

Oranga Tamariki response to the key findings from the Family Start evaluation

April 2021

Key findings	Our response
<p>1. Adjust caseload expectations to reflect the increasing number of whānau/families with high needs.</p> <p>1. The evaluation reported that Family Start workers overall are feeling stretched by the challenge of working with whānau who need intensive support.</p>	<ul style="list-style-type: none"> Oranga Tamariki has implemented a revised variable caseload model to reduce caseload expectations. This will enable Family Start workers to work more intensively with and better support high needs whānau. The new model also enables partners to focus on wider issues within a whanau rather than on the needs of one tamaiti.
<p>2. Increase funding for Family Start worker salaries</p>	<ul style="list-style-type: none"> Oranga Tamariki has increased the contracted funding for Family Start worker salaries over the last two years to enable programme partners to attract and retain suitably qualified and experienced staff.
<p>3. Enhance consistency and comprehensiveness of initial and ongoing training for Family Start workers.</p>	<ul style="list-style-type: none"> We will continue to work with partners about an approach to training of FS workers.
<p>4. Support kaupapa Māori and Pasifika providers to align the delivery of the programme to Māori and Pasifika worldviews.</p> <p>The evaluation reported that time-bound nature of some activities does not fit with principles of whanaungatanga. Adapting programme concepts and resources to align with Māori worldviews and approaches is an additional burden for Māori providers.</p>	<ul style="list-style-type: none"> Oranga Tamariki is working with partners to find a solution that balances the safety of tamariki with taking longer to build relationships of trust. We are engaging some external researchers to explore the level and cost of delivering Family Start by Māori partners to support whānau Māori. We are working with Māori partners to find ways to share the Family Start Kaupapa Māori resources they've developed so that the resources can be applied across all the partners. Further Kaupapa Māori and Te Reo content has been added to the family Start Parenting Resource website, which is the key resource for Family Start kaimahi and whānau in the programme.

