



Malatest
International

Evaluation Report

Evaluation of Supported Accommodation

June 2023



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Executive summary

Supported accommodation is part of transition support services

Oranga Tamariki provides supported accommodation in Aotearoa New Zealand as part of the transition support service (TSS) for young people transitioning from Oranga Tamariki care and Youth Justice. The Service will support Oranga Tamariki to achieve the transition outcomes by supporting rangatahi to develop life skills in safe and stable. Supported accommodation aims to provide safe, stable, supported accommodation for rangatahi and facilitate the development of life skills and interpersonal skills needed for transition to adulthood¹. The target group for this service is rangatahi who are transitioning from care to young adulthood and are aged from 18 – 21 years. Some 16 and 17 year olds who are still under the care or custody of Oranga Tamariki may be referred if the Oranga Tamariki site have assessed and approved an independent living arrangement.

Oranga Tamariki commissioned an evaluation of supported accommodation services

The aim of the evaluation was to understand the key elements of an effective supported accommodation programme. The evaluation comprised visits to 13 supported accommodation providers and interviews with 54 staff and 23 young people. Visiting the supported accommodation providers gave us insights about the organisation's kaupapa. Many providers supported relatively small numbers of young people. A lack of robust national data about the profiles of young people and the intensity and duration of support limited the conclusions that could be reached.

There are 17 supported accommodation providers located across Aotearoa

Nine of the providers were Kaupapa Māori organisations, with five being Iwi-led Kaupapa Māori organisations. There is variation between providers both in the accommodation options they offer and in the way they support young people. The accommodation options offered are driven at least in part by the availability of housing types in the localities and existing housing each provider had when contracted as a supported accommodation provider.

Supported accommodation provides 154 placements

Oranga Tamariki data to the end of June 2023 are summarised in Table 3. Of the 154 placements, 110 (71%) were current and there were 26 (17%) pending referrals. At least 49% of contracted placements were with Iwi or kaupapa Māori providers².

¹ <https://orangatamariki.govt.nz/assets/Uploads/Working-with-children/Information-for-providers/Service-Specifications/Supported-Accommodation.pdf>

² 3% of provider returns did not specify whether the organisation was kaupapa Māori or an Iwi provider.

³ Complex needs are not the same as diagnosed disability.

Each of the supported accommodation provider organisations had a values system that underpinned their kaupapa

Supported accommodation service agreements with Oranga Tamariki are flexible and allow supported accommodation models that fit with each organisation's kaupapa. Some organisations were also TSS partners, some were organisations that offered other programmes, other social housing, and some were small and embedded in their communities. The organisations were described by stakeholders as 'having a heart' and this was demonstrated in the way they described their service to the evaluation team and the support they provided to young people.

Some organisations focused on providing support in a family environment and others in semi-independent flats. Support in a family environment included creating a family atmosphere as part of support to independence – family dinners, 'auntie' on site, young people living with mentors/transition workers, couples with children (Tuakana) and others coming in to support the young person. One provider offered a Papa kāinga home.

Other providers offered flats and more independent living scenarios with young people living in flats by themselves or with other people. The space was theirs to live in and look after, and providers typically would not enter the premises without being explicitly invited in by the young person. Support consisted of check-ins, typically weekly, where kaimahi would visit the young person at their home, or pick them up to go elsewhere, e.g., a cafe, course, appointment, supermarket.

Good information in referrals is important

Most referrals to supported accommodation came from Oranga Tamariki. An effective referral contained the information about the young person to enable the providers to assess whether they could provide the support a young person needed and ensure safety for the young person and others they supported. We heard from most providers that Oranga Tamariki referrals often did not include enough information to assess whether their model was a good fit for the young person.

Providers described young people with complex needs as young people who need support with behavioural issues often underpinned by substance use issues, trauma or neuro-diversity³. Such support may exceed the type of support that can be provided by the support worker employed by the Supported Accommodation provider or ensure the safety of other young people.

Support involves building trust, assessing needs, developing goals and pathways to achieve goals

Whakawhanaungatanga was the first step after referral and provided an opportunity for the young person to meet the provider, see the accommodation and potential flatmates and decide if they wanted to work with the provider. Building trust with

³ Complex needs are not the same as diagnosed disability.

the young person took time but was the foundation for assessing the young person's support needs and setting realistic goals. Reassessment was part of a regular ongoing process.

Providers emphasised the importance of strength-based support to achieve goals and the benefits of working as a team. Providers continued to be there for young people who left their supported accommodation.

Key challenges for providers were young people's past trauma and challenges in engaging with specialist mental health support, young people's contexts and alcohol and drug use. External challenges included housing and shortages of employment opportunities.

Interviews with supported accommodation providers and the young people they supported illustrated the many ways supported accommodation contributed to achieving the TSS outcomes for young people.

Overview

Supported accommodation fills a gap for young people leaving care and transitioning to adulthood, especially in the current climate of housing shortages. TSS partners around the country describe housing shortages as the main barrier for young people transitioning from care and Youth Justice.

Continuing the current flexibility within the service agreements enables organisations to support young people within the organisation kaupapa.

Support for rangatahi Māori must recognise the diversity of rangatahi Māori and provide opportunities for rangatahi Māori to reconnect with whānau and mātauranga Māori. Supporting whānau alongside young people helps to strengthen communities and reconnections.

This flexibility is important to enable kaupapa Māori providers to provide rangatahi and whānau centred support using kaupapa Māori models such as Papa kāinga and to use Māori models of assessment and support.

Supported accommodation is most effective when the type of accommodation and support align with the young person's support needs.

Alignment requires referrers such as Oranga Tamariki to understand the supported accommodation models offered by each provider and whether the provider can support the specific needs of the young person being referred.

Supported accommodation providers highlighted the importance of focussing on the strengths of the young people they supported and recognising their different support needs.

Current approaches of building trust, assessing needs and setting goals seem to be effective in supporting young people. The flexibility of the current model enables support for young people to be tailored to their needs. More administrative data is

needed from providers to fully understand the support they provide. An online case management tool that supports consistent information collection and provider reporting would help build understandings of supported accommodation models.

The ability to access the different services and programmes needed by young people was enhanced when providers worked as networks or provided a range of services within their wider organisations.

There is a gap in specialist services for young people such as substance use support services and specialist mental health services that needs to be filled. There are also gaps in primary care such as general practice in some localities. Some young people struggle to access services that are available to them because of previous trauma and anxiety about how they will be treated.

Current funding covered most of the providers' needs.

Exceptions related to covering the costs of damages to properties and pay rates for social workers/youth workers.

Providers would like more opportunities to learn from each other.

Some providers had been offering social housing for many years and supported accommodation was part of that support. Some were relatively new. The providers who were less experienced would welcome more direction on how to support young people and more guidance around what policy/processes they need to develop.

1. Supported accommodation

1.1. There are supported accommodation models in many jurisdictions

Various forms of supported accommodation or supported housing are provided in many jurisdictions. Target groups and models differ with some focused on providing affordable accommodation and others on holistic health and social support alongside accommodation.

Supported accommodation services include services for young people leaving care, older people, people with a disability and people leaving prison. The intensity of support provided and the extent services aim to move people to independence varies depending on the eligible group.

Globally, care leavers are acknowledged as some of the most vulnerable youth, especially in regard to housing instability and homelessness. A small qualitative study of young people leaving care in Aotearoa New Zealand highlighted the importance of stability and permanence for care-leavers⁴. It also noted young people's desires for independence, the variation in their needs and the importance of understanding specific cultural considerations for rangatahi Māori.

Reviews of the evidence of effectiveness of supported accommodation are limited by inconsistent definitions, small numbers and a lack of rigorous research and evaluation⁵. A June 2021 literature review of accommodation support was limited by a lack of published evidence⁶. The review emphasised the need for a range of different accommodation options that meet the intensity of support young people need – ranging from rent subsidies and guarantees through to supported living programmes with integrated social support.

⁴ Turner, B.J. (2022). Self-determined housing choices for young people leaving the care system in Aotearoa New Zealand.

https://www.researchbank.ac.nz/bitstream/handle/10652/5759/MAP_2022_Brook%20Turner%20%2B.pdf?sequence=1&isAllowed=y

⁵ Grown, B., Kinner, S.S et al. (2017). A systematic review of supported accommodation for people released from custody.

<https://journals.sagepub.com/doi/abs/10.1177/0306624X17714108?journalCode=ijoe>

⁶ Malatest International (2021). Jurisdictional literature review of accommodation support.

<https://www.orangatamariki.govt.nz/assets/Uploads/About-us/Research/Latest-research/Accommodation-options-for-rangatahi-leaving-care/Accommodation-support-literature-review.pdf>

1.2. Supported accommodation in Aotearoa New Zealand began in 2018

Supported accommodation was established as a pilot service (Supported Living) in response to a 2015 expert panel review of Child Youth and Family. The pilot was delivered by three providers in 2018. The aims were to provide a stable and supportive environment where young people can develop life skills and gradually transition from fully-supported care to independent living. The target group for the service was young people transitioning from care to young adulthood with a low to moderate level of support needs.

Key findings from an evaluation of the pilot⁷ included:

- The three providers had different approaches to supported living accommodation. The different approaches influenced the type of support young people received, their proximity to support and the extent each resembled independent living in private accommodation.
- Holistic assessment and support were required. Many of the young people had physical and mental health needs. Providers drew on their internal and local networks to link young people with the support they needed, and with education and employment opportunities.
- Separation of tenancy management from the social worker/ youth worker roles helped provide young people with the experience of living independently while being supported to solve any tenancy-related problems that arose.
- The cost of flatting and difficulty in finding a private tenancy were major barriers to young people moving to independent living in private accommodation.
- The Supported Living pilots prepared young people to have improved situations.

1.3. Kaupapa Māori models of supported accommodation privilege Māori ways of doing and being.

The service providers acknowledge inequity and difference in power, acknowledging the survival of their culture and language within supported accommodation, but acknowledge being Māori as a strength for their services and their use of Māori models of practice. Some examples of Kaupapa Māori models include:

- Powhiri process – the ritual of engagement - guides behaviour when engaging in relationships with people, kaupapa and environments.

⁷ Malatest International (2018). Qualitative process evaluation of the supported living demonstration.

- Maramataka. 'Everything under the influence of the moon' – the traditional Māori way by which time is marked. Kaupapa Māori providers guide whānau on how to use Maramataka to increase productivity and balance in everyday life - living by the indigenous knowledge of tupuna.
- Te Whare Tapa Whā which looks at the four cornerstones (or sides) based on Māori holistic health and wellbeing model, taha hinengaro, taha wairua, taha whānau and taha tinana guides assessments. Should one of the dimensions not be present this may become unbalanced and subsequently unwell.
- Tuakana /Teina-is a concept from te ao Māori and refers to the relationship between an older (Tuakana) person and a younger (teina) person, able/expert to less able/expert, a younger person needing more support.
- Kaitiakitanga - 'The obligation to care for one's own'. Successful collaborations between service providers and community, whānau, hapū and iwi. What mattered for services was to understand the taiohi whakapapa, to create connections with the taiohi. The kaimahi may not be from that taiohi iwi but would be able to connect to pūrakau, tīpuna to form a relationship with the taiohi.
- Marae tikanga and kawa to address, restore and enhance the mana and tapu of the whānau. The service provides a stable, kaupapa Māori structure for taiohi to be in while interventions are planned and implemented for their current needs and future wellbeing. These services provide opportunities to develop further life skills and find supporting strategies to deal with life's pressures using tīkanga Māori to encourage tika and pono in day to day being.

