while since you've had to use the new invoice template, so we thought we would do a re-fresher session on invoicing at our Communities of Practice hui. This hui will take place on 10 March

Privacy self-assessment

In line with the Privacy Act 2020 which came into force on 1 December 2020, providers are now required to complete an annual data security self-assessment. A checklist has been introduced to help you better understand if your systems are fit for purpose as you regularly deal with clients' personal information.

Agencies can use this self-assessment checklist and then develop plans to address any gaps that are discovered. We understand that system changes can take time and resourcing, so at this stage the Ministry does not require that all the recommended controls are in place, but we do expect organisations to have reasonable systems in place to protect client privacy.

Your contract manager will work with you in the coming months to complete this self-assessment. They will also be looking to see that you have plans for strengthening areas that need to be improved on.

We've included links in this email to the self-assessment form and other useful information.

New Ministry contract managers

We are delighted to announce we have recently welcomed two new contract managers to the Safety Services team. Angelique Snellgrove and Nora Tuese have both been with the Ministry of Justice for some time, and bring a wealth of knowledge and experience to their new roles.

We want to make sure our contracts managers work with providers who are well matched to their skills and experience, and groups together geographic clusters, which means some of you may be getting a new contract manager in the next few months. If this is the case for your agency, your existing contract manager will get in touch and arrange a visit or video-call to facilitate a warm handover.

We look forward to another year working with you all! From the entire Safety Services team, we hope that the beginning of 2022 has you and your team feeling positive about the year ahead.

Mauri Ora, Jo-Ann and the Safety Services team.