

FAMILY VIOLENCE PROVIDER UPDATE | JULY 2020

Communities of practice, COVID-19 level guidance, NVP referrals, NVP payments for FTA, reporting, audit update, protection order packs.

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

Ngā mihi nui ki a koutou katoa

This is an omnibus update summarising changes and information sent in the last few months and informing you of a new process to catch up on non-compliances due to be processed during the lockdown period. This is also a friendly reminder that we are back to our usual invoicing process from this month on – next invoice is due with us by 20th August.

Grant to support remote delivery

You have all received emails from us recently announcing that we have secured some additional funding for Ministry of Justice family violence programme providers. It has been lovely getting your feedback about the grant and hearing how it is supporting costs from remote delivery, updating technology or supporting training.

Communities of practice virtual hui – Perpetrator, Safety programme and Kaupapa Māori

We are excited about the range of practice hui now available - they are a place for facilitators to share practice ideas and ask questions of us and each other. We strongly encourage practitioners to attend and have been receiving very positive feedback about them. Reminders about topics and dates are sent weekly and your recent technology and capability grant funding can be used to support attendance.

You will find the Zoom links and Te Kupenga/NNFVS contact details in the accompanying email.

- **Safety programmes** - Zoom hui held **every Friday** from **12 – 1pm** for Ministry funded providers who deliver safety programmes for adults and/or children. The next hui is on Friday 3rd July and will focus on **Working with youth**. The hui scheduled for Friday 10th July will look at what happens **behind the scenes in DVProgrammes and courts** – what happens to your safety notifications and forms, how are referrals processed, and more....
- **Working with Perpetrators** - Zoom hui every week hosted by Te Kupenga Whakaoti Mahi Patunga – National Network of Family Violence Services (Te Kupenga).
- **Kaimahi Māori and Kaupapa Māori** Zoom hui hosted by Te Kupenga for Kaimahi Māori and Kaupapa Māori agencies with a primary focus is on family violence.

We are also working with Te Kupenga to establish a permanent folder on their website for the hui recordings and resources – watch this space.

COVID-19 level guidance

Most services should be back to face to face delivery – if you are unsure of our COVID-19 Level 1 guidance please talk to your contract manager. We have compiled all of our COVID-19 level guidance into one document for your records. The document is on the Ministry website alongside the other Provider Updates – here is the [link](#). Remember to use the 'Approval for remote delivery of NVP' form (attached) for any NVP clients needing remote programme delivery.

Quarterly reporting update and timeframes

The quarterly reports for quarter 3 (Jan-March 2020) were due on April 20th, however due to COVID-19, submitting these reports on time was not possible for everyone. If you haven't sent these in yet, please do so as soon as practicable.

The quarterly reports for quarter 4 (April-June 2020) are due on July 20th. We understand that many clients may not have submitted client feedback forms over the COVID-19 period and we only expect brief narrative reports for this quarter.

Audit update

As you know, we had been planning on carrying out audits between May and September this year. We are currently working to see whether audits will go ahead as planned, or whether we will need to reconsider our approach. We will confirm details of the audit approach and timeframes as they are confirmed.

Protection order survey and new protection order information packs

If you deliver NVP you will have received an email from our colleagues in the Ministry Implementation and Behavioural Insights team asking you to complete a short survey. They want to learn about the level of comprehension and understanding respondents typically have of the conditions of their Protection Orders. They are collecting this information now to help evaluate the impact of the new protection order information packs which are due to roll out across the country in the coming weeks. We will be sending more information about the packs as soon as it is finalised.

The survey will only be available until 14 July 2020. You can find the *link to the survey* in the accompanying email. Your input is really appreciated.

Non-Violence Programme referrals - Date and time for respondents

As you are aware, during COVID-19 the referral process for non-violence programmes changed. The new wording in the protections order instructs respondents to contact the provider agency within 14 days to arrange their first assessment session. Previously they were given a time and date to attend. The new process will stay in place for the foreseeable future.

Please remember, if a client does not contact your agency within 14 days and you have been unable to contact and engage them, you must submit an FVPP04 – Notice of Non-compliance to the court.

Claiming Fail to Attend first assessment payment for NVP

We have been asked to clarify the criteria for fail to attend first appointments funding. The previous system assumed a client had been given a date and time on the service documents and this was the FTA date noted in the notices to court and the invoice schedule. The payment assumes the facilitator has reviewed any referral documents, has contacted the victim to conduct the victim informed aspect of the assessment (VIA), and has been present in the office waiting for the client to arrive. The current process requires the respondent to make contact within 14 days of being served.

- Where the provider has agreed a time and date (by phone, letter or email) with the respondent, has conducted the VIA and reviewed the referral material, has a facilitator assigned for the session, and the client fails to attend, the full FTA medium or long assessment (\$220.00) can be claimed.

- Where the provider has attempted to engage the respondent but has had no contact to arrange an assessment, so does not have a facilitator waiting for the client to arrive, the referral information should still be reviewed and a VIA conducted where possible. A FTA short assessment (\$110) can be claimed.

NVP Non-Compliances – a post COVID-19 process

Due to COVID-19 isolation at levels 3 and 4, a number of non-compliances were unable to be progressed due to difficulties with service and court availability. Lock-down messaging and closure of office sites may also have contributed to respondents not attending. We are also aware that alert levels may change at any time and any court based activity may become problematic if alert levels are raised again.

In consultation with the principal family court judge an interim COVID-19 response to these non-compliances has been agreed. The new process encourages respondents to re-engage and allows the provider to receive a new referral to allow funding of a full assessment and programme. Due to the length of time between non-compliance and any new assessment, most respondents will be expected to complete a full programme.

- Respondents non-complied for programmes attendance during COVID levels 3 and 4 will not be summoned to appear in the Family Court for the warning to be given and a new direction to programme issued.
- New programme details will be served on the respondents by mail to give respondents an opportunity to engage with the provider.
- The letter will contain a warning about potential consequences for further non-compliance and will include phone, email and address contact details for the programme provider. It will direct the respondent to make contact by a specified date to arrange an assessment.
- A copy of the letter will be sent to the programme provider and providers may contact the respondent at this stage to offer a new assessment appointment. Note that this is not a confirmed referral letter, as confirmation will only be made once the respondent has contact with the provider.
- Once contact is made with the respondent the provider should arrange an assessment date and time for at least 5 days in advance to allow time for DVProgrammes to process a new referral. Email DVProgrammes with the FAM number, name and assessment date so the new referral documents can be sent.
- The provider is to treat this as a new referral - in most instances a medium or long assessment will be required. If the respondent is well known to the agency and there has been recent contact, a short assessment can be conducted.
- The assessment and programme is delivered as usual with any further non-compliances reported back to DVProgrammes.

Thank you all for your hard work and flexibility over the last few months. We know it has not been an easy time. We really appreciate the way you have all continued to support clients and deliver amazing services.

Mauri Ora, Corrie and the Safety Services team