1.4. Supported accommodation can also support young people with complex needs but more intensive support may be required

After the Supported Living pilot, the supported accommodation service was extended to include young people who needed more intensive support. Pumanawa Ake, a small transition support programme for rangatahi described as 'extremely high-needs' was evaluated by Oranga Tamariki⁸. The evaluation concluded:

- Pumanawa provides rangatahi with essential support throughout the transition period and fills a service gap for those with very high-needs.
- Positive relationships and unconditional support are key strengths, central to the success of Pumanawa.

⁸ Oranga Tamariki Evidence Centre (2019). Pumanawa Ake Intensive Transition Support Service Evaluation Report.

- Rangatahi receive practical advice, advocacy and general support from Pumanawa staff, which is highly valued. The service identified the need for intensive support for rangatahi with complex needs to include drug detox, life skills within an independence flat and clinical support up to age 19.
- Rangatahi benefit from staff referrals to community-based services, although these must be youth-centred and rangatahi should be motivated to engage.
- Some rangatahi are initially placed within a secure residential unit, which provides a valuable opportunity for stabilisation and relationship-building. The Pumanawa independence flat (a two-bed, non-secure house co-located on the residence grounds) provides an essential environment to support rangatahi life skills development.

1.5. Supported accommodation is now part of Transition Support Services

Supported accommodation services have developed as part of TSS. The service agreement with supported accommodation providers specifies how supported accommodation supports the vision and purpose of Oranga Tamariki. It specifies responsibility to improve outcomes for tamariki and rangatahi Māori and their whānau as set out in section 7AA of the Act.

The supported accommodation providers are expected to employ support workers with appropriate backgrounds. The role of the support worker (who could be a social worker, youth worker or similar) is to assist rangatahi to develop skills and knowledge, to develop and learn from their experiences, with a focus on building competence and confidence to manage their own independent accommodation. The provider is responsible for the quality of professional supervision, the support the support worker receives and their access to appropriate training and development opportunities.

Oranga Tamariki has a responsibility to provide appropriate referral information to the provider including a current life skills assessment and copy of the transition plan.

The service agreements provide flexibility for the way the supported accommodation providers deliver their services.

The Supported Accommodation Service standards

Providers are responsible for the delivery of safe, stable, supported accommodation for rangatahi and facilitating the development of life skills and interpersonal skills needed for various accommodation options. Providers will support eligible care and youth justice experienced rangatahi on their path to independence and long-term wellbeing.

Providers will support these rangatahi to:

- Increase their knowledge and skills in how to live independently
- Provide opportunities to try, test and learn in a safe environment
- Learn how to manage a tenancy
- Find accommodation when it is time to leave the Supported Accommodation service.

Providers are responsible for the delivery of:

- Safe accommodation
- Goal setting with rangatahi to identify the skills they need to develop or build
- Youth work/mentoring/social work support to meet those goals and facilitate the learning of life skills
- Consideration to the changing needs of rangatahi.

2. The evaluation of supported accommodation

2.1. Purpose of the evaluation

The overarching goal of the evaluation was to understand the key elements of an effective supported accommodation programme.

The key evaluation questions are:

- Are processes working as intended?
- What are the components of supported accommodation programmes - including kaupapa Māori, Pacific programmes?
- Who is reached by the supported accommodation programmes?
- What types of support are provided to young people and to what extent do young people feel their needs are met?
- What aspects of the supported accommodation programmes are working well? What could be improved?
- To what extent are the supported accommodation programmes preparing young people for transitioning to independent accommodation?
- What factors are enhancing or limiting the outcomes that can be achieved by young people in the supported accommodation programmes?

2.2. A mixed methods approach was used for the evaluation

A logic model and measurement framework provided the theoretical foundation for the evaluation and the development of interview guides. The approach is detailed in the evaluation workplan.

We conducted a mixed methods approach to the evaluation combining analysis of Oranga Tamariki administrative data, and in-depth interviews with the Oranga Tamariki supported accommodation lead, site visits and interviews with a sample of 13 supported accommodation providers, including the provider staff and young people supported through the service. We aimed to speak to a variety of young people from the OTAP priority populations (young people Māori, Pacific Peoples, young people with disabilities and if feasible with Rainbow young people and young parents).

Table 1. In-depth interviews completed for the evaluation of the supported accommodation service

Group	Details	Young people interviewed
Oranga Tamariki	Supported accommodation lead	
Lifewise Trust	Team leader (1) Youth development workers (2)	Peer support/rangatahi worker (1)
Kahui Tu Kaha Limited	Manager (1) Support worker (2) Operations manager – housing (1)	Rangatahi (2)
Purapura Whetu/ Stepping Stones/ Odyssey House	CEO (1) Business Quality Manager (1) Property managers (2) Clinical director (1) Youth/residential services manager (1) Team Lead (1) Youth workers (3)	Rangatahi (3)
Innov8	Manager (1) Kaimahi (2)	Rangatahi (4)
Nga Kete Matauranga Pounamu Charitable Trust	CEO (1) Te Whare Mahana Team leader/transition worker (1)	Rangatahi (3)
Te Ora Hou Whanganui Inc	Tuakana (2) Mentors (2)	Rangatahi (2)
Bishop’s Action Foundation	Manager (1) Kaimahi (2)	Rangatahi (3)
Whakatu Marae	Team leader (1) Youth development worker (2)	Peer support/rangatahi worker (1)
Challenge 2000 Trust	TSS manager (1) Youth worker (1) Social worker (1)	
Kahungunu Whānau Services	CEO (1) Kaimahi - youth workers (3) Team leader/manager (1) Kaimahi (2)	Rangatahi (1)
Christchurch Methodist Mission	Social services manager (1) Youth worker (3) Tenancy manager (1) Practice lead (1) Team lead (1)	Rangatahi (2)
Te Hau Awhiowhio O Otangarei Trust	Kaimahi (1) Manager (1)	
REAL/Mental Health Solutions	Team lead (1) Youth worker (1)	Rangatahi (1)
Total	53 providers and one Oranga Tamariki representative	23

2.3. Strengths and limitations of the evaluation

A strength of the evaluation was that we were able to visit 13 of the supported accommodation providers. This was important in understanding the kaupapa of each organisation and in talking with managers, staff and rangatahi/young people. Gaining the perspectives of each group provided depth to the evaluation.

The lack of robust data about the profiles of young people and the intensity and duration of support limited the conclusions that could be reached. Most providers supported relatively small numbers of young people and without a consistent way of collecting information about needs and support provided it is difficult to fully understand the supported accommodation service.

3. What are the components of supported accommodation programmes?

3.1. Supported accommodation providers are located across Aotearoa

There were 17 supported accommodation providers across the country (Figure 1). Nine of the supported accommodation providers self-identified as Kaupapa Māori organisations, with five being Iwi-led Kaupapa Māori organisations. The remaining eight supported accommodation providers were tauwiwi-led ‘mainstream’ providers. There were no specifically Pacific providers. Ten of the supported accommodation providers are also Transition Support Service Partners.

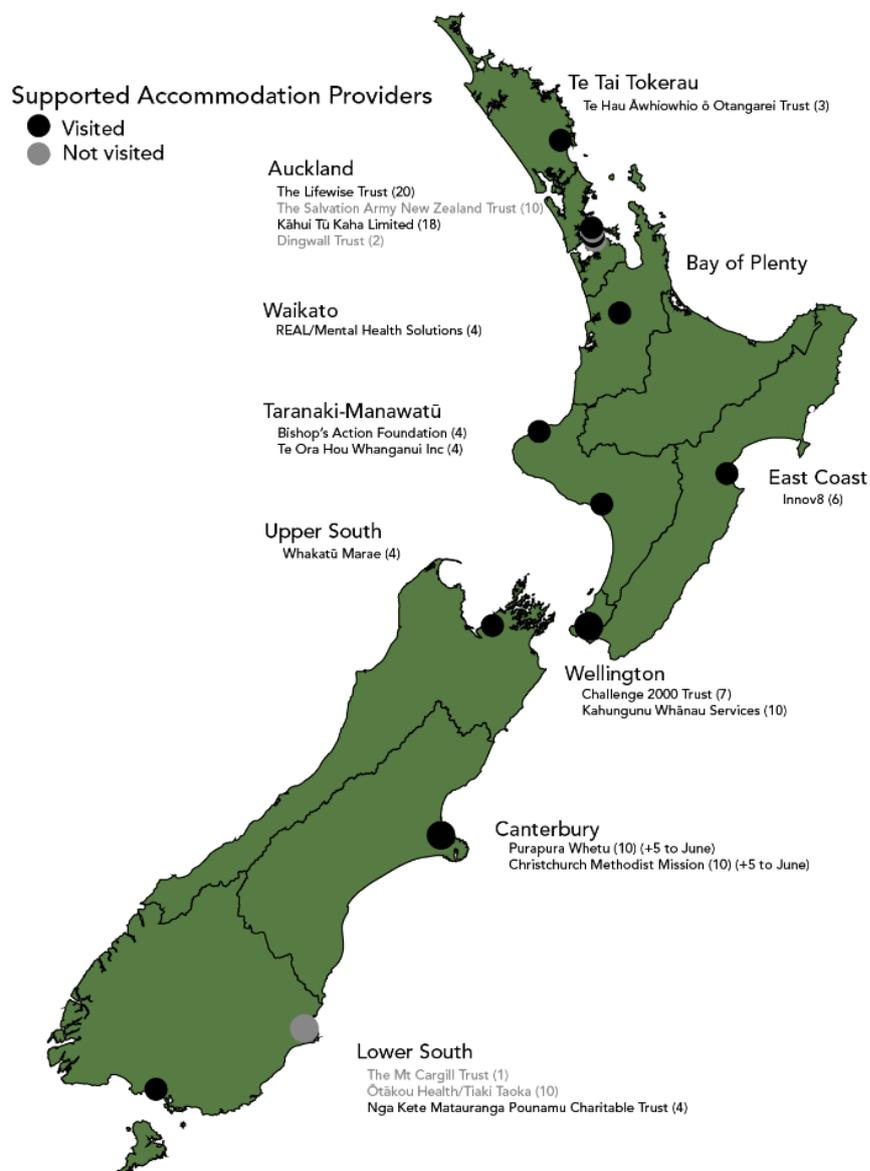


Figure 1. Supported accommodation providers

3.2. The accommodation models vary between providers

There is variation between providers both in the accommodation options they offer and in the way they support young people. The accommodation options offered are driven at least in part by the availability of housing types in the localities and existing housing each provider had when contracted as a supported accommodation provider.

