

# Snapshot Integrated Safety Response (ISR) Kaupapa Māori evaluation

## CONTEXT

The family violence Integrated Safety Response (ISR) pilot was launched in Christchurch in July 2016. A second pilot site in Waikato began operating in October 2016. ISR takes a whole-of-family and whānau approach to consider the safety of adults and children impacted by violence and to work with people that use violence to prevent further harm. By combining dedicated staff, funded specialist services and an intensive case management approach, ISR seeks to create better outcomes for families and whānau at risk.

ISR partners with Kaupapa Māori providers who take a whānau-centred approach which is culturally grounded, holistic and strengths-based. They focus on improving the wellbeing of whānau and addressing individual needs within a whānau context. Utilising best practice methodologies<sup>1</sup>, Kaupapa Māori providers are a powerful catalyst for creating positive change<sup>2</sup>.

## EVALUATION

The Kaupapa Māori evaluation (the evaluation) was carried out by a Kaupapa Māori research team. The aim of the evaluation was to assess the responsiveness of the ISR model for Māori and how well whānau-centred approaches are integrated within ISR.

Nan Wehipeihana prepared the evaluation synthesis of findings from two independent Kaupapa Māori evaluations completed in Christchurch and Waikato in 2018. The evaluators interviewed whānau, Kaupapa Māori partners, providers, iwi, the ISR governance and core teams and community stakeholders in each of the two pilot sites.

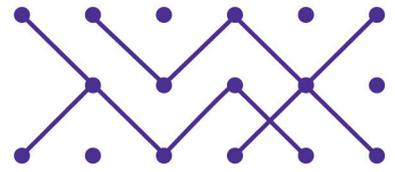
**Overall, there is 'good' evidence that ISR is responsive to Māori when assessed against the Whānau-Centred Delivery Model.**

The following core elements provide a framework for assessing the responsiveness of ISR to Māori and the integration of whānau-centred approaches in ISR.

	Poor	Improving	Good	Very Good	Excellent
Effective relationships					
Whānau rangatiratanga					
Capable workforce					
Whānau-centred services and programmes					
Supportive environment					

<sup>1</sup>Te Whare Tapa Whā (Durie, 1985); Te Wheke, (Pere, 1991); Te Hoe Nuku Roa (Durie, 1995) and Te Pa Māhutonga (Durie, 1999).

<sup>2</sup>Te Puni Kōkiri, 2015.



## EVIDENCE

### Effective relationships

There is 'good' evidence of effective relationships that benefit whānau. Kaimahi relationships with whānau are 'very good'. Kaupapa Māori partner relationships with ISR agencies and stakeholders are improving and iwi are now actively involved in ISR.

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### Whānau rangatiratanga

There is 'very good' evidence of whānau rangatiratanga. ISR supports whānau to be self-managing and to exert more control over their lives. There are examples of whānau achieving increased independence and autonomy by moving on from abusive relationships, choosing to access additional services, and/or staying engaged with services.

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### Capable workforce

There is 'very good' evidence of Kaupapa Māori partners having a culturally competent workforce. Kaimahi take a holistic approach and utilise culturally-grounded ways of working to support whānau aspirations. A whānau-centred practice approach that specifically relates to the family violence sector is emerging and there is support for practice learnings to be shared across the ISR network of partners and agencies.

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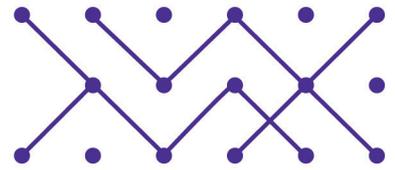
### Whānau-centred services and programmes

There is 'good' evidence that ISR strives to operate within a whānau-centred approach. ISR is not a Kaupapa Māori programme. However, it connects whānau to Kaupapa Māori partners who provide culturally-grounded, Kaupapa Māori services and facilitate access to support and services that are responsive to whānau needs.

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### Supportive environment

There is 'good' evidence that funding, contracting and policy arrangements are now more responsive to Kaupapa Māori partners. There has been increased funding to Kaupapa Māori services to match demand, the establishment of community partner agency coalitions including Māori coalitions (Tū Pono in Christchurch and The Collective in Waikato), and greater Māori representation on the core ISR team.



## FURTHER FINDINGS

### **ISR is highly responsive to whānau**

Whānau interviewed in both Christchurch and Waikato appreciated the support they received from ISR Kaupapa Māori partners. Whānau described the services as being delivered with respect and underpinned by tikanga. Whānau also felt connected to te ao Māori - they could express themselves and their identity and they felt safe. Whānau drew strength and confidence from the tikanga embedded in Kaupapa Māori approaches.

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### **Whānau-centred practice has increasingly become a core feature of ISR**

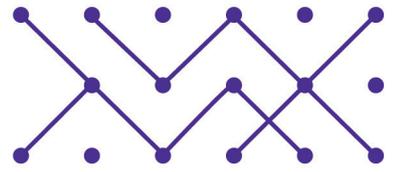
The evaluation shows that ISR, through its Kaupapa Māori partners and whānau-centred practice approach, is supporting whānau on their pathway to wellbeing. It is clear that this approach has been able to overcome barriers to whānau engagement.

Whānau-centred practice provides for victim safety in the context of family and whānau, as defined by the victim. Whānau-centred practitioners work in ways that are responsive to whānau identified preferences, aspirations and need.

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### **ISR has become more responsive to Kaupapa Māori partners**

ISR Kaupapa Māori partners spoke of feeling listened to, their expertise valued, and that ISR supports their ways of working and whānau-centred practice. ISR Kaupapa Māori partners and their kaimahi feel strongly that ISR enables them to better support their whānau. They now feel like valued partners.



## AREAS FOR FURTHER DEVELOPMENT

ISR Kaupapa Māori partners and the Kaupapa Māori evaluators made a number of suggestions to improve the responsiveness of ISR. These include to:

1. Work with government partner agencies to support them to understand and adopt whānau-centred practice in order to improve their responsiveness to whānau and to align with ISR.
2. Review workforce capacity and coalition funding allocations to ensure support and services are adequately resourced.
3. Strengthen relationships across the sector to manage service gaps, facilitate access and to advocate for more funding of non-ISR programmes and services.
4. Consider how the collation and reporting of ISR whānau outcomes can support a Kaupapa Māori analytic lens and minimise the misuse or misrepresentation of Māori and whānau data.
5. Clarify how the 'Tū Pono' and Whānau Ora approach to family violence relate. This needs to be clarified with all those involved.
6. Explore the potential role, relationship or contribution of Te Pūtahitanga (Whānau Ora Commissioning) to ISR Christchurch. There is a need for ISR and Whānau Ora to be better connected to ensure seamless support for whānau.
7. Increase reporting (and research if needed) about tamariki and rangatahi experiences of ISR to address the lack of visibility about how well ISR is working for children and young people.

## NEXT STEPS

The Joint Venture Business Unit and Joint Venture agencies will be using these findings to inform the development of safe, consistent and effective responses to family violence in every community.