



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora

Bowen State Building, Bowen Street, Wellington 6011, PO Box 1556, Wellington 6140 • Telephone: 0-4-91 5 3300 • Facsimile: 0-4-918 0099

12 JUN 2013

Julie Fairey

fyi-request-607-05260e15@requests.fyi.org.nz

Dear Ms Fairey

Thank you for your email of 3 April 2013 requesting, under the Official Information Act 1982, meeting notes and action points with Auckland Sexual Abuse HELP (ASAH) for the specified dates and copies of emails to and from ASAH since 30 October 2012.

Please find enclosed copies of the meeting notes for: 18 January 2012; 23 February 2012; and 15 March 2012.

The above dated minutes were distributed to officials representing the Ministry of Justice, the Ministry of Health, New Zealand Police and the Accident Compensation Corporation who also may have made notes for themselves on work that they needed to follow up on.

The Ministry of Social Development does not hold any formal meeting notes or action points for the remainder of 2012. As discussions about ASAH since that time were of an informal nature and meeting notes and action points were not circulated. Therefore I am refusing your request for meeting notes and action points for the remaining specified dates under section 18(e) of the Official Information Act request as this information does not exist in this format.

Since the end of 2012 Family and Community Services, a service of the Ministry of Social Development, has worked with ASAH to consider sustainable funding options. I have enclosed copies of emails between ASAH and the Ministry.

You will note that some information has been withheld from the minutes and the emails under section 9(2)(a) of the Official Information Act to protect people's privacy. I do not consider the public interest in the names and contact details of these individuals is outweighed by the right to privacy for those individuals.

Information about funding and the outcomes chart has been withheld under section 9(2)(f)(iv) of the Act as this is under active consideration. The release of this information prior to agreement being reached would likely prejudice the quality and impartiality of information and advice generated, and the wider public interest of effective government would not be served.

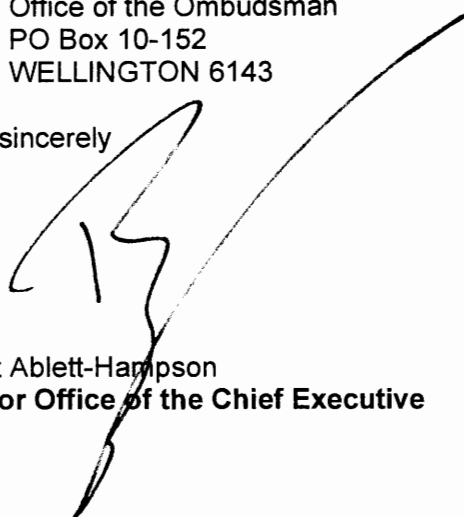
1 of 2

Part of the email titled Draft Scope dated 1 February 2013 and the project scope document have been withheld under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

I hope you find these documents about ASAH helpful. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

Yours sincerely



Rupert Ablett-Hampson
Director Office of the Chief Executive

9(2)(a)

From:

9(2)(a)

Sent:

Thursday, 19 January 2012 4:45 p.m.

To:

9(2)(a)

Cc:

Subject:

Actions from meeting on ASAH

Kia ora koutou,

Thank you for attending yesterday's meeting regarding Auckland Sexual Abuse Help. As agreed, we have summarised below the key points and actions from the meeting, for your review. Please contact me if you would like to make any amendments or additions to these.

It was agreed that the immediate pressures on ASAH's crisis response services mainly relate to the 24/7 telephone service and urgent sessions, rather than the 24/7 callout service or the court services. Agencies agreed that there is a need for this phone line, although more information is needed from ASAH to understand how the phone line operates and whether the level of funding being sought for it is appropriate. This service does not sit neatly within one organisation, and it was acknowledged that all agencies at the table collectively have an interest in it being available.

Action points/next steps:

- 9(2)(a) to contact ASAH to provide an update on the process.
- MSD to write up the discussion on agencies' roles in the sexual violence services system and ASAH's position in the system, by 27 January.
- 9(2)(a) to contact 9(2)(a) (ADHB) to identify any information already available about the ASAH phone line and to invite ADHB to be part of future meetings of this group.
- Agencies to discuss internally the agreement in principle that the phone line should be maintained, and that we have a collective issue to resolve in maintaining the phone line.
- ACC to identify whether the urgent face-to-face sessions ASAH provides can be funded as part of the 16 hours counselling available to anyone who lodges a claim through the Sensitive Claims Clinical Pathway.
- 9(2)(a) to prepare draft questions for ASAH identifying information needed about the crisis phone line service (including numbers of calls, types of calls, referrals, outcomes, costs of service components, funding streams) and circulate to agencies by early February, to then be provided to ASAH ahead of meeting with them. MSD to co-ordinate input on questions around ASAH's court support service and how this fits with the Ministry of Justice's specialist victim advisor role, and how ASAH can best access the ACC funded counselling sessions.
- 9(2)(a) to update Minister Bennett's Office on the process at this point, and to circulate the update for other agencies to advise their Ministers' offices.
- Agencies to meet with ASAH in early February to discuss the information required and our understanding of their service.
- MSD to follow up with ASAH regarding making an application for funding from the final round of the Community Response Fund.

Our target is to have completed this work by the end of March.