Table 2. The accommodation options offered by providers

Group	Housing options
Lifewise Trust	5 sites – all young people have their own room Tenancy management provided by a separate team
Kahui Tu Kaha Limited	9 sites – 2 bedroom units Tenancy management provided by a separate team
Purapura Whetu/ Stepping Stones/ Odyssey House	6 houses – mix of 1 -2 beds, studios – Some owned, some leased private properties 10 placements + extra 5 to end June
Innov8	3 houses on 1 site. Houses may include whānau
Nga Kete Matauranga Pounamu Charitable Trust	1 house – up to 4 young people. Kaimahi onsite 9-6pm
Te Ora Hou Whanganui Inc	1 Koromiko whare – Live in family (Tuakana) 4 rooms 1 Private accommodation – independent living wraparound supports Future – Anglican Flats/Cabins on site – 2 x houses owned by TOHW
Bishop’s Action Foundation	1 house with a communal kitchen
Whakatū Marae	4 independent flats downstairs and 1 upstairs Leased a private property
Challenge 2000 Trust	3 youth houses and 2 beds in the main house
Kahungunu Whānau Services	10 apartment rooms
Christchurch Methodist Mission	A mixture of 1-bed units, 2-bed units, and some shared houses – Leased private properties 10 placements + extra 5 to end June
Te Hau Awhiowhio O Otangarei Trust	1 house, 4 bedrooms, on-site ‘auntie’
REAL/Mental Health Solutions	House leased from Oranga Tamariki, 4 bedrooms

Provider service agreements were for three-to-four-year initial terms allowing providers time to invest and plan their supported accommodation services. The budget associated with the service agreement was proposed by the providers based

on their model and reviewed by a fair pricing team within Oranga Tamariki. The cost per placement was based on the model. Some providers 'drew a line' whereas others could not turn a young person away. The implications of the latter were that resourcing for social worker/youth worker could be compromised by the need for additional beds or intensive support for a few young people.

Providers' comments about the funding of their supported accommodation model seemed to be influenced by the extent they pushed back on referrals of young people with needs for support than their model was designed to provide. Support for young people who fell outside the provider model could present unanticipated costs for providers. Kaupapa Māori providers offering a whānau focussed model may also incur additional costs in delivering their supported accommodation model.

This job is really, really, really hard...We value our workers, we pay them a decent wage...What OT pays for barely pays for the wage of an FTE...They might cover one FTE but they definitely won't be covering two. (Supported accommodation provider)

When providers did not receive referrals that fit with their model there could also be a financial cost. The main financial concern for providers was the costs of damage to properties that was not covered by insurance.

When we're not at capacity, it just means financially a loss to us...we're a big enough organisation to not be swallowed up amongst our other [services]... Other smaller organisations probably would have gone bankrupt because the damages that come...are thousands and thousands of dollars worth of damage. (Supported accommodation provider)

3.3. Supported accommodation is embedded in the provider organisation's values

Each of the supported accommodation provider organisations had a values system that underpinned their kaupapa. A minority of organisations embedded their services in faith-based values. Two youth workers at one faith-based provider identified as rainbow which provided confidence in supporting rainbow young people.

Other providers embedded or reflected kaupapa Māori values to some extent. The kaupapa Māori providers were embedded in their communities to a greater extent than the tauwiwi providers. Kaupapa Māori providers built relationships with local hapū and iwi and tikanga guided their practices. Communication in te reo Māori was described as important by some interviewed rangatahi.

It matters when the kaimahi are Māori, not just a Māori face, has all the tikanga and the way of doing things, I know alot of kids moving out of CYPFs will be Māori and have had that sort of upbringing, moving into somewhere where it feels like another OT home takes it away from a home being independent. (Rangatahi)

The organisations were described by stakeholders as ‘having a heart’ and this was demonstrated in the way they described their service to the evaluation team and the support they provided to young people.

3.4. Kaupapa Māori providers

Kaupapa Māori organisations are based on Māori worldviews where Māori ways of knowing and operating are central. Kaupapa Māori means living through tikanga emphasising Māori culture and values while being inclusive of people from other ethnicities and backgrounds.

Application of tikanga included:

- Papa kāinga - home base, village reflecting a whānau support system. The kāinga is more than physical structures. They provide opportunities for whānau to strengthen connections between generations, reinforce cultural and spiritual identities and revitalize Te Reo Māori. The taiohi is considered a part of the whānau, within papa kāinga they support, and live communally in a whānau structure where they role-model, parenting, upbringing with younger children as an extension of their home.
- Te Whare Tapa Whā is used as a framework for assessing the needs of young people to ensure a holistic understanding of the type of support that is required.
- Ngā Uara – The values of the organisation are grounded in manaakitanga (respect), fostering and maintaining important relationships whānaungatanga, as an organisation with iwi and within their community.
- Whānau Ora approach - A Whānau Ora approach provides a revitalised model of health and social wellness by empowering whānau in principle and practice - putting whānau as a contributing factor in the relationship for wellness. The model of service is the powhiri model which is a part of assessment and the organisation follows the Maramataka for that region in which kaimahi now take leave in the Māori New Year to prepare offering and eating kai, gather whānau around the table and recite karakia as they honour their loved ones that have passed. It is about the cultural practices that are embedded in their organisation.

3.5. The size of the organisations varied and influenced their networks and access to services

Some organisations were also TSS partners, some were organisations that offered other programmes, other social housing, and some were small and embedded in their communities.

In one locality the supported accommodation providers worked in partnership. They assessed each referral as a group to determine the best fit for a young person, with one provider being a faith-based ‘mainstream’ provider, and the other a collaboration between a kaupapa Māori, alcohol and drug, and housing services. Providers would consider both the physical housing options available, best fit of placement with other young people in a shared environment, and the suitability of the provider themselves for that young person. Both providers would meet with the young person before they entered the service so the young person could decide where they would be best suited. On rare occasions, young people switched providers if they later felt it was not the best match for them. The relationship between the providers was non-competitive, with the ultimate goal of doing the best they could to support the young person.

3.6. Some organisations focused on providing support in a family environment and others in semi-independent flats



Support in a family environment included:

- Creating a family atmosphere as part of support to independence – family dinners, ‘auntie’ on site, young people living with mentors/transition workers, couples with children (Tuakana) and others coming in to support the young person.
- Provision of food and meal preparation varies, some houses are given a budget to purchase food, one day a week for dinner to include young person in whānau dinners. Other providers would take young people to the supermarket. In one provider, kaimahi were scheduled for a ‘dinner shift’, where they came onsite around 6pm to help young people prepare meals.
- One provider offered a Papa kāinga home where a young sister had her siblings living with her, another sister next door and the house on the side had a sister and partner. This approach supported a reduction of violence for the parents and the supported accommodation model provided counselling one-on-one with their parents, whānau lead, whānau wānanga as a healing process for the whole whānau within a safe space, to become the champions for their own community.

Other providers offered flats and more independent living scenarios with young people living in flats by themselves or with other people. The space was theirs to live in and look after, and providers typically would not enter the premises without being explicitly invited in by the young person. Support consisted of check-ins, typically weekly, where kaimahi would visit the young person at their home, or pick them up to go elsewhere, e.g., a cafe, course, appointment, supermarket. One provider stated that the best work was done in the kōrero they could have with young people while sitting in the car together.

The different types of accommodation influenced young people's experiences of private rentals. Some providers separated tenancy arrangements from social support. The amount young people paid in rent ranged from \$100 to \$250 per week.

There was no evidence that one or the other model worked better. The main point is that the supported accommodation model meets the support needs of the young person and where they are in their journey to independence.

4. Who is reached by the supported accommodation programmes?

Oranga Tamariki data to the end of June 2023 is summarised in Table 3. Of the 154 placements, 110 (71%) were current and there were 26 (17%) pending referrals. At least 49% of contracted placements were with Iwi or kaupapa Māori providers⁹. At least 34% of supported accommodation providers self-identified as Iwi or kaupapa Māori providers. Full occupancy depends on appropriate referrals and the fit of young people with the supported accommodation provider model and other young people being supported.

Table 3. Supported accommodation placements and occupancy to end of June 2023 (Oranga Tamariki data).

Region	Number of placements	Number of current placements	Number of pending referrals
Te Tai Tokerau	4	4	0
Auckland	56	45	2
Waikato	5	4	2
Taranaki-Manawatū	9	3	3
East Coast	13	10	3
Wellington	18	18	8
Upper South	4	4	1
Canterbury	30	17	7
Lower South	15	5	0
Total	154	110	26

There are no Oranga Tamariki data on the demographics of young people in supported accommodation placements. Based on supported accommodation provider feedback:

- Ages vary depending on the model and the extent on-site support is available
- Rangatahi Māori and Pacific young people are being reached – including by mainstream providers
- Pākehā young people are being reached – including by the kaupapa Māori providers

⁹ 3% of provider returns did not specify whether the organisation was kaupapa Māori or an Iwi provider.

- Also increasing numbers of European, Middle Eastern, refugee and Asian young people in Auckland are in supported accommodation
- Supported accommodation providers in Auckland reported increasing numbers of rainbow young people – highlighting the need for rainbow social/youth workers and implications for sharing flats
- Some providers reported up to 90% of young people have substance abuse issues.

All [young people have] pretty full-on, intense sort of histories, drug use is probably 90%, realistically. That ranges from just smoking a joint to, you know, meth sort of daily. (Kaimahi)

One provider entrusted their data to us so the analysis could provide an example of the provider's work (Figure 2). The analysis provides a view of the complex needs of the young people the provider supported, the support provided and referral networks. The example is not necessarily representative of all supported accommodation providers but demonstrates the potential value of the data held by providers in informing Oranga Tamariki policy and service development.

