

# Increasing VIP Programmes' Responsiveness to Māori: a whānau-centred approach for the VIP programme



## USER GUIDE

Cover photo:

Jae Jae Wickliffe with son Jaearn

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# Introduction

This user guide is intended for Violence Intervention (VIP) Programme coordinators and managers. It suggests ways of **Increasing VIP Programmes' Responsiveness to Māori** to enhance VIP workforce understanding, and spark ideas and focus discussions during VIP meetings, service planning and training sessions.

- ⌘ Increasing VIP Programmes' Responsiveness to Māori can be viewed online or printed and shared with others involved in VIP programme development, implementation and evaluation
- ⌘ individual stories/case studies from the resource can also be printed for use in VIP training sessions

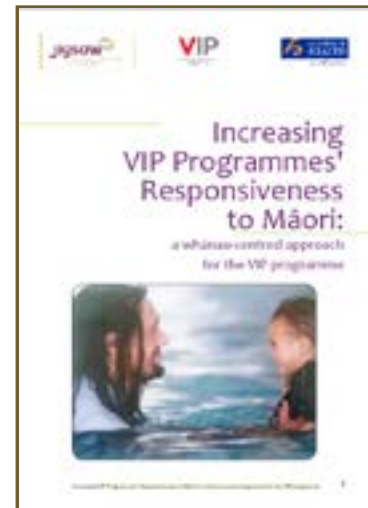
Increasing VIP Programmes' Responsiveness to Māori and this user guide can be downloaded from the Ministry of Health website [www.health.govt.nz/familyviolence](http://www.health.govt.nz/familyviolence).

## Increasing VIP Programmes' Responsiveness to Māori

Increasing VIP Programmes' Responsiveness to Māori is designed to inspire VIP practitioners to reflect and take further action so that everyone benefits from family violence prevention.

Jigsaw developed Increasing VIP Programmes' Responsiveness to Māori for the Ministry of Health in response to VIP coordinators and managers requests for more information.

The stories and case studies in the resource reflect just some of the innovative work that is being done in VIP services around the country.



### Tell us what you think

Your feedback about Increasing VIP Programmes' Responsiveness to Māori and this user guide will help us measure the impact of these resources.

Please complete a brief survey about the resource here: [www.surveymonkey.com/S/GZ9CD59](http://www.surveymonkey.com/S/GZ9CD59)

## How Jigsaw can help VIP coordinators increase their responsiveness to Māori

Jigsaw is a network of 44 social service agencies working on the front line to prevent child abuse and support families to raise their children in safe, nurturing ways. Please see [www.jigsaw.org.nz](http://www.jigsaw.org.nz) for more information.

The Ministry of Health has contracted Jigsaw to support workforce development within VIP programmes until July 2014.

Jigsaw aims to support VIP co-ordinators to improve responsiveness for Māori and to integrate a whānau-centred approach to the VIP programme by providing information and guidance about:

- ⌘ VIP workforce development for greater cultural competency
- ⌘ how whānau-centered approaches can be applied within VIP policy and practice
- ⌘ building relationships, partnerships and referral pathways with whānau, iwi and Māori service providers

Please contact [info@jigsaw.org.nz](mailto:info@jigsaw.org.nz) to find out how Jigsaw can help your VIP programme.

Nāu te rourou  
nāku te rourou  
ka ora ai te iwi

*By sharing your  
basket of knowledge  
and my  
basket of knowledge  
our people will flourish*



## How to enhance health practitioner understanding of effective responsiveness for Māori

Many of the stories/case studies featured in the resource can be printed for use in VIP training sessions and are available for download on the VIP Health Innovation and Resource Centre (HIIRC) website.

### Increasing VIP Programmes' Responsiveness to Māori - Stories and Case Studies to use in VIP training

The following stories and case studies are particularly relevant for VIP training:

- ⌘ Protecting children by working with midwives to support pregnant women and their whānau
- ⌘ Seeing the patient in the context of their whānau: a physician's perspective
- ⌘ Working with whānau in child and adolescent mental health
- ⌘ Kay's story
- ⌘ The Hastings Health Centre
- ⌘ Whānau is like a garden

A brief overview of each story/case study can be found on pages 9-12 of this user guide.

**Kay's story** is particularly useful for training as it invites readers to reflect on how tikanga Māori (traditional Māori values and practices) has been successfully used to support patients/clients to recover from family violence and increase their wellbeing.

## How to spark ideas and focus discussions about whānau-centred practice at VIP team and service planning meetings

All of the stories/case studies in **Increasing VIP Programmes' Responsiveness to Māori** are designed to spark discussions within VIP teams about what whānau ora means within the context of the VIP programme. They suggest ways of improving VIP responsiveness for Māori and implementing a whānau-centred approach that will benefit all families. The resource is also designed to inspire and inform VIP service planning, implementation and evaluation.