9(2)(a)

Kind regards,

9(2)(a)

From: 9(2)(a)
Sent: Friday, 24 February 2012 3:55 p.m.
To: 9(2)(a)
Cc:
Subject: Action Points from ASAH meeting

Kia ora koutou,

Thank you all for attending yesterday's meeting. Please see below the action points from the meeting; if you would like to make any amendments to these, please send these through to 9(2)(a) by close of play Wednesday (29 February).

Action points from meeting Thursday 23 February 2012

Meeting with ASAH

- In relation to the questions seeking further information from ASAH, ASAH noted that some of the information asked for has already been provided. Agencies agreed to circulate to each other any reports or information that they had relating to ASAH that could help answer these questions.
- Agreed that the first two questions, relating to the breakdown of ASAH's costs, should be prioritised. ASAH noted that it would take up to the end of March to answer these two questions.
- Agreed to add another question on volumes of calls across different times of day. ASAH to gather data on this.
- It was noted that ASAH would need to consider whether there are cost savings that can be made, and that any proposal will need to demonstrate that all options have been considered, including national approaches (eg national phoneline).
- Agreed that a three month interim funding package is needed, as it is unlikely a sustainable arrangement can be implemented by the time current funding expires at the end of May, partly due to the timeframes required for ASAH to compile their key financial information.
- 9(2)(a) to advise what each agency committed to the previous interim funding arrangement.
- Agreed that regular meetings are required to progress this work.
- Agreed that the next meeting will be held in two weeks time, and MSD will be in touch with attendees to organise this.
- The focus of the next meeting will be on an interim package to take ASAH through to August 2012.
- ASAH to advise 9(2)(a) of the amount of funding needed for a three month interim funding package by Friday (today) - completed.

ASAH advises that:

"The amount per month- based on the interim funding we have been working with over the last two years is: \$30,087 per month."

- Officials reiterated their personal commitment to seeing this work through.

Kind regards,

9(2)(a)

9(2)(a)

From:

9(2)(a)

Sent:

Friday, 16 March 2012 3:00 p.m.

To:

9(2)(a)

Cc:

Subject:

Action points from meeting with ASAH

Good afternoon,

Thank you for attending yesterday's meeting. The action points from the meeting are below - if you would like to make any amendments, please send these through to me by Tuesday 20 March.

Action Points from meeting Thursday 16 March

- Officials advised that agencies want to support a sustainable solution rather than putting in place a further interim arrangement.
- ASAH to provide information on key questions ('Areas for discussion' by COP Monday 19 March, along with previous reports and information that have been provided by ASAH to government agencies, and any input into the business case.
- MSD to work with other agencies to complete business case by 5 April, based on information to be provided by ASAH.
- ASAH noted that information on how 24/7 crisis services are funded is available in the 2009 stocktake of services provided to MSD. MSD to look into this document.
- MSD to provide an update at the next meeting on the status of the Stocktake of Government Expenditure on Sexual Violence Services.
- Agreed that next meeting will be held on Thursday 5 April, via telephone conference.

Kind regards,

9(2)(a)

9(2)(a)

Subject: FW: Email Address

From: 9(2)(a) <[redacted]@helpauckland.org.nz>
Sent: Monday, January 21, 2013 09:39 AM
To: Marti Eller; Ruth Palmer
Cc: 9(2)(a) <[redacted]@helpauckland.org.nz>
Subject: RE: Email Address

Dear Marti,
We will have to meet at 9.30 on Wednesday as 9(2)(a) has another meeting at HELP at 11am.

Best wishes,

9(2)(a)

From: Marti Eller <[redacted]@msd.govt.nz>
Sent: Friday, 18 January 2013 4:58 p.m.
To: 9(2)(a) <[redacted]>; Ruth Palmer
Subject: Re: Email Address

Ok thanks for keeping me posted. will be on my mobile 9(2)(a) from 10ish Monday, and able to see emails.
Thanks!
Sent to you via Blackberry.

From: 9(2)(a) <[redacted]@helpauckland.org.nz>
Sent: Friday, January 18, 2013 04:55 PM
To: Marti Eller
Cc: Ruth Palmer; 9(2)(a) <[redacted]@helpauckland.org.nz>
Subject: RE: Email Address

Dear Marti,
I think that this time will work. I still need to hear back from 9(2)(a). The time 9-11 am was based on the meeting being here at HELP and I am not sure if she has an appointment at 11am.

So it may be that we need to request that this meeting is moved to 9.30.

In the mean time, can you please confirm who will be at the meeting from the MSD side, and confirm if an agenda has been set, and what that is.

Thanks very much,

9(2)(a)

From: Marti Eller <[redacted]@msd.govt.nz>
Sent: Friday, 18 January 2013 12:13 p.m.
To: 9(2)(a) <[redacted]>
Cc: Ruth Palmer
Subject: RE: Email Address

Hi 9(2)(a) - oops, I was wrong! Would it be possible for you to meet with Ruth at 65 Mair Highway Ellerslie at 10am next WEDNESDAY? I can arrange for a park

cheers

Marti

From: 9(2)(a) [redacted]@helpauckland.org.nz
Sent: Thursday, 17 January 2013 4:46 p.m.
To: Marti Eller
Cc: Ruth Palmer; 9(2)(a) [redacted]
Subject: RE: Email Address

Thank you.