Provider data summary

Current clients (n=11)



82% of clients were New Zealand European



Most of the clients were female (eight), two were male, one was gender diverse

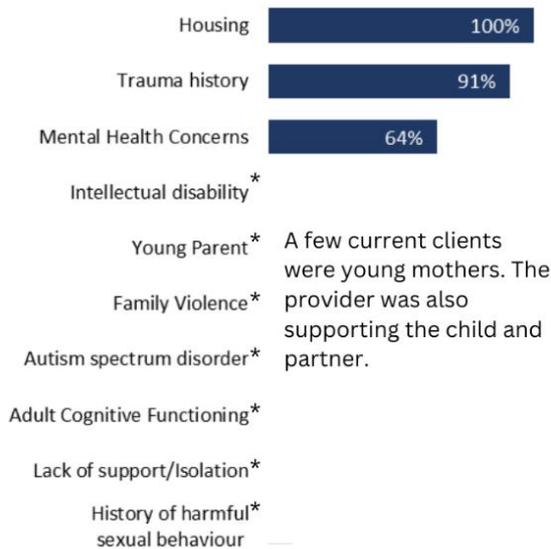


45% of clients were Māori

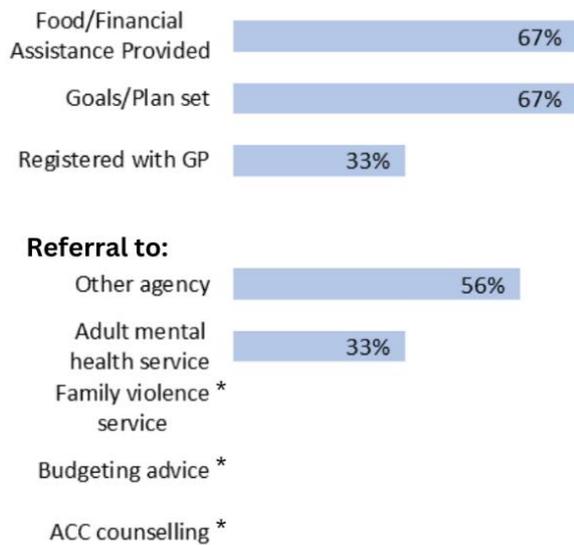


The average age of clients was 19. There were two current clients below the age of 18

Complex needs (n=11)



Support (n=9)



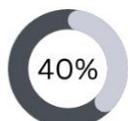
Exited engaged clients (n=10)



80% of clients were New Zealand European



Most of the clients were female (eight), and two were male



40% of clients were Māori



The average age of clients was 19. There were no exited clients below the age of 18

Pathways for leaving supported accommodation

4 Provider ended the tenancy, with one client unable to contact
Client ended the tenancy*

4 Clients secured their own housing
Client moved to another Supported Accommodation provider*

* Where there are fewer than 3 in a category the value is suppressed, and may be 0, 1 or 2 young people.

Figure 2. Data summary of one supported accommodation provider, current clients and exited clients who engaged in the service (n=21)

5. Are the processes working as intended?

We considered the supported accommodation processes chronologically and in the context of the service intention to support young people with low to moderate support needs.

5.1. The appropriateness of referrals for the provider organisations varied

While providers received referrals from a range of sources including from within their own organisation. Oranga Tamariki was a main source of referrals.

An effective referral contained the information about the young person the providers needed to understand whether a young person was a good fit for their model.

Supported accommodation is about living independently. Trying to target the right cohort to make a difference. (Oranga Tamariki)

Providers needed to consider:

- The extent of support the young person needed and the fit for the intensity of support their model offered. For example, if a young person needed intense wrap-around support then an independent flatting scenario was not likely to meet their needs.
- Accommodation gaps they had that aligned with the young person's support needs.
- The young person's fit with other young people the organisation supported. This might include culture, gender and/or age.
- Any safety issues for other young people the provider supported.

We heard from most providers that Oranga Tamariki referrals often did not include enough information to enable the providers to assess the fit of the young person with their service. Insufficient information could impose a safety risk for other tenants.

A rangatahi was referred by OT from [service] but information about the nature of the offending was not shared ... the placement is amongst a whānau and their children. (Supported accommodation provider)

Young people transitioning from care and Youth Justice facilities have a range of needs. Substantial proportions self-identified as often or always having multiple needs. Some have diagnosed health and disability¹⁰ and others have no diagnosis.

¹⁰ In response to Washington Group Scale in Just Sayin' 22, 55% of young people reported a complex need. Of these 12% reported a complex physical need, 27% at least one physical and one psychological need, 60% a psychological complex need only. A complex need was defined as 'often' or 'always' having difficulty.

Some require a built environment that enables them to live independently. Some young people need intensive support – a few were described as needing 24 hour care and the accommodation options available for this group of young people as they leave care are limited. Many will not reach the Ministry of Health thresholds for residential care and Oranga Tamariki social workers struggle to find somewhere for them to live.

Oranga Tamariki social workers may call on supported accommodation providers either as a last resort or because they do not understand the target group for supported accommodation. Oranga Tamariki staff know providers have a ‘heart’. Some draw a line but others take all referrals and try to make it work.

We resisted [the referral] initially because we didn't have the resources. But we got a phone call [from Oranga Tamariki] the day before her 18th birthday...they knew our values and knew we couldn't just leave her. So we made it work even though we couldn't meet her needs. (Supported accommodation provider)

We don't turn anyone away despite what's going on in their lives...If they are YJ...have all these underlying issues, we would take everyone that we can, because everyone deserves a chance...Some providers have said no to rangatahi...we've stuck our hand up to like...we'll jump in here. (Supported accommodation provider)

[Rangatahi] just spent three months in a men's prison and you want them to come to us? (Supported accommodation provider)

When supported accommodation providers were not able to accept a referral, other options they described included:

- Referral to other accommodation models within their organisation – some providers had other types of social housing

[Rangatahi have] a lot of high and complex needs...It's becoming the norm...We deal with it the best we can if it's referring on or referring through our service. (Supported accommodation provider)

- Referral to other providers in their network
- Discussing options with Oranga Tamariki to understand the young person's needs and what additional support Oranga Tamariki could provide to meet those needs.

In the beginning, we didn't have the resources to support her [a young person]...we advocated for a care and protection order so that OT [Oranga Tamariki] had the ability to keep paying her rent. But they said "we can't do this forever"...so in the end, we negotiated with OT to get more money, which gave us an additional year's worth of funding to help meet her needs. (Supported accommodation provider)

- Considering Entitlement to Remain and Return (ETRR) if the young person met the eligibility requirements. However, the previous caregiver needs to agree to have the young person continue to stay with them. We also heard from some providers that putting ETRR in place could be difficult because of resistance from local social workers.

5.2. Whakawhanaugatanga is the first step after referral

The supported accommodation providers meet with the young people and introduce them to the model of support they can offer. This might include seeing the accommodation, meeting staff, meeting other young people including potential flatmates.

We meet them for a viewing we get to see who they are...we kind of just see if they're suitable to be living independently or if we feel like they need more support we kind of just see in our organisation, refer them to one of the other teams. (Supported accommodation provider)

Whakawhanungatanga was the foundation for providers to start building trust with a young person. Providers described trust as taking a long time to establish and that a fuller picture of young people's support needs only emerged as they started to trust the provider.

A lot of the time we are just trying to get a hold of who they are...the truth of what they say...I feel like you kind of don't get to the real crux of things until like a couple of months down the track. (Supported accommodation provider)

5.3. Providers assess and respond to the needs of young people

All the interviewed providers had a process for assessing young people's needs. Conversations and continuing to build trust were key but were complemented by various assessment tools. Examples included:

- Te Whare Tapa Whā – holistic assessment across all taha – taha wairua, taha hinengaro, taha tinana, taha whānau.
- Outcomes STARS - are evidence-based tools designed to support positive change and greater wellbeing, with scales presented in a star shape and measured on a clearly defined 'Journey of Change'. The Outcomes Star is completed as part of conversations between individuals and support practitioners such as key workers.
- HEEADSSS - an acronym for a comprehensive psychosocial assessment tool identifying risk and protective factors and assists health professionals formulate a plan in partnership with the young person.
- Whānau ora assessment tools.
- Provider-developed self-assessment forms.

[We have a] self-assessment form across six different pou. That goes from how they're feeling internally, how they're connected to the whānau, how they're connected to the community, how they view themselves, and what resources they have available around them. (Kaimahi)

5.4. After assessment, providers set goals with young people

Providers work with young people to set realistic goals and outline pathways to achieve their goals.

I will talk to the social worker or go meet up with them, we'll have a talk way more in depth about what that young person needs, what they're looking at, progressing onto ... (Supported accommodation provider)

Reassessment is part of an ongoing process. For some providers, this was formalised, and for others, goals were ever-changing. Setting small goals every week supported young people and their changing needs. Reviewing goals regularly meant if a young person's focus changed, they didn't feel they had failed if they hadn't met a particular goal.

We do the assessments every three to six months...Gives us an idea of how [rangatahi] are...why were they up there and then back down, and we can work that back into their goal plans...we've got short-term goals of how to get to the long-term goals... (Support workers)

Providers emphasised the importance of strength-based support to achieve goals and the benefits of working as a team. They described looking for a strength in each young person.

I have worked with young people from all spots and spectrums, young people that had gone through youth justice system and all of that, where money is given to them to do the things that they need but there's been no company, no walking side by side with the young person. I love the kaupapa here at this organisation. You see the need for wellbeing. The influence, support, the love they get here has made such an impact on what they get, how they go about their lives out of home. (Youth worker)

The stuff I have heard from the young person - the sadness always goes back to the broken home. They didn't have the space to be them just the abuse. Being here was easy to work in but challenging, living in a home environment with the young people, you go from being a fun youth worker to a worker who's getting yelled at because you're trying to teach them house duties. But what gets me excited to be here every day is if this kinda home did not happen and kaimahi leave because its challenging or as kaimahi we are tired of being yelled at because the young person doesn't want to clean their room or whatever - no one is going to do it and its going to continue to be that cycle.

The realisation for me was that the young person had never experienced a home, experienced basic things because they have been tossed in so many places that they never got taught things. One young person mentioned to me how do I know how to eat well if I never got taught? What's eating well? That's why working in this space is so good. To show them we love them and that we have their back. To show them in a healthy way on ways to behave when we have tough conversations. We still love you, we are still going to celebrate you on your birthday. It's cool to show them what healthy love is, not from one extreme to the other. (Youth worker)

5.5. The wellbeing needs and contexts of some young people were difficult for providers

The information recorded by Oranga Tamariki does not enable identification of the level of need of young people. Most young people leaving care and in need of supported accommodation bring health and wellbeing needs associated with past trauma and life experiences. However, it was evident from conversations with providers that some of the young people they were supporting had support needs that did not align with the support the organisation's support workers could provide. For example, they needed counselling or someone to be with them providing 24 hour care to keep them or others safe.

Young people's whānau and friends could be a challenge. Providers had to balance supporting young people to manage their connections and set boundaries to stop whānau and friends 'taking over' while also supporting (re)connection.

Drug and alcohol use by young people was noted by many providers. As one provider described, the providers also needed to recognise that the young people they supported should have the same freedoms as young people without care experience. That included allowing them to use alcohol and experiment (safely) with recreational drugs. Other providers prohibited alcohol and drugs in the accommodation they offered. In one community, a main challenge was connection between a young person and local gangs including access to drugs.

Our community has gangs, so we work closely with the gangs to build relationships, to support the young people who are a part of our service because they are their families. (Supported accommodation provider)

Interfaces with other agencies were important and worked best where the providers had a contact person within an agency that understood their work. For example, a good connection with Work and Income could help young people to get their entitlements. One provider described how lack of trust and confidence could make it difficult for young people to engage with agencies after leaving care.

They struggle with getting a benefit. Oranga Tamariki try to help them but if they don't do it and they reach 18 then [provider] has to negotiate the process. The young person has to go to the office with us.... One young person struggled to go into WINZ. He had anxiety about being treated badly and couldn't handle the idea (Supported accommodation provider)

Effective interfaces with Oranga Tamariki local offices were key to referrals that fitted the provider models and to providers accessing other transition support services alongside supported accommodation.

