

Big ideas to tackle big problems

An invitation to government, community sector and providers to collaborate for change



RECOVER
RESET
TRANSFORM



Social Service
Providers
Aotearoa

THE CHALLENGE

- NGO social service providers played a vital role during the COVID-19 crisis.
- During noho rāhui we saw families and whānau become even more resilient, communities collaborating, increased government agency flexibility, and strong leadership from our sector. These attributes are essential to recovery, resetting and transforming.
- Unemployment, poverty, mental illness and family harm existed before COVID-19. Entrenched inequity and disadvantage means a double burden for some families and communities.
- Big changes are needed to end whānau and family poverty and to give people control over their lives. This means re-setting our funding systems and ways of working, and building on what works.
- This paper is the start of dialogue and action within the NGO social service sector, and with our government and philanthropy partners, to identify what needs to happen and how we will work together to achieve change.

Supporting family and whānau to chart their own course and thrive

Services are driven by what whānau and families need, not funding silos

What work drives continuous learning and improvement

More decisions made at the local and regional level

TO ACHIEVE THIS,

big changes are needed to tackle complex problems

1 Different ways of working to support family and whānau resilience and independence

2 Resetting how communities, providers and funders work together

3 Fundamental transformation of the funding system

4 Social service sector commits to collective change

Tino rangatiratanga is the foundation



Cross-party political commitment to tackling the causes of long-term disadvantage



Invest in community resilience to help drive change

Whānau and families

Well-being, dignity, self-determination, equity, safety, achieving potential.

NGO social services commit to collective change in our sector



Fair funding and fair pay to ensure a sustainable provider sector with skilled workers

Beyond partnership to shared decision making on allocation of resources

An innovative and sustainable provider sector

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1

Different ways of working to support family and whānau resilience and independence

Our practice models are always evolving and need to further adapt to support families in challenging times

- › Te ao Māori practice and delivery models are valued and properly funded
- › Genuine partnership between service providers and service users; co-design and drive improvements with tamariki, rangatahi, families and whānau
- › Support and empower families and whānau: recognise strengths and build from there
- › Systemic change prioritised to work on the factors preventing child and family wellbeing
- › Services are designed to work across funding streams
- › NGOs work deeply in communities, valuing informal and formal partnerships
- › Build the capability needed to work in new ways and deepen what works
- › Evidence and understanding of what works must drive development and practice

2

Resetting the system for communities, providers and funders to work together

We've seen what can be achieved through new ways of working together. Let's build on that and harness a collective effort to support wellbeing.

- › Long-term solution to the right balance between national and local approaches, with shared decision making at all levels
- › Flexibility of local approaches to reflect diverse communities
- › System settings encourage collaboration and sharing
- › New models of community organisations to work together to enable better outcomes
- › Iwi Māori have a central role in local decision making
- › Re-think what the role of local government could be
- › Expertise of lived experience is central to planning and co-designing services and decision-making
- › Strong accountability systems back to local communities as well as funders
- › Better and accessible technology to support collaboration
- › Communities and informal networks mobilised to better support families facing challenges

3

Fundamental transformation of the funding system

Building on the positive changes happening now, we need a new way of funding community services that puts families at the centre and enables us to tackle complex problems.

- › Shared decision making on how resources are allocated
- › Principle-based system: transparency, trust, mutuality, agreed shared outcomes
- › Te Tiriti o Waitangi relationships underpin funding systems
- › Change the Public Finance Act if needed to enable funding to be aligned to support services to meet client needs across funding streams
- › Fair and full funding based on what it costs to deliver quality services and invest in evaluation
- › Equitable funding that builds the capacity of kaupapa Māori services
- › Sector is able to pay the going rate to get and keep skilled staff
- › Provider sustainability is a core concern of the funding system
- › Grant funding is available for innovation, contingencies, community initiatives
- › Philanthropy role is clear and complementary to other funding

4

Social service sector commits to collective change

To be an effective partner in change, the community social services sector needs to review how it works and drive forward changes

- › Sector takes ownership of review to drive changes in how our sector organises itself at provider and cross-provider levels
- › Support for NGOs to transition to new models and partnerships
- › New models for effective whole-of-sector leadership and support
- › Effective models for kaupapa Māori and non-Māori organisations to partner and collaborate
- › Sector takes responsibility to lead workforce planning and building the capability needed
- › Recognise and promote the capability and expertise in community and how this complements that of government