

Minister for Family and Community Services, Minister for Social Housing, and Minister for the Prevention of Domestic Violence and Sexual Assault

New Zealand Study Trip
14 – 17 May 2017

Purpose

The trip encompassed children protection and housing reforms that are being implemented in New Zealand. The trip provided an opportunity to meet with and exchange ideas with practice leaders from New Zealand and understand their experience of the early challenges they have faced in implementing a reformed commissioning system. This will assist in ensuring that NSW continues to be a world leader in service provision that breaks disadvantage.

New Zealand through *Investing in Children* and NSW with *Their Futures Matter* have both announced reforms which call for long-term transformation to improving outcomes for vulnerable children and families. Both reports provided detail on the significant challenges facing the current systems, including rising costs and poor outcomes, especially for Indigenous populations. They also emphasised the need to coordinate the disparate effort across agencies and better target services for the most vulnerable in order to influence the drivers of demand

The study trip provided an opportunity to learn firsthand how New Zealand is transforming their care and protection systems. It was an opportunity to talk directly to staff across government agencies and organisations who are implementing this new system.

Description

The delegation met with key leaders from the *Ministry for Vulnerable Children, Oranga Tamariki*, which commenced operations on 1 April 2017. The new Ministry focuses on the following:

- A focus on prevention by investing early in children and families
- Intensive intervention when concerns escalate
- Care support that enables children to develop life-long relationships with caregiving families
- Youth justice services that focus on preventing reoffending and helping children and young people live crime free lives
- Investment in transition support to enable young people to make a positive transition from care or youth justice.

The Ministry facilitates New Zealand's "Investing in Children" reforms by delivering:

- A 'whole of sector', child-centred approach to the way that Government works with vulnerable children and young people.
- A single point of accountability for ensuring vulnerable children and their families to receive the services they need.
- A focus on prevention as a core area of focus.

Key Outcomes/Benefits of travel for NSW

The study trip provided an opportunity to strengthen connections with key leaders in New Zealand and to learn about the early design and implementation challenges of a commissioning system.

The experience provided an opportunity for critical reflection on how NSW could enhance reforms through a better understanding of the new operating model that has been implemented by the *Ministry for Vulnerable Children, Oranga Tamariki*.

The New Zealand reform focuses on harm and trauma prevention and early intervention.

Similarities with New Zealand reforms to NSW include:

- The adoption of an investment approach, using actuarial valuations and evidence of what works to identify the best way of targeting early interventions, to ensure vulnerable children receive the care and support they need.
- A stronger focus and targets aimed at reducing the over-representation of Indigenous people (Aboriginal or Māori) in the system.
- The establishment of a single point of accountability (through the creation of a new Ministry in New Zealand, and a single commissioning entity in NSW), with significantly expanded mandate, funding and governance.
- Direct purchasing and commissioning of services such as health, education, with funding following the child.

In conclusion, the trip to New Zealand provided an opportunity to learn about the design and implementation challenges of a commissioning based system so that New South Wales is able to avoid some of the early mistakes made by New Zealand, and to understand how they intend to use data to test and monitor the new system and its outcomes for the most vulnerable.

Scheduled meetings

Date	Organisation/individual	Purpose of meeting
14/5/17	Fly out from Sydney and arrive in New Zealand at 4.25pm Auckland time.	
15/5/17	Children's Team, Counties Manukau, Auckland	Discussion about how New Zealand statutory child protection services work with their partner agencies, including NGOs to deliver services to families with a range of vulnerabilities to ensure that children do not enter Out of Home Care.
15/5/17	Rana Wong and Adeline Cumings – Social Investment Board Project Team Auckland	To discuss the work of the Social Investment Board and the work they are doing to target vulnerable families. The Board is focussing on specific interventions to respond to particular cohorts such as 0-5 year olds and families with vulnerabilities such as drug and alcohol abuse and domestic violence.
15/5/17	Ministry of Social Development - Sonia De Firez Ministry of Vulnerable Children- Jim Wilson, Regional Manager	Discussion regarding the creation of the new Ministry for Vulnerable Children, Oranga Tamariki, and in particular the mandate of cross government and cross sector accountability for the delivery of improved outcomes for vulnerable children.
15/5/17	VOYCE, Whakaronga Mai, Auckland	Discussion about how VOYCE engages empowers and supports young people to advocate. This NGO is working at three levels of support of young people leaving care and advice and input into the Ministry for Vulnerable Children, Oranga Tamariki on policy and program development.
15/5/17	Travel to Wellington, arrive at 8.35am.	
16/5/17	Ministry of Social Development - Kathryn Norris, General Manager Children's Teams	Discussion about the use of information sharing and the common assessment tool across every agency. Discussion about the types of interventions being used in New Zealand and the outcomes they are having in meeting case plan goals and improving outcomes for children and families, particularly Maori families.
16/5/17	Ministry of Social Development- Emma Speight, Deputy Chief Executive Social Sector	Discussion about the work of the Ministry across Government to drive change and accountability. In particular the focus on shared accountability across New Zealand agencies for improving outcomes for