5.6. Providers doors remain open for young people leaving supported accommodation

Providers continued to be there for young people who left their supported accommodation. The providers who offered a family context welcomed young people back to family dinners or events.

They [the young people] feel, even when they finish the programme formally, they can still come back. I had a phone call today from a young woman who was part of supported accommodation and aged out. She had to leave her relationship because her partner was being violent. She reached out to me, to us for accommodation support and that's not uncommon. (Supported accommodation provider).

The providers were also a safety net for young people who moved out either to live with whānau or to flat independently. Whānau contexts could be changeable and changes impacted on the young person.

We had one young girl who got a job and did really well. Then her mother became unwell and started calling her night and day. She lost her job and had mental health issues. Her mother died suddenly and her world disintegrated. (Supported accommodation provider)

5.7. Providers understood the intention of supported accommodation

Providers understood the intention of the model was to support young people towards independence.

The model of transition into adulthood is more of a hand-up instead of a hand-out. The [Service] provides a visual pathway for the rangatahi – they have to be engaged in a plan, they have to have a plan and they have to have a vision – working with them proactively to have a plan around independence. (Supported accommodation provider)

Some providers had been providing social housing for many years and supported accommodation was part of that support. Some were relatively new. The providers who were less experienced would welcome more direction on how to support young people. Opportunities to meet and share supported accommodation models with other providers would help with service development.

6. What difference does supported accommodation make for young people

6.1. Young people receive support that helps them to work towards the TSS outcomes

The breadth of support described by providers aligned with the TSS outcome objectives for young people. The level of support was balanced with the young person's desire for and readiness for independence.

The supported accommodation service agreement included funding for a youth worker, social worker or similar. Providers had flexibility to use this resource to employ one person or to contribute to supporting a team.

A common scenario was on-site support during working hours and on-call support outside working hours. When supported accommodation was provided through an organisation with other services and/or through a network of providers there were more options available to meet young people's needs. Providers may have access to in-house specialist services or youth programmes.

I got a lot of support before I even moved into this place. [Transition worker] she'd come and pick me up and the car for with all and we squeezed all my stuff in there...And then other people from [provider] got a van together and a trailer and moved all my other stuff here. (Young person)

6.1.1. More young people have safe and stable living arrangements

Learning to live in rental accommodation was a stage in the young person's journey towards independence. The providers had different approaches to supporting young people in rental scenarios. Those providers at the 'semi-independent' end of the spectrum separated tenancy from social support and charged young people rates that more approximated market rents.

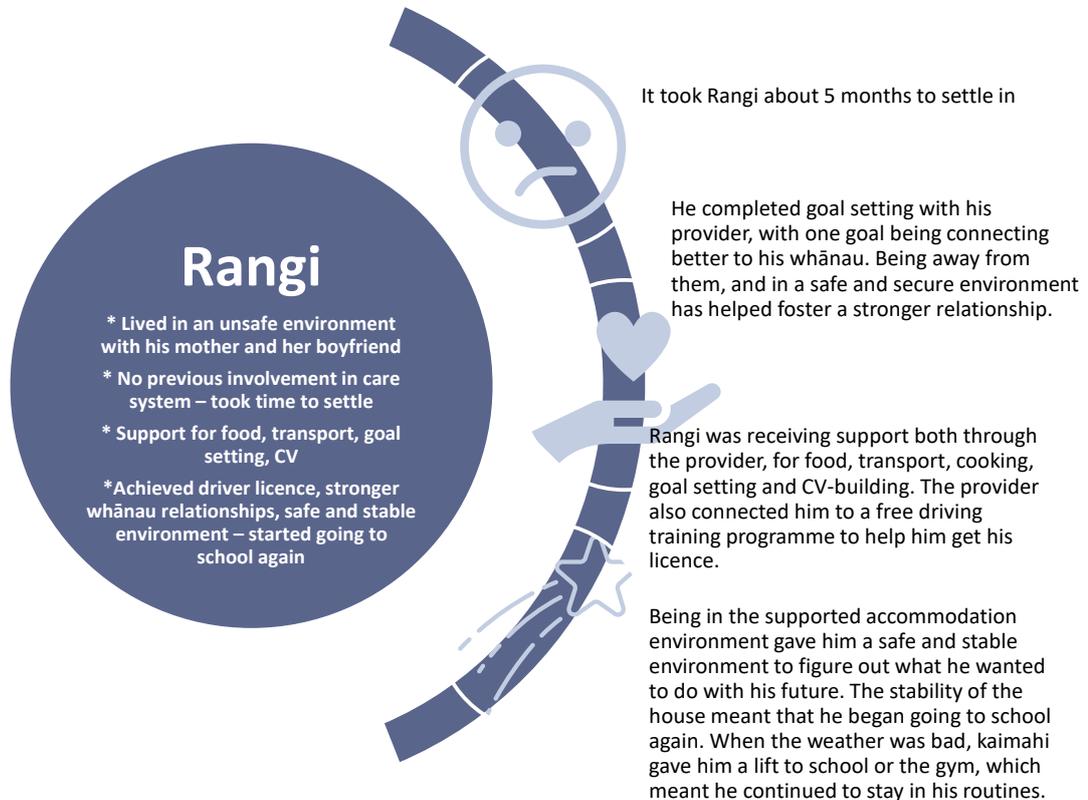
...Our main focus is around sustaining the tenancy...Are you able to prepare for an inspection? Are you able to respect other tenants...Also, we [help them] find programmes...they might be interested in getting licences, employment and getting qualifications...we do a lot of programmes like that to help. (Supported accommodation provider)

The [supported accommodation service] graduate their rent payments and have an expectation that they are doing something – working, training, part-time work or full-time work. The [service] transition to market rent. (Supported accommodation provider)

Providers supporting young people to live in 'family' situations tended to charge lower rents. Safety and stability for the young person and others where they lived was a focus for the supported accommodation providers.

I've never had this kind of stability in my life before. And this was definitely the place to be. (Young person)

[My previous home] never felt like home. You open up the fridge, you expect food. And all there was was beer. That was probably about it. Open up the cupboard, there was just like some old kind of spaghetti. (Young person)



6.1.2. More young people have the life skills they need to thrive as adults

A breadth of support for life skills was described and included budgeting, cooking, flatting and tenancy management, driver licences.

Hi. My name is [Name] and I live at [supported accommodation address]. I have currently just written down some notes about how supported accommodation has helped me. It has currently helped me to move closer to my family ... It has also helped me move from living with my old caregiver to currently living on my own. It has helped me learn how to clean properly for a house inspection – not just normal everyday clean but spring clean. It has taught me the importance of rent and budgeting and what money has to come off first. It has also given me an understanding of how the outside world works. For example, your bills and rent and eating well. Thank you.

Transcript of a video shared with us by a young person receiving supported accommodation support.

Life skills also included learning to live alongside others and to be part of a community.

I've struggled with communication with people because I would just go and do it, I wouldn't tell them where I'm going...but they've helped me working on my communication skills. So like every single time I'm leaving, I'm like, 'oh, no, I need to write on the whiteboard saying where I'm going'. (Young person)

I didn't really know how to cook, apart from maybe boil up meals.. I mean, I couldn't even fry an egg properly. But here, you've got to cook. So I learned pretty quick. And they supported me a lot. (Young person)

6.1.3. More young people are healthy and recovering from trauma

Supported accommodation providers all noted the past trauma experienced by the young people they supported. For some supported accommodation providers, support for young people with complex needs was feasible within their models. One provider commented about the satisfaction associated with seeing the changes young people made towards developing skills for independence.

Access to health and social services varied. Social workers and youth workers could fill some wellbeing needs but some young people needed specialist support for mental health. We frequently heard that the transition from child and adolescent mental health services to adult mental health services was difficult and could include long waiting time. Although not the target group for supported accommodation, providers were filling the gap and supporting these young people. Some supported accommodation providers were part of organisations that also offered Hauora services. This enabled easier access to wellbeing for young people.

6.1.4. More young people have a trusted adult in their lives and are engaged with family/whānau, cultural and community groups

Reconnection with whānau was driven by the young people. Some young people wanted to return to live with whānau and supported accommodation providers supported them to do so while providing a safe place for the young person to return to if they needed.

That [connection with whānau has] already happened since I've been here, because I'm getting a break from [mother and boyfriend], instead of them being in my face all the time. I've actually built a better relationship with my family being away from them than I had been around them all the time. (Young person)

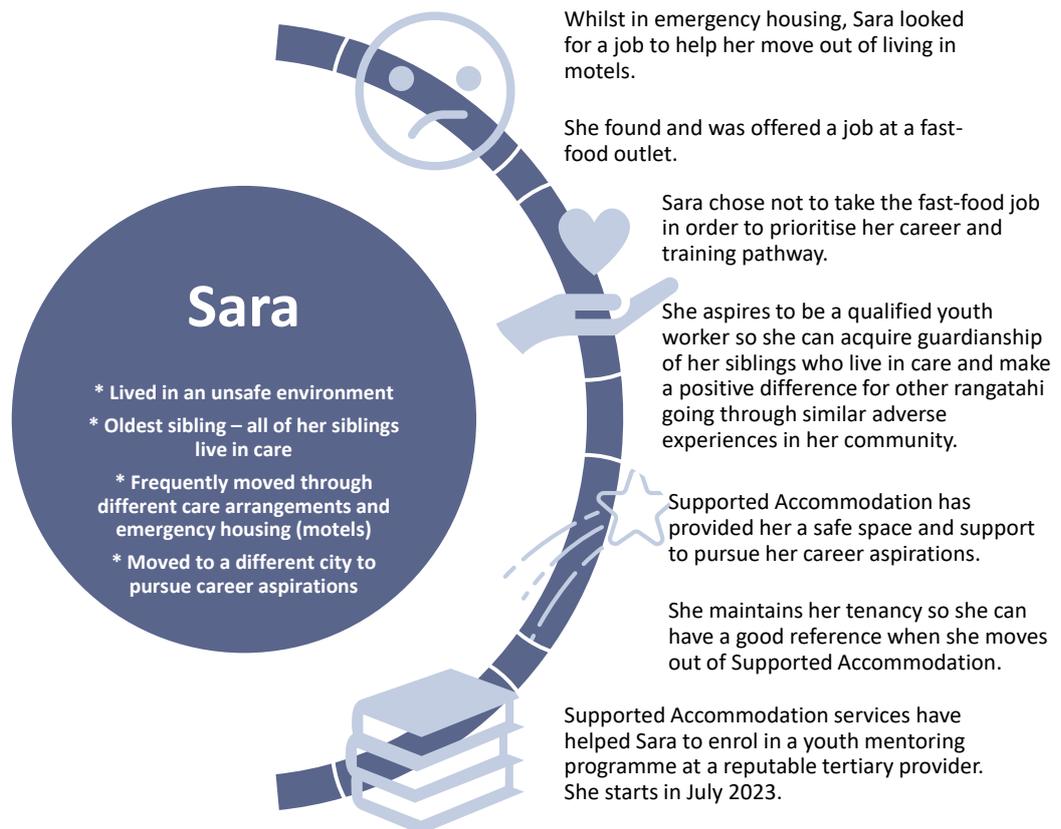
Because I'm the oldest I've always been worried or worrying about my younger siblings in life. This is like time for me to grow and live for myself, to focus on myself. It's given me like the time and the place to like from the years of just focusing on my siblings and trying to do better for my siblings. Now I've got the time to do better for myself. (Young person)

[This is] just a stepping-stone for me...I don't know if my mum and dad are going to come around to [their] sense[s] anytime soon and I'm the oldest of my lot...I've come

down here to do this so I can use this house as a reference for me in the future...When I finish my youth mentoring training...[I want to] go back there and start the path [region deleted] to help the young ones...My plans are to...get my two younger siblings under my care by five years-time. (Young person)

6.1.5. More young people are in education, training, employment or volunteering

Supported accommodation can help young people to feel they have choices – one young person turned down a fast-food job to focus on achieving higher aspirations of completing a youth work qualification and returning home to care for her younger siblings in care, and other rangatahi in her community.