Stories that may be of particular interest to VIP steering groups, VIP sponsors, managers and coordinators and other DHB service planners include:

- ⌘ A strategic approach to building relationships and driving change
- ⌘ Embedding whānau-centred approaches into policy and practice
- ⌘ Bringing whānau into the heart of integrated health services
- ⌘ VIP partnerships with community providers
- ⌘ Weaving a southern perspective
- ⌘ Protecting children by working with midwives to support pregnant women and their whānau
- ⌘ Working with Māori to celebrate and promote whānau wellness
- ⌘ The power of using local people to promote positive whānau relationships

A brief overview of each story/case study can be found on pages 9-12 of this user guide.



VIP cards in te reo Māori courtesy of Bay of Plenty DHB

# Increasing VIP Programmes' Responsiveness to Māori

The stories and case studies in this resource were gathered in May and June 2012 and reflect the views of VIP, health and social service practitioners from diverse cultural and professional backgrounds.

They are presented under **five themes** to help make navigating the resource easier:

- ⌘ **Theme 1 – Putting whānau at the centre of VIP and health practice**  
Pages 6-11
- ⌘ **Theme 2 – Whānau strengths: seeing the patient in the context of their extended family and community**  
Pages 12-19
- ⌘ **Theme 3 – Supporting Māori and their whānau: using tikanga Māori to support healing and recovery**  
Pages 20-27
- ⌘ **Theme 4 – Partnerships with Māori and community providers to prevent family violence and connect whānau with support**  
Pages 28-36
- ⌘ **Theme 5 – Embedding whānau-centred approaches into policy and practice**  
Pages 38-42

The tables on the following pages present an overview of the *Increasing VIP Programmes Responsiveness to Māori Stories and Case Studies*. Key points and target audiences are highlighted for each.



# Increasing VIP Programmes' Responsiveness to Māori

## - Stories and Case Studies

The following tables present an overview of the stories and case studies in *Increasing VIP Programmes' Responsiveness to Māori*. Key points and the target audience are highlighted for each.

### Theme 1: Putting whānau at the centre of VIP and health practice

Story/case study title	Particularly relevant to	Main focus
Weaving a southern perspective	<ul style="list-style-type: none"> <li>VIP coordinators, managers, sponsors and steering groups</li> </ul>	How commissioning a woven flax baby basket (wahakura) for the Queen Mary Maternity Hospital has engaged families and midwives. Highlights the importance of working in partnership with the whānau and professionals to keep children and families safe.
Protecting children by working with midwives to support pregnant women and their whānau	<ul style="list-style-type: none"> <li>Lead maternity carers</li> <li>Midwives</li> <li>Social workers</li> </ul>	How the VIP team is supporting LMC midwives to empower families to take a proactive approach to keeping their child safe if they have previously had children removed from their care.

### Theme 2: Whānau strengths: seeing the patient in the context of their extended family and community

Story/case study title	Particularly relevant to	Main focus
Seeing the patient in the context of their whānau: a physician's perspective	<ul style="list-style-type: none"> <li>Emergency care clinicians</li> <li>Doctors</li> <li>Nurses</li> <li>Social workers</li> </ul>	Emergency care physician Dr Sylvia Boys talks about the importance of screening for family violence and seeing patients in the context of their whānau. She observes the support role that families play. Content is linked to the VIP six step process.
Action case study	<ul style="list-style-type: none"> <li>All practitioners</li> <li>Particularly relevant to emergency care and maternity settings</li> </ul>	<p>A case study that demonstrates within an emergency care/maternity setting professionals and the whānau working together for the safety and wellbeing of a pregnant woman and her unborn child.</p> <p><b>Question for reflection:</b> What whānau-centred and culturally responsive approaches are evident in this case study?</p>

## Theme 2 continued

Story/case study title	Particularly relevant to	Main focus
Working with whānau in child and adolescent mental health	<ul style="list-style-type: none"> <li>Child and adolescent mental health practitioners</li> </ul>	This story highlights the importance of building relationships with whānau within a child and adolescent mental health context. Open and respectful communication with the whānau and building relationships with external agencies to support the young person and their family is also encouraged.

## Theme 3: Supporting Māori and their whānau: using tikanga Māori to support healing and recovery

Story/case study title	Particularly relevant to	Main focus
Kay's story	<ul style="list-style-type: none"> <li>All practitioners</li> <li>To understand how tikanga can be used to support patients on a journey towards recovery and wellbeing</li> </ul>	A VIP coordinator shares her personal journey towards mauri ora (wellbeing) after experiencing partner abuse. Kay reflects on the value of tikanga Māori on her journey of recovery.
Principles for action	<ul style="list-style-type: none"> <li>All practitioners</li> <li>To understand how tikanga can be used to support patients on a journey towards recovery and wellbeing</li> </ul>	Health professionals are invited to reflect on how they can apply an understanding of tikanga Māori to their practice to help individuals and families experiencing violence to move towards a place of wellbeing. Links to the tikanga that have been developed for the VIP programme.

