

FAMILY VIOLENCE PROVIDER UPDATE | SEPTEMBER 2020

Audit, technology grant reports, communities of practice hui, venue address changes.

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

Ngā mihi nui ki a koutou katoa

This update will provide you with information on upcoming audits including the approach and timeframes. We have also included more information about the technology and capability grant report that is due on 18 December. This update is also to remind you about the communities of practice hui and the requirements for changing/adding venue addresses.

We are very happy to introduce two new members of the Safety Services team. Anaru Adams and Jacqui Ritchie have both started with us in the last few weeks. You will start to see and hear from them more as they continue to settle into their roles.

Audits

As you know, we were planning to carry out audits between May and September this year but put this on hold due to COVID-19. Audits need to be completed before June 2021 and therefore, we will be re-starting this work and want to give you the details of our approach and timeframes.

We will be ensuring the audit process is very open and transparent, so you will be well-informed throughout. We also want to reduce the administrative burden that audits can put on providers. To do this, our audit approach is to use information gathered through monitoring visits and reporting to inform our audit reports, instead of doing comprehensive on-site audits.

We are developing an audit tool that will detail the aspects of the contract and the Code of Practice that will be the focus of the audit. These will include invoicing, reporting, client files, service delivery, facilitator approvals, MSD accreditation and previously identified issues. We will share the audit tool with you once it is finalised, so you can see exactly what is included. We plan to gather all the audit information by the end of October 2020. Your contract manager may contact you and request certain documents or information if we don't already have what we need.

Audit reports will be finalised and sent to you by February 2021. If the report includes remedial actions, we will work with you to complete them.

We are working closely with Corrections to see how we can align our audits for providers contracted by both agencies. Corrections will provide further information on their audit approach as it is confirmed.

Technology and capability grant report – Due 18 December

You will remember when the Technology and Capability Grant was distributed in July, we advised that all providers need to send us a brief narrative report outlining how the Grant was spent.

Some of you have asked about the level of detail we expect to see in the report, so we have created a template you can use (attached to this email) or you can use your own. We do not expect a detailed report to be submitted.

The reports are due on 18 December 2020 but can be sent in earlier.

Communities of practice zoom hui

These gatherings are a place for facilitators to share practice ideas and ask questions of each other and the Safety Services Team members. We have been receiving very positive feedback about these hui and strongly encourage facilitators to attend. Reminders about topics and dates are sent weekly and your technology and capability grant funding can be used to support attendance.

You will find the Zoom links and Te Kupenga Whakaoti Mahi Patunga – National Network of Family Violence Services (Te Kupenga) contact details in the accompanying email.

- **Safety programmes** – zoom hui for Ministry funded providers who deliver safety programmes for adults and/or children.
- **Working with Perpetrators** - zoom hui every week hosted by Te Kupenga. For providers of services working with perpetrators.
- **Kaimahi Māori and Kaupapa Māori** - zoom hui hosted by Te Kupenga for Kaimahi Māori and Kaupapa Māori agencies with a primary focus is on family violence.

Venue address changes

This is a reminder that you must let your contract manager and MSD Accreditation Assessor know if you need to change the address of a programme delivery venue or to start delivery from a new address. Once both agencies have been notified, you can then work with clients in the new venue. If the new venue is not already approved by MSD, your MSD Accreditation Assessor will inspect the site at their earliest convenience.

It is important that we have a record of all venues being used to deliver Ministry of Justice programmes.

- Non-violence programmes must be delivered at an approved venue or (remotely if you have completed the remote delivery approval form). Non-violence programmes cannot be delivered face to face in the client's home.
- Safety programmes may be delivered at an approved venue, in the client's home, community setting or remotely. Providers need to have a documented risk assessment and management strategy where programmes are delivered off-site.

Thank you all for your hard work and flexibility throughout this year. We know it has not been an easy time. We really appreciate the way you have all continued to support clients and deliver amazing services.

Mauri Ora, Corrie and the Safety Services team