9(2)(a) [redacted]

From: Marti Eller 9(2)(a) [redacted]@msd.govt.nz
Sent: Thursday, 17 January 2013 4:19 p.m.
To: 9(2)(a) [redacted]
Cc: Ruth Palmer
Subject: RE: Email Address

Thanks 9(2)(a) [redacted] – Thursday afternoon sounds very promising, I'll confirm tomorrow

Cheers

Marti

From: 9(2)(a) [redacted]@helpauckland.org.nz
Sent: Thursday, 17 January 2013 12:07 p.m.
To: Marti Eller
Cc: Ruth Palmer; 9(2)(a) [redacted]
Subject: RE: Email Address

Hi Marti,
Wednesday 23rd we are available 9am to 11am
Thursday 24th, we are available 3pmon
Friday 25th, we can be available 9am until 3pm.

Best wishes,

9(2)(a) [redacted]

From: Marti Eller 9(2)(a) [redacted]@msd.govt.nz
Sent: Thursday, 17 January 2013 11:29 a.m.
To: 9(2)(a) [redacted]
Cc: Ruth Palmer; 9(2)(a) [redacted]
Subject: RE: Email Address

Hi 9(2)(a) [redacted] – just a quick update 9(2)(a) [redacted] has indicated he would be interested in proposing to be the independent party to this report – he is currently considering some dates he could be available and when I know this I'll proceed with some times for next week. Are there times next week (ideally Wednesday or Thursday) that would work best for you?

Best wishes

Marti

From: 9(2)(a) [redacted]@helpauckland.org.nz
Sent: Tuesday, 15 January 2013 12:11 p.m.
To: Marti Eller

Cc: Ruth Palmer; 9(2)(a)
Subject: RE: Email Address

Dear Marti,

We welcome the opportunity to work together with government agencies to secure a three year funding contact for the 24/7 crisis telephone line. We have noted the cancelation of the meeting on Thursday this week. You mentioned on the phone that we would be looking at having a meeting next week on either the 23rd or 24th of February. Once you have this clarified please let us know as soon as possible so can put this in our diaries. Currently we are also preparing for our ADHB Audit. As we discussed it will be important to ensure that we do not "double up" on any tasks to ensure we do not waste time and add extra layers of stress

I look forward to hearing back from you re next steps, and welcome the involvement of 9(2)(a) as consultant.

Warm regards,
9(2)(a)

From: Marti Eller 9(2)(a) [mailto:9(2)(a)@msd.govt.nz]
Sent: Tuesday, 15 January 2013 9:13 a.m.
To: 9(2)(a)
Cc: Ruth Palmer
Subject: RE: Email Address

Oh dear – that sounds hard work at this stage of the year. Here is the letter, please come back to me if there is anything unclear. Ruth will call you on her return to make a time to get together and discuss this work.

I have spoken with 9(2)(a) Murray's EA – he is not now in Auckland on Thursday so will need to cancel the appointment he made with you – my apologies for the confusion about this appointment.

I hope to speak with 9(2)(a) tomorrow (he is away at the moment) in order to check out his availability for this work.

Best wishes

Marti Eller

Marti Eller | General Manager Operations
Family and Community Services

Ministry of Social Development - Te Manatu Whakahiato Ora
D2D 9(2)(a)
DDI
MOB

 Please consider the environment before printing this email

From: 9(2)(a) [mailto:9(2)(a)@helpauckland.org.nz]
Sent: Tuesday, 15 January 2013 8:54 a.m.
To: Marti Eller
Subject: Email Address

Hi Mari,

Sorry I was in meetings all afternoon and did not get to check your message before I left at 6.30. I look forward to the letter. Thanks for your help.

Best wishes,
9(2)(a)

9(2)(a)
Agency Development Manager



A: PO Box 10-345, Dominion Road, Mount Eden, Auckland, 1446

P: 09 623 1316 9(2)(a)

F: 09 623 1296

9(2)(a) @helpauckland.org.nz

W: www.helpauckland.org.nz www.gr8mates.org.nz

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9(2)(a)

From: 9(2)(a)
Sent: Wednesday, 1 May 2013 8:57 a.m.
To: 9(2)(a)
Subject: FW: updated charts for outcomes

From: 9(2)(a)
Sent: Tuesday, 12 March 2013 9:31 a.m.
To: 9(2)(a)
Cc: 9(2)(a)
Subject: RE: updated charts for outcomes

Thanks for sending this through 9(2)(a)

I encourage you all to prioritise the "data development" measures – because it helps clarify thinking around the most powerful measures. Another of thinking about it is if you were in the lift with the Minister for 2mins – what would you want to tell her, and with which data to back up your story?

I enjoyed working with you – all the best going forward.

Regards

9(2)(a)

From: 9(2)(a) @helpauckland.org.nz
Sent: Monday, 11 March 2013 5:38 p.m.
To: 9(2)(a)
Cc:
Subject: updated charts for outcomes

Hi everyone

I have attached the updated chart that we worked on last week as well as put it in the four boxes. Any feedback would be great as I know that 9(2)(a) is waiting for this to be added into the draft paper re integrated contract.