Employment options were difficult in some regions and some young people needed to learn skills before they could gain employment. Providers gave examples of supporting young people not in employment to learn skills such as farm work or to volunteer.

... If they're not already engaged in education or employment, they must be working with me towards doing that. (Supported accommodation provider)

6.1.6. Improved outcomes for rangatahi Māori who are transitioning to adulthood

All providers supported rangatahi Māori as well as young people from other ethnic groups. Support for rangatahi Māori to connect with tikanga and their whakapapa was more effectively provided within a kaupapa Māori context where the organisation support was embedded in mātauranga Māori.

It's good to be with someone who's more you [Māori] because they understand you more. (Rangatahi)

Some rangatahi Māori entered supported accommodation with a Māori provider, as their first interaction with a kaupapa Māori service. One young person described noticing a difference between the support provided.

You don't realise actually how much a Māori organisation actually helps you. But if you look at it in the bigger picture, if it was like, another organisation that didn't really care, they wouldn't have helped you as much. A Māori organisation, they help you a lot more, and they'll create the stepping stones that you need. That's way more helpful. (Rangatahi)

It is my safe place, it took me awhile to get used to it. When I first moved in last year I was in a low spot and here I was expecting people to just let me be but nah they helped. They are pretty persistent when they can see you need help and them trying to help made me feel more like family. I'm now living in my own flat and seeing what I was like then I was pretty mean, but when you leave and come back for a visit and see them with the other taiohi you see that they aren't nagging at you. You have people that want to support you and they ain't leaving. They are there to help you grow up so you can be your own independent adult. (Rangatahi)

This service provider had rangatahi in the city where some had been rough housing, homeless, couch surfing, transient living on the streets in unsafe situations, suffering from mental health distress, drug and alcohol addiction where some referrals would come from Oranga Tamariki, but other referrals would come through agencies to support rangatahi in their community.

I am 18 yrs old and I came into this place because I had nowhere really. I aged out of CYFS. ... I been with CYFS a pretty long time. The kaimahi at the time helped me to secure this supported accommodation. The kaimahi have helped me with things that are very hard for me because I have been so dependent on CYFS for a very long time. Now being here I have started talking to my family again, I have been trying to connect with them which is very hard for me. I have adapted so that people don't need to be with me the whole time. CYFS have put me through so many places the difference here is I live by myself and it is literally scary. I had thought I could do this by myself but I was like wow I'm by myself and its scary. There are areas here that I get help with but I try and not take advantage of it. (Rangatahi)

We heard about how kaupapa Māori providers connected with their communities and provided support to young people but also to their whānau as illustrated by the case study below.

Whānau lead, Whānau wānanga *How do you heal a whānau? It's about finding solutions, start to dream – having potential.*

Whānau living together, being together, learning together and supporting.



**Pāpākainga
Bringing whānau
together**

Cilla was the first supported accommodation young person for the service. Then Cilla transitioned into adulthood. The service employed Cilla when she turned 21 yrs. Cilla is now working for supported accommodation and lives on site. Cilla has her siblings in her own care now as they were uplifted. Cilla has her 18 yr old sister in one of the other flats, who is working part-time. Cilla's other sister and partner with two children are in the other home next door (Pāpākainga) settlement. This supported the sister and partner in a reduction in family violence within the gang community they were living, the barrier for them was housing. The service provide supported accommodation and therapy combined.
-Cilla's Story

A mother describing the journey: Tika to the Kaupapa

"The service is in the waka with her, helping her with where she wanted to go"

Mum contacted the service and wanted help. Mum was supported in counselling. The service organised a hui for all the services to come together where mum was able to speak her truth.

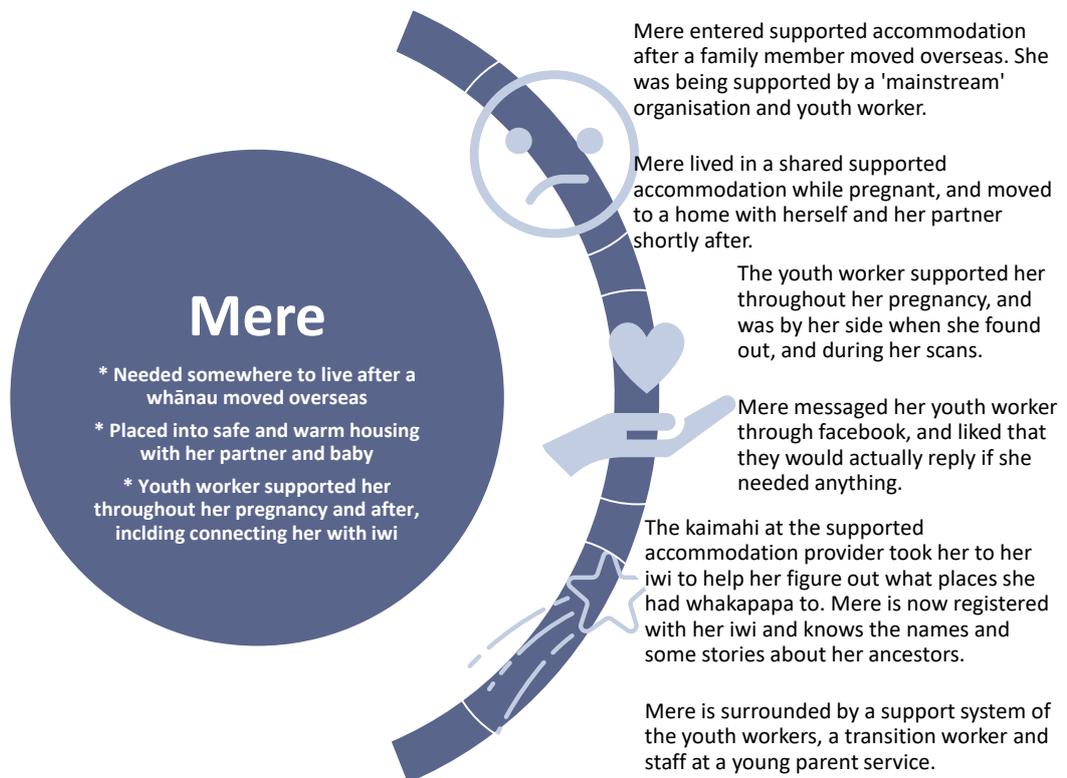
"The service is in the waka with her, helping her with where she wanted to go" The mum described the journey and felt supported.



Cilla's Mum

A whānau lead, whānau wānanga was held, Things came to light huge mamae, but so healing for the whānau. Solutions in the whānau it was a healing process to talk about it in a safe space – Communication with whānau.

Mere's description of her experiences provides an example of whānau focussed support for a young person with a baby.



Within mainstream providers, some tried to match rangatahi Māori with kaimahi who were Māori.

There were some examples of non-Māori providers who were confident in their ability to support rangatahi Māori in aspects such as connecting with their iwi. One kaimahi described that although she was not Māori, she felt comfortable to awahi the young person if they needed.

[I said to the young person] "Well, you know, [kaimahi] is [Māori]. He's quite familiar with that. Would you like him to go?" "No, [kaimahi Pākehā], I want you to go." And so I don't go in there being like, "Oh, I know everything." I do the opposite. I'm like, "alright, mate, this is on you. I know nothing." And so I'll go in and I'll be like, "Oh, this is [young person], she would like to learn about...". And so it's that walking alongside. We all can do it. (Kaimahi)

6.2. Supported accommodation does not work for all young people

Amongst the examples of positive change for young people we also heard about challenges for providers and young people they could not support.

Young people with more complex needs for health and social support, including neurodiverse young people were likely reflected in provider descriptions of young people who ‘trashed’ the accommodation or were unmotivated to do anything.

There was a young woman who had a very difficult background...she was suicidal and had social anxiety to the point where she wouldn't come out of her room...sometimes she would become very distressed and her behaviour would be extreme in terms of damage to house...she needed 24 hour a day care and we weren't set up for that. (Supported accommodation provider)

Young people were mobile and transient, and some did not stay long enough to benefit from the support offered.

7. Conclusion

Supported accommodation is most effective when the type of accommodation and support aligns with the young person's support needs

Alignment of the supported accommodation model and the young person's need for support requires those who refer to understand the provider and the intention of supported accommodation.

Considerations:

Further communication of the intention of supported accommodation to Oranga Tamariki social workers.

More detailed information in referrals would help providers understand the fit of a young person with their organisation and whether they can provide the support a young person needs.

Service development is required to fill the current gap for young people with more complex support needs e.g. neurodiverse young people who require 24 hour support, young people who need specialist mental health support that is not available by the supported accommodation provider. This may be through additional resourcing for existing providers to set up accommodation options and staffing to meet the needs of these young people or through other providers.

Flexible supported living models that fit with supported accommodation providers organisational philosophies

The current flexibility within the supported accommodation service agreements increases the potential for sustainability and allows the programme to fit with the other programmes delivered by each provider.

Service flexibility also enables organisation to deliver supported accommodation services that align with their kaupapa this is essential for kaupapa Māori providers.

Considerations:

Maintain the current service flexibility.

Consider whether there is a need to further support kaupapa Māori providers to offer supported accommodation models that have whānau focus and are embedded in their communities.

Holistic and strengths-based support

Supported accommodation providers highlighted the importance of focussing on the strengths of the young people they supported and recognising their different support needs. Current approaches of building in trust, assessing needs and setting goals seem to be effective in supporting young people. The flexibility of the current model enables support for young people to be tailored to their needs.

The lack of robust data about the profiles of young people, the intensity and duration of support limited conclusions that could be reached. Most providers supported relatively small numbers of young people and without a consistent way of collecting information about needs and support provided it is difficult to fully understand the supported accommodation service.

Considerations:

More administrative data is needed from providers to understand the support they provide.

An online case management tool that supports consistent information collection and provider reporting. Any tool would need to allow providers to use the different assessment approaches.

All providers must provide effective support for rangatahi Māori

Support for rangatahi Māori must recognise the diversity of rangatahi Māori and provide opportunities for rangatahi Māori to reconnect with whānau and mātauranga Māori. Supporting whānau alongside young people helps to strengthen communities and reconnections.