## Theme 4: Partnerships with Māori and community providers to prevent family violence and connect whānau with support

Story/case study title	Particularly relevant to	Main focus
The Hastings Health Centre	<ul style="list-style-type: none"> <li>• Primary care professionals</li> <li>• GPs</li> <li>• Nurses</li> <li>• Allied health professionals</li> </ul>	A primary care perspective on whānau-centred practice. Emphasises the importance of building strong relationships with family violence prevention and whānau support specialists and referring patients to them so they get the support they need.
Providing support: a service provider's perspective	<ul style="list-style-type: none"> <li>• All practitioners</li> <li>• To develop an understanding of how iwi and Māori services operate</li> </ul>	Gives an insight into how a service provider/family violence prevention service works with whānau. Shows how this model can help a whānau address multiple issues safely. Health practitioner referral to these agencies is encouraged as part of the VIP intervention process.
Working with Māori to celebrate and promote whānau wellness	<ul style="list-style-type: none"> <li>• VIP coordinators, managers, sponsors and steering groups</li> </ul>	The story highlights the importance of meaningful engagement with Māori to ensure the VIP is more responsive to and effective for Māori and whānau.
VIP partnerships with community providers	<ul style="list-style-type: none"> <li>• VIP coordinators, managers, sponsors and steering groups</li> </ul>	VIP and community provider relationships and referrals. How VIP programmes are thinking creatively about engaging with community providers.
The power of using local people to promote positive whānau relationships	<ul style="list-style-type: none"> <li>• VIP coordinators, managers, sponsors and steering groups</li> </ul>	Preventing family violence by involving local people in promoting positive whānau relationships. Shows how community networks and existing resources can be used to drive change.

## Theme 5: Embedding whānau-centred approaches into policy and practice

Story/case study title	Particularly relevant to	Main focus
<p>A strategic approach to building relationships and driving change</p>	<ul style="list-style-type: none"> <li>VIP coordinators, managers, sponsors and steering groups</li> </ul>	<p>Developing a framework to improve and evaluate VIP responsiveness to Māori. Highlights the benefits of having a strategic, planned approach to responsiveness to Māori and working in partnership with the Māori Health Unit.</p> <p>Includes tips and advice about implementing a similar approach for your DHB.</p>
<p>Embedding whānau-centred approaches into policy and practice</p>	<ul style="list-style-type: none"> <li>VIP coordinators, managers, sponsors and steering groups</li> </ul>	<p>Raises questions for discussion about how to embed whānau-centred approaches within VIP policy and practice.</p> <p><b>Question for reflection:</b> What could be done within your practice or DHB to embed whānau-centred practices into family violence intervention services and to patient/client care in general?</p>

# How to Increase VIP Programmes' Responsiveness to Māori

## Preparation:

- ⌘ Consider how a whānau-centred approach aligns with your existing personal and professional values, ethics and practice.
- ⌘ Continue to build your knowledge about tikanga Māori and Māori models of health. The Family Violence Intervention Guidelines suggest how tikanga can be applied within a family violence prevention/intervention context.
- ⌘ Get to know the people/agencies in your DHB and community that are available to support patients/clients and their whānau to address family violence and to address their health and wellbeing needs. Know how to refer people to them.

## For all patient/client interactions:

- ⌘ Remember to see all patients/clients in the context of their whānau and keep in mind their right to be self determining and self managing.
- ⌘ Introduce yourself to any whānau members/support people present and ask them to introduce themselves. Look to the whānau as a potential source of support for the patient/client.
- ⌘ Build trust and respect with the patient/client and their whānau/support people.
- ⌘ Engage in transparent, open communication with the patient and their whānau wherever possible. Take the time to ask family members about their views and expectations and to answer their questions so that they can make informed choices.

## The VIP programme:

- ⌘ Follow the VIP six step intervention process.
- ⌘ Remember, safety always comes first.
- ⌘ Apply your knowledge of tikanga Māori to each stage of the screening and intervention process. Refer to the Family Violence Intervention Guidelines for more information.
- ⌘ During the safety planning and referral process, consider family members as potential sources of support for those who are experiencing family violence.
- ⌘ Work with and refer people to family violence and iwi and Māori service providers/ family support services available in the community.
- ⌘ Communicate openly with family members (if it is safe to do so), for example when making a report of concern to Child, Youth and Family.
- ⌘ Get involved in/support initiatives to prevent family violence and promote whānau wellbeing.