Thanks

9(2)(a)

9(2)(a)

Crisis Services Manager



A: PO Box 10-345, Dominion Road, Mount Eden, Auckland, 1446
P: 09 623 1316 ext 9(2)(a)
M: 9(2)(a)
F: 09 623 1296
E: 9(2)(a) @helpauckland.org.nz
W: www.helpauckland.org.nz www.gr8mates.org.nz

UPCOMING EVENT

18th April Colour Me Purple Charity Auction

6.30pm-10pm with entertainment from New Zealand's Got Talent Chris Olwage; Comedian Justine Smith and Rothko Quartet; MC Aaron Ward

9(2)(a)

From: 9(2)(a)
Sent: Thursday, 31 January 2013 11:00 a.m.
To: 9(2)(a)
Subject: RE: HELP: Sustainable Contract

Great, I'm glad you found it helpful.

Regards

9(2)(a)

-----Original Message-----

From: 9(2)(a)@helpauckland.org.nz
Sent: Thursday, 31 January 2013 10:17 a.m.
To: 9(2)(a)
Cc: Ruth Palmer; 9(2)(a)@waitematadhb.govt.nz
Subject: RE: HELP: Sustainable Contract

Dear 9(2)(a)

Thank you for this information. I have emailed to be notified when the details for when CIR is out and downloaded additional information on ISO. Very helpful.

Best wishes,

9(2)(a)

-----Original Message-----

From: 9(2)(a)@msd.govt.nz
Sent: Tuesday, 29 January 2013 9:31 a.m.
To: 9(2)(a)
Cc: Ruth Palmer; 9(2)(a)@waitematadhb.govt.nz
Subject: RE: HELP: Sustainable Contract

Good morning 9(2)(a)

In her earlier email Ruth committed to providing you with some information about ISO and CIR. I have included this information below:

The Investing in Services for Outcomes (ISO) approach aims to improve outcomes for people, families and communities by:

- ensuring key priorities drive funding decisions
- ensuring organisations receiving funding make a proven difference and requiring organisations to demonstrate results in order to receive ongoing funding
- encouraging providers to work together for integrated service delivery
- reducing the administrative burden for providers by introducing a consistent contracting approach and a common point of contact

More information about ISO is available on the MSD website - www.msd.govt.nz/ so

Details of the Capability Investment Resource (CIR), including the full criteria and application forms are expected to be released on 30 January. If you would like to be added to the ISO email list to receive an alert please email your details to: iso@msd.govt.nz

Kind regards

9(2)(a)

-----Original Message-----

From: 9(2)(a) @helpauckland.org.nz]

Sent: Friday, 25 January 2013 10:42 a.m.

To: Ruth Palmer; 9(2)(a) @waitematadhb.govt.nz; 9(2)(a)

Cc: Marti Eller; Murray Edridge

Subject: RE: HELP: Sustainable Contract

Dear Ruth,

Thank you for providing these points from the meeting. I would like to clarify the second point

9(2)(f)(iv)

Thank you for your clarification.

Best wishes,

9(2)(a)

-----Original Message-----

From: Ruth Palmer 9(2)(a) @msd.govt.nz]

Sent: Thursday, 24 January 2013 12:55 p.m.

To: 9(2)(a) @waitematadhb.govt.nz; 9(2)(a)

Cc: Marti Eller; Murray Edridge

Subject: HELP: Sustainable Contract

Good morning

My take on the key points from our meeting yesterday is:

9(2)(f)(iv)

- 9(2)(a) will work with HELP with the assistance of 9(2)(a) from the ADHB in this work. MSD will cover 9(2)(a) costs.
- MSD will support this work in any way that is required. In the first instance MSD will supply the name of someone that can work with HELP on an outcomes framework (using RBA).
- a new fund, the Capability Investment Resource (CIR), will be made public on 30 January. The fund will cover infrastructure (IT) development - and an application should be considered.
- note that for both RBA and CIR, strong support will be given to initiatives and work that encourages co-ordination and collaboration across the sector, that helps build a common platform and body of information, and is able to provide concrete evidence that Government is investing wisely.
- the first output of this work will be a scope document - this will also be used to update the Minister.

I have committed to:

- distribute info on ISO
- distribute info on RBA
- provide a contact for someone who can work with HELP on their outcomes framework.
- distribute information on CIR
- provide an indicative timeframe for this work

(All of which I will get to very shortly.)

Please let me know of any omissions or amendments.

Note that I will also engage with relevant stakeholders in Wellington.

Regards

Sent from my iPad

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RELEASED UNDER THE OFFICIAL INFORMATION ACT

9(2)(a)

From: 9(2)(a)
Sent: Thursday, 2 May 2013 11:13 a.m.
To: 9(2)(a)
Subject: FW: ASAH - Payment

From: 9(2)(a)@helpauckland.org.nz]
Sent: Wednesday, 19 December 2012 10:46 a.m.
To: 9(2)(a)
Cc: 9(2)(a) Marti Eller; Ruth Palmer; 9(2)(a)@moh.govt.nz; Murray Edridge; 9(2)(a) 9(2)(a)
Subject: RE: ASAH - Payment

Thank you very much 9(2)(a)
All the best,
9(2)(a)

From: 9(2)(a)@msd.govt.nz]
Sent: Wednesday, 19 December 2012 10:38 a.m.
To: 9(2)(a)
Cc: 9(2)(a) Marti Eller; Ruth Palmer; 9(2)(a)@moh.govt.nz; Murray Edridge
Subject: FW: ASAH - Payment

Good morning 9(2)(a)

I am pleased to advise you that the payment has been processed. It should show in your account before Christmas.