Considerations:

Rangatahi Māori should have the opportunity for exposure to te reo, wānanga, tangihanga and other aspects of mātauranga Māori. Tauwi supported accommodation providers may need to increase their links with local iwi and hapū to achieve this.

Kaupapa Māori providers may offer models such as papa kāinga and it is important that these are enabled in service agreements.

Access to the breadth of services young people need

The ability to access the different services and programmes needed by young people was enhanced when providers worked as networks or provided a range of services within their wider organisations.

There is a gap in specialist services for young people such as addiction support services, specialist mental health services that needs to be filled. There are also gaps in primary care such as general practice in some localities.

Some young people struggle to access services which are there because of previous trauma and anxiety about how they will be treated.

Considerations:

There are advantages in supported accommodation providers also being TSS partners or being part of wider networks.

Consider options to make it easier for young people to access the benefits and services they are entitled to including Work and Income benefits.

Financial support for supported accommodation providers

Many of the providers considered the supported accommodation resourcing covered most of their needs. However, exceptions related to covering the costs of damages to properties and pay rates for social workers/youth workers.

Considerations:

Consider a way to support providers to compensate for damages not covered by insurance.

Strengthening supported accommodation provider networks

Some providers had been providing social housing for many years and supported accommodation was part of that support. Some were relatively new. The providers who were less experienced would welcome more direction on how to support young people and more guidance around what policy/processes they need to develop.

Considerations:

Opportunities for information sharing between providers to enable providers to learn from each other.

A training module prepared by Oranga Tamariki for providers to use in training staff.

Appendix 1: Provider Profiles

LIFEWISE
YOUTH HOUSING

LIFEWISE

ABOUT LIFEWISE

Lifewise provide a range of housing, health and disability, mental health and addiction, and family services. Housing services include:

- **Housing First:** The goal of Housing First is to provide housing for rangatahi experiencing homelessness and to develop their living and wellbeing skills. Permanent, secure, safe housing is recognised as a basic human right.
- **Youth Housing Services:** Lifewise's Youth Housing Service provides housing and support for youth who don't have a safe or stable place to live
- **Sustaining Tenancies Services:** Lifewise help people to keep a roof over their heads. Lifewise Sustaining Tenancies Services provide people with the tools to manage their money, make sense of benefits and be independent, so they can keep living in their home.

SUPPORTED ACCOMMODATION

Accommodation options

Since the Supported Living pilot in 2017, Lifewise have expanded their Youth Housing Services from three to five sites across Tāmaki Makaurau. Each site has individual units available for rangatahi to live independently. The numbers of units on each site range from 6 to 20. Some sites provide shared lounge and kitchen facilities. Lifewise support and oversee siblings and teen-parents/partners who request to live together. Lifewise have close working relationships with a range of youth service providers (e.g., Emerge Aotearoa's Ease Up service) and frequently engage and connect to ensure young peoples' support needs are addressed.

Assessment

After referrals are received, a young person is triaged by team leaders, the service manager and site youth workers. The triage process includes assessment of potential risks, whether a site is suitable and the young person is suitable for supported accommodation. Following the triage process, a planning hui occurs with the young person based on Te Whare Tapa Whā and where tenancy agreements are discussed.

Support

Lifewise Youth Development Workers are available on site during the day. An after hours phone line is available for young people to access assistance outside of work hours if needed.

Young people are encouraged and supported to live semi-independently and transition to independence - Youth Development workers connect at least once a week (or on an case-by-case basis).

Young people are supported to obtain driver's licenses, enrol in and attend education courses, enrol in and access doctors appointments, obtain and access government entitlements and information required to strengthen employment prospects (e.g., IRD numbers, bank accounts, C.V's etc.).

Youth Development Workers support young people to identify goals and a plan to achieve these. They frequently monitor and check-in with young people about any progress made and/or support needed to achieve their goals.

It's like so many different types of young people. Each story is different ...no one story is the same. They've all been through some sort of hardship in their life and it's affected them up until now. (Peer support worker)



SUPPORTED ACCOMMODATION PROVIDER PROFILE



Kāhui Tū Kaha

ABOUT KĀHUI TŪ KAHA

Kāhui Tū Kaha is a Ngāti Whātua organisation and not-for-profit provider of housing and mental health services

Social housing services provided by Kāhui Tū Kaha include:

- Auckland and Whāngarei:
 - *Whare Taupua: Intensive support & permanent housing for people who have been chronically homeless*
 - *Hika Manu, Hika ora: Intensive support & permanent housing for people who have served long-term prison sentences*
 - *Public Housing*
 - *Kāinga Āhuru: Rapid rehousing for people experiencing homelessness*
 - *Whare Toko: Supporting Tenancies for people at risk of losing their tenancy*
 - *Transitional Housing.*
- Auckland only:
 - *Emergency Housing in MHUD-funded motels*
 - *Reintegration program & housing for people exiting short term prison sentences or remand*
 - *Māhuri: Supported accommodation for young people transitioning from state care (17-20 years) – nine two-bedroom sites*
 - *Aka Matua: Transitional Housing for young people who are homeless (16-19 years) – five sites.*
- Whangārei only
 - *Support for people in MSD-funded emergency motels.*



MĀHURI SUPPORTED ACCOMMODATION

Since the Supported Living pilot in 2017, Kāhui Tū Kaha have expanded their Māhuri service from three to nine two-bedroom sites across Tāmaki Makaurau.

Māhuri provide support rangatahi referred from Oranga Tamariki to live in a semi-independent shared living arrangement. Māhuri support and oversee siblings and teen-parents/partners who request to live together. Rangatahi can stay in a unit for as long as they need if they adequately manage their tenancy agreements, which include adhering to the no drugs policy. Rangatahi pay \$100 per week to live in a supported living house. Lease agreements, tenancy, and property maintenance are managed by a separate Social Housing and Property team.

Tenancy agreements include a zero-tolerance policy on the use of alcohol and drugs in the supported accommodation premises and a processes are in place to end a tenancy if agreements are breached. However, emphasis is placed on supporting rangatahi to comply with tenancy agreements, and/or seeking alternative sources of housing and other support (both internal and external) before termination of tenancy occurs.

KĀHUI TŪ KAHA

HOUSING SERVICES

MĀHURI SUPPORTED ACCOMMODATION

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The purpose of Kāhui Tū Kaha is to provide manaakitanga and to enhance the mana of people living within the rohe of Ngāti Whātua. We do this on behalf of Te Rūnanga ō Ngāti Whātua. (KTK Annual Report 2022)

Assessment

After referrals are received and assessed by the management team, rangatahi are introduced to a support worker. Support workers take rangatahi on a site viewing of available units. Rangatahi are placed in accommodation where they feel comfortable and safe. Viewings provide an opportunity to meet/assess rangatahi needs and whether they are a good fit for supported accommodation and/or need additional support from other internal services/teams.

Rangatahi hauora is assessed at a site viewing. Further assessments are conducted using Te Whare Tapa Wha (every six months) and Hua Oranga (every three months).

Support

Māhuri support workers support rangatahi to identify and achieve/progress against self-identified goals, maintain tenancies, strengthen lifeskills (house and personal hygiene, cooking, shopping, preparation for inspections, living with others etc.), increase access and choice to social, health, employment and educational supports.

PATHWAYS/REAL

real
ahakoa te aha

ABOUT PATHWAYS/REAL

Real is the youth brand of Pathways, an organisation with more than 25 years' experience in delivering mental health and wellbeing services in the community. Real has services available in several New Zealand regions.

In the Waikato, they have various supports available for young people in schools or other environments familiar to them to support the development of life skills, resilience and strong connections with their family and whānau, friends and communities.

SUPPORTED ACCOMMODATION

'Te Whare Hua Pai' is a care model offered by Pathways/REAL Mental Health Solutions, designed specifically for 18 to 24-year-olds who are facing homelessness, at risk of becoming homeless, or in need of significant housing support while they develop the skills necessary to live independently. This program operates at a low-to-medium-support level and features a whare without live-in staff.

The facility is staffed by a 1.0FTE youth worker responsible for weekday shifts and day-to-day engagement with the residents. A 0.4FTE youth worker position covers weekend shifts. A manager/team coach provides overall supervision and guidance.

We're actually arming them with the things they need to go out and be on their own, in the real world, and know what to expect. I'm teaching them that although this is a different living situation, it still is relevant and can apply to when you need to move out. So whatever they learn here, it is my hope they take that with them.
(Youth Worker)

Accommodation options

The supported accommodation facility is a private dwelling owned by and leased from Oranga Tamariki. The recently refurbished facility is a standalone dwelling providing a tidy and homely environment, featuring four bedrooms accessible through a shared mezzanine, ensuite and shared bathrooms, an open-plan dining area, a dedicated workspace, and outdoor spaces such as a vegetable garden and backyard.

Referrals

Young people are referred to Te Whare Hua Pai through various channels, including TS Providers in Hamilton and internal referrals through REAL.

Assessment

During the referral process, the needs of young people are assessed through panel review meetings, considering safety risks, compatibility, and history. Youth workers then establish rhythms, routines, and support, engaging in ongoing goal planning sessions with the young people and relevant service providers to develop personalised plans and facilitate progress.

Support

The youth worker helps them explore their current situation, aspirations, and steps towards desired outcomes. They assist in consolidating ideas, narrowing focus, prioritising objectives, and formulating actionable plans. Continuous conversations and check-ins ensure the support provided remains responsive to evolving needs and circumstances, allowing young people to make meaningful progress throughout their stay.



THE BISHOP ACTION FOUNDATION: MANNA YOUTH



MANNA YOUTH HOME

Manna home is a home in Taranaki that provides a 6 month live in program for 16–21 year olds who have experienced challenges in life to develop into healthy, resilient adults. . At the heart of our mahi they believe that the young person is a valuable taonga. Their lives and actions matter and make a difference in the world. Our hope is that taiohi will have a sense of whanaungatanga at Manna Home, will grow in their skills, and build up their mana and self-worth as they learn to make healthy positive choices for themselves, their communities and their future. The point of difference and what Manna Home is its "about whānau", this is about going into independence but its about going in the same waka together, lets support each other in the process to independence. With whānau it is not just a roof over your head, this is not a facility , this is not where a worker clocks in and clocks out, we have staff that live on site, they rock in and out, yes there is a roster, yes there are shifts, yes we have days off, they all see each other do life - its like a Pāpā Kainga, its relationships at the end of the day that are transformative, its the relationships that the young people form with the team and vice versa. We have 5 values : whanaungatanga, manaakitanga, mana, whānau, aroha

Its not just a roof over their head,
the need that wrap around
support more than ever,
with rising mental health
challenges, a housing crisis and
increasing of young people living
transiently, that support needs to
continue a lot longer

The heart for me behind our
kaupapa is our Christian faith that
guides us. Everyone is worth it
and deserving of love and hope
-Manna Manager

MANNA WHĀNAU

Karakia is supported and te reo is valued throughout the home. We have Manna Uber, we do pick ups and drop offs, through a koha system.

