

FAMILY VIOLENCE PROVIDER UPDATE | OCTOBER 2021

COVID-19 support, quarterly reporting, changes to the FVPP08 and useful resources

Ngā mihi nui ki a koutou katoa

This has been another challenging few months for us all, particularly for our whānau based in Tamaki Makaurau – Auckland. We also recognise the impact of COVID cases emerging outside Tamaki Makaurau and the effect that has on local communities. We want to take the time to thank you for all your work in supporting your teams and our communities as you deliver family violence programmes.

We are looking at ways to increase support – including options for additional online hui support for managers and workers. We want you all to know that we are happy to provide induction support or mini trainings for staff or just be there as a listening ear as you navigate this challenging time.

COVID-19

The emergence of the delta variant of the coronavirus has presented a new set of challenges for us all and this includes the way we work.

We expect any of our Ministry of Justice specific guidance to be read alongside the most up to date advice from MSD and the wider government response. In response to your questions, we have asked for further detailed guidance on mask use in social service settings – watch this space.

We encourage you all to subscribe to the COVID-19 updates from MSD, this can be done by emailing Community_Information@msd.govt.nz and requesting to be added to the email distribution list.

Quarterly reporting update and timeframes

The quarterly reports for quarter 1 (July – September 2021) are due on 20 October 2021.

Given the instability of the last few months, your narrative report can be less detailed than usual, and you don't need to submit client survey responses if you have been unable to collect these. For some of you, the idea of another report may just be too much at this time - please talk to your contract manager if you have any concerns.

We have heard from several forums that you would like the insights and lessons from COVID delivery to be captured and available for us all to learn from. You can use your quarterly report to document any of these insights and lessons with us. We will look at how we can best collate and share this information with you all.

We would love to hear your feedback about remote programme delivery, and delivery through COVID in general. What has worked, what hasn't worked – in short, anything you think we should know about your experience. You can note this in the 'Practice and trends' or 'Feedback and general comments' sections – and if that is the only section you want to report on, that is fine for this quarter.

Safe contact with applicants

We want to remind everyone about safe practice when contacting an applicant/victim.

Please take care when making contact by text message and through other messaging platforms as these messages may be accessed and read by others who are not the intended recipient. This is especially important as you may be contacting an applicant before the protection order has been served on the respondent.

Safety measures include not mentioning the protection order, or that someone has asked for a safety programme, and not putting the name of your agency in the body of any messages.

An example text you could use is:

“Kia ora _____ my name is _____. I am contacting you about a free service we offer. Please let me know when a good time would be to call you, or give me a call back on (insert contact number)”

Changes to the FVPP08

We have received some feedback that indicates that it is not always clear how to capture an individual and whānau assessment for the same client on the FVPP08 form.

We've made some changes to the form so that you will now be able to record both the individual assessment, and any whānau assessment children were involved in. You will find an updated copy of the FVPP08 on our website and attached to this email. Please remember the new whānau assessment payment is for two or more children.

You are welcome to continue using the previous version for the time being – either version of the form will be accepted by DV Programmes.

Communities of Practice

We are running weekly drop in hui as part of our communities of practice support. At the moment we are focusing on day to day support during COVID and making sure everyone is comfortable with the contract changes from 1 July.

You can be added to our list to receive hui reminders by emailing PCSRequests@justice.govt.nz

We are happy to run hui on any topic or training you would like – drop us an email or talk to your contract manager about what would support you and your team.

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

Resources

We have come across some resources that may be helpful for facilitators and staff, these are attached to the email with this update.

- **Risk Assessments in a COVID context** – This is a great presentation encouraging us all to look after ourselves and our clients as we work in a COVID context. Clear messaging and ideas shared by Rachel Smith from Shine as part of the Community of Practice series run by Te Kupenga.
- **Hearing Loss Recognition Information Sheet** - This resource has been developed by Life Unlimited and could be used to support facilitators to recognise hearing loss in participants. The resource has strategies that can help facilitators be a communication partner for those with hearing loss.
- **Police Resources** – The New Zealand Police have a number of resources on their website that may support facilitators and providers to understand the Police approach to Family Harm. They may also inform and support practice improvements in your agency. These resources can be found [here](#).
- **GROW – Free webinar for caring professionals** - Grow are running a series of free weekly webinar for people who work in health and social services. This week's webinar focuses on 'Emotional rollercoasters, recalibrating and low energy' and will be held on Wednesday 13 October from 4 - 5pm. You can register to attend this webinar [here](#).

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