Kind regards

9(2)(a) Manager Funded Programmes
Family & Community Services
Ministry of Social Development
9(2)(a)
PO Box 1556, Wellington 6140
Phone: 9(2)(a)
Fax: 04 917 2080
Strong families, connected communities.
<http://www.familyservices.govt.nz/>

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9(2)(a)

From: 9(2)(a)
Sent: Thursday, 2 May 2013 11:13 a.m.
To: 9(2)(a)
Subject: FW: Grant

From: 9(2)(a) [info@helpauckland.org.nz]
Sent: Tuesday, 18 December 2012 3:04 p.m.
To: 9(2)(a)
Cc: 9(2)(a) @moh.govt.nz; 9(2)(a)
Subject: FW: Grant

Hi
Apologies invoices sent on old header version
Please replace

Kind regards

9(2)(a)

Administration Manager
A: PO Box 10-345, Dominion Road, Auckland 1446
P: 09 623 1316 ext.9(2)(a)
F: 09 623 1296
E: info@helpauckland.org.nz
W: www.helpauckland.org.nz www.gr8mates.org.nz

From: 9(2)(a)
Sent: Tuesday, 18 December 2012 1:45 p.m.
To: 9(2)(a)
Cc: 9(2)(a) @moh.govt.nz; 9(2)(a)
Subject: RE: Grant

Hi 9(2)(a)
Please find attached signed Letter of Grant, Scanned bank deposit slip and invoice.

All the best for Christmas and thank you for your help.

Best wishes,
9(2)(a)

9(2)(a)
Agency Development Manager
A: PO Box 10-345, Dominion Road, Mount Eden, Auckland, 1446
P: 09 623 1316 Ex:9(2)(a)
F: 09 623 1296
E: 9(2)(a)@helpauckland.org.nz
W: www.helpauckland.org.nz www.gr8mates.org.nz

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From: 9(2)(a)@msd.govt.nz
Sent: Monday, 17 December 2012 6:31 p.m.
To: 9(2)(a)
Cc: 9(2)(a)@moh.govt.nz
Subject: Grant

Good evening 9(2)(a)

Please find attached a one-off grant for \$50,000. This is a joint contribution from the Ministry of Social Development, Police and Ministry of Health as outlined in the recent correspondence from Minister Bennett.

Can you please review the grant. If you are happy to progress this arrangement can you please have it signed by the appropriate people in your organisation. In order for the payment to be made before Christmas, we need a signed copy of the grant returned to us, along with a valid invoice, before midday Wednesday 19 December. I suggest that to speed things up that you sign, scan and email the grant to me, CC 9(2)(a) 9(2)(a) Please also email the invoice.

Agencies will continue to work towards the longer term agreement, which will be with you asap.

Please call me if you'd like to discuss

Kind regards

9(2)(a) Manager Funded Programmes
Family & Community Services
Ministry of Social Development

9(2)(a)
PO Box 1556, Wellington 6140
Phone: 9(2)(a)
Fax: 04 917 2080
Strong families, connected communities.
<http://www.familyservices.govt.nz/>

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ESale.pdf (34.0KB)

(43.1KB)

9(2)(a)

From: 9(2)(a)
Sent: Thursday, 2 May 2013 11:12 a.m.
To: 9(2)(a)
Subject: FW: Grant No: 318818

From: 9(2)(a)@helpauckland.org.nz]
Sent: Friday, 18 January 2013 10:47 a.m.
To: 9(2)(a)
Cc: 9(2)(a)
Subject: RE: Grant No: 318818

Good morning 9(2)(a)

Happy New Year.

Can you please provide us with a non PDF format for the provider return which is due on April 10 April 2013.

Thanks very much.

Best wishes,

9(2)(a)

From: 9(2)(a)@msd.govt.nz]
Sent: Monday, 17 December 2012 6:31 p.m.
To: 9(2)(a)
Cc: 9(2)(a)@moh.govt.nz
Subject: Grant

Good evening 9(2)(a)

Please find attached a one-off grant for \$50,000. This is a joint contribution from the Ministry of Social Development, Police and Ministry of Health as outlined in the recent correspondence from Minister Bennett.

Can you please review the grant. If you are happy to progress this arrangement can you please have it signed by the appropriate people in your organisation. In order for the payment to be made before Christmas, we need a signed copy of the grant returned to us, along with a valid invoice, before midday Wednesday 19 December. I suggest that to speed things up that you sign, scan and email the grant to me, CC 9(2)(a) 9(2)(a). Please also email the invoice.

Agencies will continue to work towards the longer term agreement, which will be with you asap.

Please call me if you'd like to discuss

Kind regards

9(2)(a) Manager Funded Programmes
Family & Community Services
Ministry of Social Development
9(2)(a)
PO Box 1556, Wellington 6140
Phone: 9(2)(a)
Fax: 04 917 2080

Strong families, connected communities.
<http://www.familyservices.govt.nz/>

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RELEASED UNDER THE
OFFICIAL INFORMATION ACT

9(2)(a)

From: 9(2)(a)@helpauckland.org.nz
Sent: Friday, 25 January 2013 3:21 p.m.
To: Ruth Palmer; 9(2)(a)@waitematadhb.govt.nz; 9(2)(a)
9(2)(a)
Cc: Marti Eller; Murray Edridge; 9(2)(a)
Subject: RE: HELP: Sustainable Contract

Certainly,
Thanks,

9(2)(a)

-----Original Message-----

From: Ruth Palmer 9(2)(a)@msd.govt.nz]
Sent: Friday, 25 January 2013 11:48 a.m.
To: 9(2)(a)@waitematadhb.govt.nz; 9(2)(a)
Cc: Marti Eller; Murray Edridge; 9(2)(a)
Subject: RE: HELP: Sustainable Contract

Good morning

Thanks again 9(2)(a)

9(2)(a) will be my back-up here in this work.