		vulnerable children and their families.
16/5/17	Ministry of Social Development -Michael Flett, General Manager Investment and Insights	Discussion about data and the use of the actuarial model to capture wellbeing and need. In addition, how this data can then be used to identify and prioritise cohorts and to understand the cost-benefit of prioritised cohorts based on needs and the impact of different responses.
16/5/17	Ministry of Vulnerable Children, Oranga Tamariki - Allan Boreham, Deputy Chief Executive Youth Justice	Discussion about youth justice, young offenders profiles and the programs New Zealand are delivering especially to address violence and marginalisation of young people.
16/5/17	Ministry of Vulnerable Children, Oranga Tamariki - Graine Moss, Chief Executive and Jack Carroll, Director.	Discussion about the reforms being led by the Ministry for Vulnerable Children, Oranga Tamariki. Discussion about the work that is occurring in New Zealand to achieve the fundamental shift in the child protection system that is required to ensure that vulnerable children and young people have stability and that we achieve better outcomes for them.
17/5/17	Ministry of Social Development - Scott Gallacher, Deputy Chief Executive	Discussion about the New Zealand response to the prioritisation of social housing and social housing models in New Zealand. Discussion regarding the impact of the natural disasters such as earthquakes and the need for emergency and transitional housing.
17/5/17	Ministry of Vulnerable Children, Oranga Tamariki - Arran Jones, Director Purchasing Pilot	Discussion about the pilot operating within the Ministry, where after an assessment is undertaken, the services required to support the child or family are then purchased. The pilot is designed to determine which services can be accessed via mainstream services and what referral pathway are used to facilitate this access. If priority access cannot be procured in a time frame required to respond to the needs of the family, then brokerage funds are being used to access services. The pilot will track outcomes for families accessing services.
17/5/17	Mr Peter Woolcott AO, High Commissioner to New Zealand	Discussion about the social investment approach undertaken by the <i>Ministry of Vulnerable Children, Oranga Tamariki</i> .
17/5/17	Travel to Sydney, arrive at 5.40pm Sydney time	

Minister	The Hon Prudence Goward MP
Portfolio	Minister for Family and Community Services, Minister for Social Housing, and Minister for the Prevention of Domestic Violence and Sexual Assault
Destinations(s) visited a) Countries b) Cities	New Zealand Auckland and Wellington
Dates of travel a) Departure date b) Return date	14 May 2017 17 May 2017
Number of official travel days	4
Number of accompanying a) Minister's staff b) Government officials	1 1
Accompanied by spouse a) in an official capacity b) in a private capacity	No
Costs	
Airfares a) Minister and Minister's staff b) Government officials	a)\$1644.42 (including booking fees for trip) b)\$812.18
Accommodation (includes any meals/incidentals charged to room) a) Minister and Minister's staff b) Government officials	a)\$1866.03 b)\$959.44
Official hospitality a) Minister and Minister's staff b) Government officials	a) \$19.31
Other expenses a) Official gift presentation b) Ground transport c) Meals and refreshments d) Other miscellaneous costs	a)\$589.08 Printing and binding of <i>Shining a light of good practice</i> stories from child protection and out-of home care. b)\$242.98 c)\$195.81
TOTAL estimated travel cost for Minister, Minister's staff and Government Official.	\$6,329.25 (approx.)
Currency conversion rate	Conversion rate varies across transactions

This report does not include costs for data roaming, insurance and mobile phone costs. This information may be updated to reflect further changes or costs.