

# FAMILY VIOLENCE PROVIDER UPDATE | DECEMBER 2019

## Invoices, reporting and interpreter process.

### **Ngā mihi nui ki a koutou katoa**

With 2019 coming to an end, we wanted to take the time to reflect on the year and celebrate the amazing work you have all been doing.

We also introduce you to our new team manager and re-send invoice, reporting and interpreter information. Please make sure the invoice and reporting templates are passed on to the right people.

### **End of year wrap-up**

It has been an amazing busy year with some great things happening in the sector. The introduction of the Family Violence Act 2018 meant that there were some significant changes to how you deliver Ministry of Justice programmes.

Updated FVPP forms were released in July and a new version of the Code of Practice was released in September. Thank you for your participation in the local and regional stakeholder hui we ran this year to embed these changes. We will continue to provide more opportunities for you to connect with each other in the coming year.

Flexibility has been a key topic of conversation at workshops and in our visits – looking at ways that providers can be flexible with their programmes while still meeting their contract.

Our new reporting dashboard was sent to providers in November. The dashboard allows providers to see their agencies statistics for quarter one of 2019/20 and for the year to date. It also shows providers the national statistics. We have received positive feedback from you to say that it is useful and easy to understand. We intend to send providers their dashboard at the end of each quarter.

We also had Corrie Hancock appointed as manager of the Safety Services Team. Corrie has been in the team for several years so understands your work and us very well. We are very excited to have her managing our team.

### **Invoices during holiday period**

You will have received an email from us on 9 December regarding the invoice cut-off date to ensure you receive your payment in time before Christmas.

Some parts of the Ministry will close down over the Christmas and New Year period from 25 December 2019 to 5 January 2020. There will be no payments processed during this period and our team will be on leave.

If you are able to submit your invoice by close of business Wednesday 18 December 2019, your payment should be processed before Christmas.

If your invoice is not processed prior to Christmas, they will be processed as soon as possible in January 2020.

We have attached the current invoice template to this email. Please make sure you are using this template as it is the most up to date.

### **Quarterly reporting**

As you are aware, at the end of each quarter your agency is required to provide a narrative report and the client feedback summary report. These are due on the 20<sup>th</sup> of each month following the end of a quarter (i.e. 20 October, 20 January, 20 April and 20 July).

There have been several iterations of the reporting templates over the last few years and some providers are using older versions.

We have attached the current versions of both the narrative report template and the client feedback summary template. Please delete any old versions you have and use the attached copies.

The next quarterly reports are due on 20 January 2020. Please make sure they go to DVreporting@justice.govt.nz. rather than your contract manager

### Interpreter process

We are asked about interpreter payments from time to time. Here is a reminder of the current process:

1. A client requires an interpreter.
  - a. DV Programmes may note on the client's referral if it has been identified that an interpreter is required. They will also note that they approve the use of an interpreter for the referral.
  - b. If a provider has identified the need for an interpreter that is not noted on the referral, they will email DV

Programmes to request approval to engage an interpreter.

2. Once DV Programmes has given approval, the provider engages an available interpreter service.
3. Once service is completed, the interpreter makes the invoice our to MOJ (details below) but sends their invoice(s) to the provider for confirmation of the service.

The address for interpreter invoices is:

Ministry of Justice  
(Provider and Community Services)  
Justice Centre  
Aitken Street  
Wellington

4. Provider checks the invoice is correct then signs and dates it. The provider then forwards the signed interpreter invoice to MOJ at DVReporting@justice.govt.nz for payment.
5. MOJ reviews the invoice and processes for payment. MOJ pays the interpreter service directly.

On behalf of the Ministry of Justice, we'd like to thank all of you for the work you have done and continue to do for families in Aotearoa. Your continued dedication to addressing family violence in your communities is incredible and has a great impact.

**Have a safe and happy holiday from the Safety Services Team**



*Clockwise from left: Karryn, Matt, Lorraine, Helen, Corrie, Caroline, Clarissa, Jo-Ann, Erin.  
Absent: Cody.*