Could you please include her in your email group.

Regards

Ruth Palmer | General Manager Service Development Family and Community Services Ministry of Social Development - Te Manatu Whakahiato Ora

D2D

DDI 9(2)(a)

MOB

P Please consider the environment before printing this email.

-----Original Message-----

From: 9(2)(a)@helpauckland.org.nz]
Sent: Friday, 25 January 2013 10:42 a.m.
To: Ruth Palmer; 9(2)(a)@waitematadhb.govt.nz; 9(2)(a)
Cc: Marti Eller; Murray Edridge
Subject: RE: HELP: Sustainable Contract

Dear Ruth,

Thank you for providing these points from the meeting. I would like to clarify the second point

9(2)(f)(iv)

[Redacted content]

Thank you for your clarification.

Best wishes,

9(2)(a)

-----Original Message-----

From: Ruth Palmer 9(2)(a) @msd.govt.nz]

Sent: Thursday, 24 January 2013 12:55 p.m.

To: 9(2)(a) @waitematadhb.govt.nz; 9(2)(a)

Cc: Marti Eller; Murray Edridge

Subject: HELP: Sustainable Contract

Good morning

My take on the key points from our meeting yesterday is:

9(2)(f)(iv)

9(2)(a) will work with HELP with the assistance of 9(2)(a) from the ADHB in this work. MSD will cover 9(2)(a) costs.

- MSD will support this work in any way that is required. In the first instance MSD will supply the name of someone that can work with HELP on an outcomes framework (using RBA).
- a new fund, the Capability Investment Resource (CIR), will be made public on 30 January. The fund will cover infrastructure (IT) development - and an application should be considered.
- note that for both RBA and CIR, strong support will be given to initiatives and work that encourages co-ordination and collaboration across the sector, that helps build a common platform and body of information, and is able to provide concrete evidence that Government is investing wisely.
- the first output of this work will be a scope document - this will also be used to update the Minister.

I have committed to:

- distribute info on ISO
- distribute info on RBA
- provide a contact for someone who can work with HELP on their outcomes framework.
- distribute information on CIR
- provide an indicative timeframe for this work

(All of which I will get to very shortly.)

Please let me know of any omissions or amendments.

Note that I will also engage with relevant stakeholders in Wellington.

Regards

Sent from my iPad

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9(2)(a)

From: 9(2)(a)@helpauckland.org.nz
Sent: Wednesday, 30 January 2013 11:35 a.m.
To: Ruth Palmer; 9(2)(a)@waitematadhb.govt.nz
Cc: Marti Eller; 9(2)(a)
Subject: RE: RBA Contact

Thanks very much Ruth,
 Best wishes,

9(2)(a)

From: Ruth Palmer 9(2)(a)@msd.govt.nz
Sent: Wednesday, 30 January 2013 10:21 a.m.
To: 9(2)(a)@waitematadhb.govt.nz
Cc: 9(2)(a)
Subject: RBA Contact

Good morning,

I hope all is well.

I promised to send you a contact for RBA, in the first instance 9(2)(a) is our contact person and he will work with you on an outcomes framework. I will leave it up to you to make contact with him. His contact details are:

DDI 9(2)(a)
 MOB
 E-mail

We have new information and guidelines regarding RBA on our website – the link is

<http://www.familyservices.govt.nz/working-with-us/funding-and-contracting/res-its-based-accountability/index.html>

Regards

Ruth Palmer | General Manager Service Development
Family and Community Services

Ministry of Social Development - Te Manatu Whakahiato Ora
 D2D 9(2)(a)
 DDI
 MOB

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9(2)(a)

From: 9(2)(a)@helpauckland.org.nz
Sent: Friday, 1 February 2013 12:32 p.m.
To: 9(2)(a); Ruth Palmer
Cc: 9(2)(a)
Subject: RE: Draft scope

Categories: Administration & Emails

Hi 9(2)(a) and Ruth,
I have made a couple of amendments and comments.

I will not be available further this afternoon but will check emails tomorrow.

Best wishes,

9(2)(a)

From: 9(2)(a)@waitemataadhb.govt.nz
Sent: Friday, 1 February 2013 11:27 a.m.
To: Ruth Palmer
Cc: 9(2)(a)
Subject: Draft scope

Hi Ruth, 9(2)(a)
As discussed here is the draft scope document ready for your comments/input.

9(2)(g)(i)

Best regards,

9(2)(a) DSG / WSAS & Elective Surgery Centre Support
Waitemata DHB

9(2)(a)

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<< Project Scope HELP.v2.doc (139.6KB)
(139.6KB)
>>

9(2)(a)

From: 9(2)(a)@helpauckland.org.nz
Sent: Monday, 4 February 2013 12:30 p.m.
To: Ruth Palmer; 9(2)(a)@waitematadhb.govt.nz; 9(2)(a)
Cc: 9(2)(a)
Subject: RE: Project Scope HELP

Thank you Ruth,
Warm regards,

9(2)(a)

From: Ruth Palmer 9(2)(a)@msd.govt.nz
Sent: Monday, 4 February 2013 12:08 p.m.
To: 9(2)(a)@waitematadhb.govt.nz; 9(2)(a)
Cc: 9(2)(a)
Subject: Fwd: Project Scope HELP

Good morning

Attached is hopefully the final draft of the project scope. I intend to circulate it to government agencies this afternoon for their information (and just to check that there isn't an allergic reaction).

