

FAMILY VIOLENCE PROVIDER UPDATE | July 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

It's hard to believe that we are already halfway through 2023 and what a busy year it has been with intense pressure in regions impacted by severe weather events, and the strain from the steady creep of the cost of living. We have been excited to be able to complete the extension of your contracts and within that, extend some flexibility for programme delivery. This will increase your ability to effectively engage with clients.

There has been a lot of new information coming at you, so we just want to take a moment to share some helpful reminders and resources.

Communities of Practice

In July and August, we will be replaying our very successful training series on the Ministry of Justice Programmes, and administration requirements.

Thursday 27 th July	10am – 11.00am	Forms and administration of programmes
Thursday 3 rd August	10am – 11.00am	Reporting and Invoicing
Thursday 10 th August	10am – 11.00am	Non-Violence Programmes
Thursday 17 th August	10am – 11.00am	Safety Programmes

Invitations and reminders will be sent prior to each session to our hui contact list so if you haven't been receiving these emails and wish to be added, please email your interest to pcsrequests@justice.govt.nz

Invoicing

The new contract period began on 1 July 2023. Please remember to submit your invoices to dvreporting@justice.govt.nz.

- Providers on bulk funding with travel included – you will need to submit an invoice each quarter for the bulk funding and the flexible funding amounts specified in your outcome agreement from 1 July 2023. You may submit these on the same invoice but list them as separate items. An activity report will only be required if you wish to claim for additional payments. If you are recording your activities, then please remember to use your updated activity tracker spreadsheet for 2023/24.

For those providers who are invoicing travel separately, you will need to use the updated travel template provided with your outcome agreement to ensure correct travel rates are claimed for the new financial year. When claiming for travel to approved sites please make sure you use the new travel invoice spreadsheet. The changes reflect an alignment to the IRD recommended rate and the removal of GST from mileage for travel invoicing.

Providers on fee for service – you will need to submit a monthly invoice using your updated activity tracker spreadsheet for 2023/24. You will also need to invoice separately for your flexible funding by submitting a quarterly invoice for the amount specified in your outcome agreement.

Change of address/venue

If you are changing the address of a programme delivery venue or wish to deliver from a new address, please remember to advise your MOJ Contract Manager and Te Kāhui Kāhu – Social Services Accreditation (accreditation@tekahuikahu.govt.nz) and complete the Ministry of Justice Change of Address form (see attached with this Provider Update).

Interpreter approval

From time to time, you are required to work with clients referred by the Courts where there are language and/or hearing barriers and an interpreter is required. Approval must be given from your Contract Manager before interpreter services are engaged (email DVRreporting@justice.govt.nz).

The interpreter approval process also requires you to contact your Contract Manager for prior approval If the interpreter fee is over \$65 per hour.

We have noticed an increase for some interpreter services where they are applying a three-hour minimum charge for a one-hour session and would ask that you consider if there are alternate services available or speak with your contract manager. To locate alternative services, you can utilise the Courts Interpreter list (see attached).

Participant feedback survey

Our participant feedback survey has now been published on the Ministry's public consultation page. It is an anonymous survey for participants to be able to provide feedback on our programmes; and designed to get an understanding of their experience and how we can improve the service.

The provider's name is optional, and your contract manager will be in touch should we receive feedback specific to your agency.

Please feel free to share this link with your clients at the end of the programmes:

[Family Violence Programme - Participant Feedback Survey - Ministry of Justice - Citizen Space](#)

New Quarterly report

The new quarterly report for family violence programmes for Q1 (due 20 October) has been published and can be accessed using the link below from 1 July:

For those with an aligned Corrections contract this will become a joint report.

<https://consultations.justice.govt.nz/pcs/a3e44910>

Please note that the last quarterly report for Q4 (April – June) will remain on the existing template.

Forms

There have been a number of forms being returned to providers due to small errors or omissions, and we wanted to highlight a couple of areas that seem to be a common trip hazard.

- Submitting forms outside of timeframes (please refer to the code for the timeframes).
- Not ticking the required boxes.
- Not including the location of the service.
- Using American date format.

As you are aware, DV programmes can't process forms with errors and understand that it can be frustrating to have them sent back to you, so we encourage you to review the details carefully before you send them.

Responding to referrals and non-compliance reporting – FVPP04

We have noticed some confusion with the non-compliance process and timeframes, so we would like to provide a reminder about the specific process and timeframes associated with non-compliances. Police are unlikely to prosecute for non-compliance if forms have not been submitted on time, according to the legislative requirements.

Initial contact: When a Protection Order is made and the Judge directs the respondent to attend a non-violence programme, the respondent/defendant is given (served) the contact details of a non-violence programme provider and instructed to contact the provider to arrange an assessment appointment.

The DV Programmes Team will send through the referral once the programme details have been served and 'proof of service' is received by the courts. The 'proof of service' will be included in the referral documents sent to the provider. If a client fails to contact the provider within the set timeframes, this is considered non-compliance.

- Family court respondents served with a Protection Order must contact the provider within 28 days of being served (see proof of service).
- Criminal court defendants referred to a programme prior to their sentencing must contact the provider within 14 days of being served (see statement of service).

If a client fails to contact within the service date (28 or 14 days) and are now non-compliant, providers must submit an FVPP04 to the court (dvprogrammes) **within 7 days**.

Missed Assessment or programme sessions:

If a client fails to attend a 2nd or subsequent booked assessment or programme session, the provider must submit an FVPP04 to the court (dvprogrammes) **within 7 days**.

Please note: You cannot non-comply (FVPP04) and close a participant for non-attendance to an NVP support session unless the support session date was specifically noted in the FVPP02A.

Privacy Assessments

This year's privacy self-assessment checklist was due 30 June 2023. If you have not completed this already please send a copy to your contract manager. The security self-assessment template can be found in the link below:

[MOJ-Privacy-Guidelines-IT-self-assessment-template.pdf \(justice.govt.nz\)](#)

The Privacy Act 2020 requires providers to complete an annual data security self-assessment checklist.

This checklist is to help you meet the Privacy Act requirements and better understand if your systems are fit for purpose as you regularly deal with clients' sensitive and personal information. Agencies can use the self-assessment checklist to develop plans to address any gaps that are discovered.

The Ministry does not require that all the recommended controls are in place immediately, but we do expect the privacy assessment to be reviewed and completed annually and for organisations to have reasonable systems in place to protect client privacy.

Courts and Tribunals

The Ministry of Justice has developed some learning modules for any service provider working within the justice system – these free modules will help people working in or for courts and tribunals to provide valuable insights into the roles and functions of individuals within courts and tribunals.

You are welcome to take a look at the links below:

- [The Aotearoa New Zealand Justice System\(external link\)](#)
- [Who's who within the Aotearoa New Zealand Justice System and what their roles are at each stage of the process\(external link\)](#)

We look forward to continuing to work alongside you to support whānau and communities across the motu.

Mauri ora, Corrie and the Safety Services team.

