

FAMILY VIOLENCE PROVIDER UPDATE | December 2023

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

Ngā mihi nui ki a koutou katoa

This has been yet another year to remember. As you plan for the holiday season and hopefully begin to wind down for the year, we want to take the time to thank you for all your hard work and ask you to catch up on the information below.

Safety Programme Expansion – Starting 1 January 2024

We would like to remind all safety programme providers that from 1 January 2024 the first phase of our programme expansion will be implemented.

This first change will mean that safety programmes are offered to people who have applied for an urgent protection order, but the order has not yet been granted (the application has gone On Notice). These participants previously would have been eligible for a shorter strengthening safety service; however, referrals will now come through from DVProgrammes as a full safety programme.

Referral emails will look much the same as for those with a protection order however you will not receive all the same documents. Where a protection order has not yet been granted you will only receive the referral letter and protection order history.

At this stage as there will be no protection order in place these programmes will only be offered to the adult applicants however if there are children involved who the applicant would like support for, and you feel that you are able to work with them safely you may request a referral for the children.

Your contract manager will work closely alongside you to understand the changes as they are implemented and to make sure you have the capacity to manage any additional referrals. If you are working with participants and are unsure if they are eligible for the programme, please feel free to send an email to DVProgrammes who will be able to advise if a referral is possible.

Feedback Survey

Many of you will have seen earlier this week that we have released a provider feedback survey seeking your opinions on key elements of our contracts.

The purpose of this survey is similar to what we have done previously in 2021 and 2022. Although contracts do not expire until 2025 the Ministry will be embarking on a procurement process leading up to that date and as a part of that process, we would like to better understand the experience for our providers.

We would love to hear from staff at all levels so please feel free to pass this link on to anyone in your agency who may be interested. We understand this is a busy time of year for most so to hopefully give everyone a chance to have a look and share their opinions the survey will be open until the 11th of February next year.

Reminder - Forms

Following our recent hui on programmes and administration requirements we would like to remind providers about a couple of key things to remember when submitting forms and updating referrals.

Please ensure you are filing all forms as soon as possible after an event. The majority of forms should be submitted within 7 days if not sooner. This is particularly important for forms such as the FVPP01 Notice of Safety Concerns (to be submitted urgently when concerns arise) and FVPP04 Notice of Non-Compliance (within 7 days of non-attendance).

We would also like to remind providers that when completing a non-violence assessment, it is vital that you discuss and fill out the FVPP02a with the respondent and have them sign to acknowledge the Terms of Attendance. This needs to be signed during the final assessment session when booking the programme appointments and not at the first programme session. This is because if the FVPP02a is not signed DVProgrammes will not be able to progress non-compliance should the respondent disengage prior to attendance at the programme.

Venue and Facilitator Approvals

We have heard from many of you that there are a high number of new staff coming on board across the country. We wanted to take this opportunity to remind managers that all staff should have a completed facilitator approval for the relevant programmes they are delivering, this approval does not need to be sent to your contract manager but should be kept on your own HR files.

We also want to remind agencies that you need to fill out and send a venue approval form to your contract manager for any venue you wish to use for non-violence programme sessions. Whilst support sessions can be completed at any location (where you have agency health and safety/risk management plans in place) programme sessions must be completed at an approved venue.

Programme venues may include office sites, group programme venues, probation offices, maraes, etc. Even if you will not be using a venue regularly or may only use it for part of a programme (for example, wananga at a marae) it must be approved.

Team Changes

Finally, as many of you will be aware our team has been going through some changes with Sophie Tasker, Anna Filemoni and Ihaka Whaanga leaving us for new opportunities.

Following these departures, we would like to welcome, Ana Roschge, Lydia Bath, Natalie DeBusk and Anna Kelly to the team. You will see more from our new team members over the next few months, and we will keep providers updated with any changes that will affect them directly.

From the entire Safety Services team, we want to thank you all once again for the amazing work you continue to do. We know that this has been yet another challenging year, so we hope you manage to find some time to relax and unwind over the holiday season.

Mauri Ora, Corrie and the Safety Services team.