I have made two changes - 9(2)(a) have changed the text to read that we will use the Government's Capability Self-Assessment Framework. It would seem odd not to use it.

And in general, I have changed the text around to reflect that this work was commissioned by Minister Bennett on behalf of joint Ministers and that this impacts on all of the relevant agencies. It is also moot as to who will hold the contract on behalf of Government so I have been silent on that. This WILL be decided by the time we come to enter into the contract.

I hope this helps.

9(2)(a)

Regards

Ruth Palmer
General Manager Service Development
Family and Community Services
Ministry of Social Development - Te Manatu Whakahiato Ora

D2D 9(2)(a)
DDI
MOB

Begin forwarded message:

From: 9(2)(a)@msd.govt.nz
Date: 4 February 2013 11:21:53 AM NZDT
To: Ruth Palmer 9(2)(a)
Subject: Project Scope HELP

Amended version

9(2)(a)

From: 9(2)(a)@helpauckland.org.nz
Sent: Thursday, 21 March 2013 9:48 a.m.
To: 9(2)(a) Ruth Palmer
Subject: RE: HELP - tomorrow's meeting

Thanks very much for trying.

Regards,

9(2)(a)

From: 9(2)(a)@msd.govt.nz
Sent: Thursday, 21 March 2013 9:37 a.m.
To: 9(2)(a); Ruth Palmer
Cc: 9(2)(a)
Subject: RE: HELP - tomorrow's meeting

Hi 9(2)(a)

I have spoken with the staff in our Ellerslie office and unfortunately there are no parks available this afternoon. They did tell me that there are often parks on the street at this time of day however and they will keep an eye out so they know where they are for you.

When you come into the office if you go to reception and ask for Ruth or 9(2)(a) who is the Regional Administrator for FACS in that Office.

Thanks 9(2)(a)

9(2)(a) Executive Assistant, General Manager Service Development, Family and Community Services | Ministry of Social Development - Te Manatu Whakahiato Ora 9(2)(a) | Fax 04 917 2080 9(2)(a)
9(2)(a) P O Box 1556 | Wellington 6140 | New Zealand

From: 9(2)(a)@waitematadhb.govt.nz
Sent: Wednesday, 20 March 2013 6:28 p.m.
To: Ruth Palmer
Cc: 9(2)(a)
Subject: HELP - tomorrow's meeting

Hi Ruth,

Just re-confirming we'll be seeing you tomorrow at 3:30pm at the MSD offices in Ellerslie.

Is there any chance you may be able to arrange 3 car-parks for us as you kindly did last time?

Otherwise, we'll just take our chances on the street.

Look forward to seeing you then.

Best regards,

9(2)(a)

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9(2)(a)

From: 9(2)(a)@helpauckland.org.nz>
Sent: Tuesday, 26 March 2013 1:05 p.m.
To: Ruth Palmer
Subject: RE: Meeting with Minister Bennett

Thanks Ruth,
Warm regards,

9(2)(a)

From: Ruth Palmer 9(2)(a)@msd.govt.nz]
Sent: Tuesday, 26 March 2013 1:00 p.m.
To: 9(2)(a)
Subject: Re: Meeting with Minister Bennett

Thanks 9(2)(a) I will be back in touch soon when we get the next direction from Ministers.

Regards

Ruth Palmer
General Manager Service Development
Family and Community Services
Ministry of Social Development - Te Manatu Whakahiato Ora
D2D 9(2)(a)
DDI
MOB

On 26/03/2013, at 12:40 PM, 9(2)(a)@helpauckland.org.nz> wrote

Dear Ruth,

I would like to thank you for taking the time to come up to Auckland to meet with us, before and during the meeting with Minister Bennett. Your support and guidance through this process has been very helpful and an encouragement to us. I am sure this is all on top of a usual workload and I would like to acknowledge this.

Best wishes,

9(2)(a)

9(2)(a)

Agency Development Manager

UPCOMING EVENT

18th April Colour Me Purple Charity Auction

6.30pm-10pm with entertainment from New Zealand's Got Talent Chris Olwage; Comedian Justine Smith and Rothko Quartet; MC Aaron Ward

Tickets \$40 and available now from info@helpauckland.org.nz

<image001.jpg>

A: PO Box 10-345, Dominion Road, Mount Eden, Auckland, 1446

P: 09 623 1316 Ex 9(2)(a)

F: 09 623 1296

E: 9(2)(a)@helpauckland.org.nz

W: www.helpauckland.org.nz www.gr8mates.org.nz

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9(2)(a)

From: 9(2)(a)@helpauckland.org.nz
Sent: Monday, 11 February 2013 11:33 a.m.
To: 9(2)(a)
Subject: RE: Meeting

Thanks 9(2)(a)

9(2)(a)

From: 9(2)(a)@msd.govt.nz
Sent: Monday, 11 February 2013 11:25 a.m.
To: 9(2)(a)
Cc: 9(2)(a)
Subject: RE: Meeting

Thank you 9(2)(a) I'm very sorry to hear of your loss.

