

# FAMILY VIOLENCE PROVIDER UPDATE | February 2022

COVID-19, bulk funding, remote delivery and provisional approval expansion.

**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 provider update is to remind you of flexibility delivering services under COVID-19 traffic light settings and to inform you we are offering bulk funding to cover the five-month period of February to June 2022 due to the ongoing effects of COVID-19. We are also allowing more flexible use of remote programme delivery and introducing some changes to provisional facilitator approval to include individual programmes. We will not be updating the Code of Practice at this stage, so please consider this document in conjunction with the Code.

We want to thank everyone who took the time to complete our Family Violence Services survey. We received a lot of positive feedback on the changes implemented as part of the re-contracting process in July 2021. It was very encouraging to know that the changes we implemented have been useful for your work. We also received a lot of very valuable feedback for us to consider for future contracts. Watch out for more opportunities to engage with us to explore changes in the coming months.

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## Service delivery under COVID-19 traffic lights

As cases continue to climb, we want to re-assure you that we see the pressures this adds to your agency and your people. Here's a reminder of things to consider when delivering your Ministry of Justice family violence programmes throughout the traffic light system:

- Remote delivery of assessments and programmes are available where face to face is not possible or safe. You do not need to submit a "remote delivery approval form" under Red or Orange.
- Remote programme sessions can be shorter and used to check in and address any immediate safety needs/concerns. You do not have to attempt full programme sessions remotely.
- If you are having staffing issues you can postpone programmes for low risk clients and have short check in calls instead while you prioritise high risk clients.

We want to encourage you to be flexible, pragmatic and responsive while we get through this. Please make sure to take care of yourselves and if you are struggling please get in contact with your contract manager and we can help create a plan.

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## Bulk funding February to June 2022

We are pleased to announce we will be continuing our offer of bulk funding to help our providers through the ongoing effects of COVID-19. The funding will be for five months (February to June) which will bring us to the end of the financial year. Agency managers will receive an email in the next few days with the details of the bulk funding

offer. As with the previous offers, this bulk funding is voluntary and if you do not want to accept bulk funding for this period you can continue with the usual fee for service monthly invoicing process.

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## **Increased flexibility for remote programme delivery (Ministry and Corrections NVP)**

We have received feedback from some agencies that more flexibility in using remote programme delivery is needed in order to be fully responsive to client needs. The amazing work you have all been doing throughout COVID-19 has shown just how effective remote delivery can be. Therefore, the Ministry of Justice and Ara Poutama Department of Corrections (Corrections) have agreed to allow more flexibility in delivering non-violence programmes remotely.

For Ministry and Corrections non-violence programmes you are now able to complete full programmes or programme sessions remotely where you deem it to be the most suitable option and can be done safely and securely. Assessments must continue to be done face-to-face unless there are extenuating circumstances (e.g. COVID-19 impacts).

If a full remote programme is required for non COVID-19 related issues, you will still complete the 'remote delivery approval form' and submit a copy to the relevant agency. However, if we are in Red or Orange alert level, the remote delivery approval form is not required.

At this stage, remote programmes for Corrections clients must be individual, not group programmes, however, Corrections are exploring making this a possibility in the near future.

Ministry of Justice safety programmes are already able to be done remotely so there is no change.

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## **Provisional facilitator approval for individual programmes**

We have received positive feedback on our new provisional approval process for facilitators of group programmes. We are also hearing that it is really hard to find suitably qualified and experienced staff to deliver individual programmes and in some areas the lack of staff has led to significant waiting lists. Therefore, we are introducing a process to allow provisional facilitator approval for assessments and individual programmes.

This means agency managers will be able to provisionally approve a facilitator where they are near the end of their training and are able to deliver assessments or programme sessions alone. The agency manager will need to ensure there is additional coaching, supervision and support to the facilitator until they are fully approved.

The agency manager will also be required to document and discuss the provisional approval and training plan with their contract manager before progressing. A draft form to support this process is attached to our email.

At this stage, provisional approval for individual programmes will only be available for safety programme facilitators. The Ministry and Corrections are working together to make sure our processes for non-violence programmes are aligned, and we will make the same process available as soon as possible. Thank you for your patience while we work through this.

**Finally, it is with mixed feelings that we announce Jo-Ann Vivian will be leaving the Safety Services team to begin her retirement and allow more beach walking and travel to whanau. Jo-Ann has been in our team for 8 years and has been a driving force in all of our mahi. Her last day will be 8 April when Corrie will return as Manager of the Safety Services team.**

**Mauri Ora, the Safety Services team.**