9(2)(a) – I look forward to meeting you on Wednesday afternoon. 9(2)(a) you too – and I will be giving you a call to discuss and confirm a few things beforehand. Any particular time today or tomorrow (Tuesday) suit best?

Regards.

9(2)(a)

From: 9(2)(a)@helpauckland.org.nz
Sent: Monday, 11 February 2013 10:59 a.m.
To: 9(2)(a)
Cc: 9(2)(a)
Subject: RE: Meeting

Dear 9(2)(a)

I need to let you know that I will not be at the meeting on Wednesday, however I think it should go ahead as scheduled. 9(2)(a)

9(2)(a) and I function as a leadership team, with 9(2)(a) Manager of Crisis Services and 9(2)(a) Clinical Manager.

To confirm,
2 Conway Road Mt Eden.

Thanks and best wishes,

9(2)(a)

From: 9(2)(a)@msd.govt.nz
Sent: Tuesday, 5 February 2013 3:48 p.m.
To: 9(2)(a)
Subject: RE: Meeting

Hi 9(2)(a) - next Wednesday 13 Feb @ 1.30pm works fine. Where is HELP physically located?

From: 9(2)(a)@helpauckland.org.nz
Sent: Tuesday, 5 February 2013 2:28 p.m.

To: 9(2)(a)
Cc: 9(2)(a)
Subject: Meeting

Hi 9(2)(a)

I would like to confirm that a meeting with you Wednesday, 13 Feb at 1.30pm at HELP would be best for us. Please let me know if you can confirm this date and time.

We look forward to meeting you.

Best wishes,

9(2)(a)

9(2)(a)

Agency Development Manager



A: PO Box 10-345, Dominion Road, Mount Eden, Auckland, 1446
P: 09 623 1316 Ex: 9(2)(a)
F: 09 623 1296
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9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 5 February 2013 4:11 p.m.
To: 9(2)(a)
Cc:
Subject: RE: Meeting

Thanks very much 9(2)(a)

From: 9(2)(a)@helpauckland.org.nz
Sent: Tuesday, 5 February 2013 3:55 p.m.
To: 9(2)(a)
Subject: RE: Meeting

2 Conway Road
Mt Eden
Thanks,
9(2)(a)

From: 9(2)(a)@msd.govt.nz
Sent: Tuesday, 5 February 2013 3:48 p.m.
To: 9(2)(a)
Subject: RE: Meeting

Hi 9(2)(a) - next Wednesday 13 Feb @ 1.30pm works fine. Where is HELP physically located?

From: 9(2)(a)@helpauckland.org.nz
Sent: Tuesday, 5 February 2013 2:28 p.m.
To: 9(2)(a)
Cc: 9(2)(a)
Subject: Meeting

Hi 9(2)(a)

I would like to confirm that a meeting with you Wednesday, 13 Feb at 1.30pm at HELP would be best for us. Please let me know if you can confirm this date and time.

We look forward to meeting you.

Best wishes,

9(2)(a)

9(2)(a)
Agency Development Manager

HELP 

SUPPORT FOR SEXUAL ABUSE SURVIVORS

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F: 09 623 1296
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W: www.helpauckland.org.nz www.gr8mates.org.nz

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9(2)(a)

From: 9(2)(a)@helpauckland.org.nz
Sent: Tuesday, 5 February 2013 3:44 p.m.
To: 9(2)(a)
Subject: RE: Examples of RBA in practice ...

Thanks 9(2)(a) just want to check, Wednesday is confirmed as OK for you?

9(2)(a)

From: 9(2)(a)@msd.govt.nz
Sent: Tuesday, 5 February 2013 3:40 p.m.
To: 9(2)(a)
Subject: Examples of RBA in practice ...

Hi 9(2)(a)

I'm just following up on your comment 9(2)(a) that you would appreciate receiving some examples of how we apply RBA in practice ie in relation to our funded programmes.

The following link will take you to our published Practice Guidelines. These provide (in relation to each of the funded programmes to which they refer) a 'service overview', which describes things such as the target group, the intended outcomes/results, the services being delivered, and the reporting measures and related reporting framework.

<http://www.familyservices.govt.nz/working-with-us/funding-and-contracting/practice-guidelines/> (please refer to the 2012 versions)

I'm sure that if you have a look at several of these, it will assist you in understanding just how we apply RBA in practice and how it relates to reporting on results.

Looking forward to seeing you next week.

Kind regards.

9(2)(a)

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9(2)(a)

From: 9(2)(a)
Sent: Monday, 4 February 2013 10:36 a.m.
To: 9(2)(a)
Subject: RE: Meeting

That's great – thanks 9(2)(a)

From: 9(2)(a)@helpauckland.org.nz
Sent: Monday, 4 February 2013 10:27 a.m.
To: 9(2)(a)
Subject: Meeting

Hi 9(2)(a) sorry to miss you call. I have not been in touch as I am waiting on some feedback re times.

It will either be Wednesday 13 Feb from 2pm or Friday 15 Feb. 10am on. I will confirm today. Hard with conflicting diaries.

Best wishes,

9(2)(a)

9(2)(a)

Agency Development Manager

HELP 
SUPPORT FOR SEXUAL ABUSE SURVIVORS

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F: 09 623 1296

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