- Whānau live on site (1 staff, 1 casual worker) 2 children)
- 1 couple house (friends of Manna)
- 1 Manager staff (Live in cottage) 1 dog
- 1 couple upstairs (friends of Manna)
- Food is brought communally as a whānau
- Rangatahi committing to dinners each night
- 1 staff member on shift (other staff are encouraged to attend)
- Every Thursday (Whānau night) of the month its dinners together
- 1 Thursday of the month we have a wahako - special guest from the community
- Provide mentoring up until a year for rangatahi that have moved out
- 3 Full time staff member
- Casual staff
- All have supervision external
- Stay is 6mths to a Year
- 3 Rangatahi (current)

Assessment

Te Whare Tapa Wha is the model of care and their heart is faith-based which is Christian. The Circle of Courage is another model of care that they use for the rangatahi. MAPPA training that also supports the rangatahi and staff.

Referrals

Referrals for Supported Accommodation provision come from Oranga Tamariki,(4 Beds) and community (2 Beds)

Support

Ngāti Tairi are the local Iwi and we have built a relationship with a member on the marae committee. The maunga is Kaitaki ranges, Oakura awa. and the local Marae is Okorotua Marae. Toi Trust, Robert Gibson Trust and BAF are the supportive services for Supported accommodation.



TE ORA HOU WHANGANUI INC.



TE ORA HOU WHANGANUI

Our service is a kaupapa Māori service and Christian Faith-based service, and imperfect in both. The supported accommodation sits within that context of 'rangatahi being our priority' in their communities, recognizing there are gaps for rangatahi, particularly those coming out of care. Our core-work, our primary work is Youth development. Our service is about community led development because we know when our children are growing up in healthy neighborhoods because that's the village, but when the village is not safe then there is a different thing our children grow up with. Our passion is to shift the negative stuff into positive stuff. Our relationships with the community works well our service need to support our whānau to live good lives and to look at how we can do that.

"The vision we had of supported accommodation is when your kids leave home they may still come home and leave their dirty washing, and when it all falls to pieces, they still have a home space to come back too. That sense of there is always a place here. You always have a place to come back too."
- Manager

SUPPORTED ACCOMMODATION

The service is only a year into its infancy, they are very fresh. The service all had a vision, a dream but its been smashed out of the park - so much opportunities have developed:

- Koromiko whare involves tuakana(x2) living with rangatahi in a flatting type relationship.
- There is a budget each week the flatmates work with that covers the food
- rangatahi pay a small amount a contribution, learning to pay bills and cover food and expenses.
- Each rangatahi is supported by a mentor, once or twice a week where budgeting, goal setting, employment, mentor debriefing, problem-solving is done
- 0800 on-call anytime
- 1 rangatahi in residence (currently)
- 1 awaiting referral information
- 1 rangatahi has exited
- Help source private accommodation with wrap around support
- We help find accommodation and maintain tenancy
- Anglican homes
- Cabins on the whenua

Referrals

Referrals for Supported Accommodation provision come from Oranga Tamariki.

Assessment

From Adult to Transition to Adulthood contract (TTA) the service hold. The relationship with the rangatahi has already been established, identifying the need comes through the mentor. The service use tohatoa assessment tool, and Te Whare Tapa Wha.

Support

Te Whare Tapa Whā is used as a framework for assessing the needs of the young people to ensure a holistic understanding of the type of supports required. Strong relationships with external organisations and providers, such as Oranga Tamariki, community and the church, allows them to connect young people with the support they need.



HE HERENGA KURA



He Herenga Kura

TE KAUPAPA - KO WAI MĀTOU

Established in the early 1970's by Topsy Ratahi and Huia Timu - Ngāti Kahungunu ki te Wairoa Kūia, He Herenga Kura now has over 50 years' experience providing a tāngata whenua response to ending homelessness and realising the aspirations of whānau. The service walk with whānau and hāpori to ignite self-determination and pursue vibrant, flourishing futures for generations to come. He Herenga Kura services is rooted in Whānau ora principles and their organisational values me ōna tikanga.

MANAAKITANGA, KOTAHITANGA, RANGATIRATANGA, WHANAUNGATANGA Ā MĀTOU MAHI

He Herenga Kura services provide housing and social support. Specific to Oranga Tamariki they provide rangatahi services for:

- Transition to Adulthood
- Supported Accommodation
- Youth Justice Mentoring

They work from a model of care using Te Whare Tapa Wha from a Whānau Ora Lens. Also, they operate from 'we meet the needs straight away because we do things organically, it is natural how we care for people'. We are a kaupapa Māori organisation providing housing solutions and social support services for Rangatahi within Te Whanganui-ā-Tara (Wellington Region). The staffing is made up of:

- 1 Manager (available after hours)
- 1 Team Lead
- 4 Rangatahi Specialist Kaiarahi (provide programmes, life skills, diving, budgeting, work skills, support in independent living, motivational coaching/mentoring)

**"It is perfect that we are brown our young person are more inclined to work with our Māori and Pacific kaimahi..purely because we come from the same background we have lived and experienced struggle."
-Rangatahi Specialist**

**"You can see that point of difference...our whole team is brown, our youth feel comfortable to work with us, sometimes because of that fact..They feel more chill!!"
-Rangatahi Specialist**

NGĀ WHARE

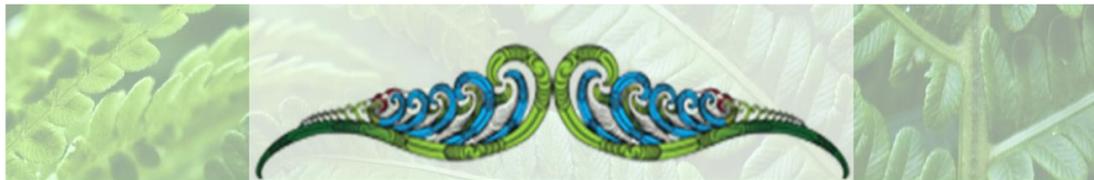
- 10 Whare (Houses)
- 10 Rangatahi (currently occupied)

NGĀ TĪKANGA

Referrals for Supported Accommodation come directly from Oranga Tamariki via a phone call or email. All referrals are triaged, and case consulted to ensure that they can accommodate the complex need of the rangatahi. Rangatahi present with mental health, high complexities, AoD needs and mental health. He Herenga Kura acknowledge that mental health is not their specialty but will work with rangatahi, whānau and professionals to reach a safe and robust support plan. Referral enquiries are received from, Transition Support Services, Youth Justice, Oranga Tamariki, Social Workers, Professionals and other services. There are another 15 houses under the Ministry of Housing Urban Development (MHUD) specific to housing rangatahi. This is proven to be a valuable resource for rangatahi who do not fit criteria. "The model of care and the kaupapa is what drives you, you just do it. This is what makes you a Kaupapa Māori service, just get it done, whatever it takes." - General Manager Operations.

Aromatawai

Te Whare Tapa Wha is used to assess , kanohi ki te kanohi and honest kōrero. Rangatahi are supported through the Ministry of Social Development (MSD) Social housing assessment process to get into the Social Housing register which opens their options to housing. It is not always knowing how a rangatahi will respond to their new independence living in their own home. This can be an overwhelming time. Therefore, open communication lines are required to be open, honest and strong with Oranga Tamariki. Some rangatahi are just not ready to be on their own and living independently..



TE HAU ĀWHIOWHIO O ŌTANGAREI TRUST

- 55 staff across the organisation
- Health and social service provider
- 1 Taiohi transitioning out
- 1 house, 2 bedrooms able to have mixed Taiohi
- 3 transition workers currently employing 2 more
- Referrals through Oranga Tamariki

TE KAUPAPA

Te Hau Āwhiowhio o Ōtangarei a Kaupapa Māori organisation providing a revitalised model of health and social wellness through its Whānau Ora Approach. Their model of service is the powhiri model and they are following a Maramataka for Taitokerau in which kaimahi now take leave in the Māori New Year. It is about their cultural practices. This organisation has 98% kaimahi Māori and their relationship with Pacific whānau is close in their community. The organisation operates in a small city. The suburb has a high Māori population of 96% and a reputation to that of South Auckland. The founders amalgamated with their Hauora centre in 2014. The organisation runs as a Health and Social services, included in that is Transition and Supported Accommodation.

Participants entering the services understand this service is Kaupapa Māori and as Māori we are inclusive not exclusive. The contract has had several changes for transitional housing and supported accommodation. The service has seen Taiohi coming through the criminal system where Taiohi are not yet ready to transition, as Taiohi are challenged with drug and alcohol use, and usually sit on the spectrum of Low to medium mental health.

In the Whare is a short stay for 3-6 months, they come with a plan, learn skills like how to shop on a budget, how to cook, how to use a washing machine, how to mow lawns, maintenance on a piece of equipment, start a lawn mower, and put petrol in. Taiohi are learning life skills for independence in the community. Our service offer mātauranga Māori to support the Taiohi but this is naturally how they work in supporting Taiohi to connect to whakapapa, cultural identity and healing.

"The Organisation was founded not because we had a desire to build a Organisation but because we did the mahi. We are a living example of life after gangs. When we decided to buy a home here where I grew-up we had to live in our community, do more than just exist in a house. We got busy with stuff. We have evolved and grown not through plans but through need. We will always have need, its human nature, it's trying to get ahead of it."

-Kaiwhakahaere Rauemi

AROMATAWAI - TĪKANGA O TE WHARE

Powhiri/Mihi whakatau -Ritual of engagement with Oranga Tamariki and the Taiohi. "They need Ko wai tātou-

Introduction to the kaimahi and what our service provides from a Kaupapa Māori perspective

Mauri o te Whare - Tikanga o te Whare me ngā kawa

Arataki o te tangata - Individualised plan from Taiohi and Oranga Tamariki

Powhiri/Mihi whakatau ==> Ko wai tātou Transition worker/Aunty first ==>Mauri o te Whare ==> Arataki o te tangata (Individualised Plan)

"They need to understand the whakapapa of our whare. We are Māori! we do things differently it's about our ora, our wellness. When you engage with a Māori service or Māori it comes with us. It is someone that can say "bub you really need to clean your room". The Aunty needs to be straight up at times to teach them how to manage crisis how are they going to learn if things are all nice. At times they need to be encouraged, so they know how to cope. It teaches you how to live with other people. There is a live in kaimahi (like a Aunty) there onsite, that can teach a Taiohi to cook, support Taiohi in advocacy and to awahi but working with the transition kaimahi". (Kaiwhakahaere Rauemi)

WHAKATŪ MARAE TĀKU KARA RANGATIRA WHARE



Whakatū Marae -Tāku Kara Rangatira

Whakatū Marae is grounded on the value system of Tikanga and Kawa (Practices) as part of their Model of Care. Tāku Kara Rangatira is a Kaupapa Māori transitional housing for rangatahi. It is a part of Whakaatū Marae Health and Social Services wrap around service for rangatahi in a supported living where, specifically designed for older rangatahi to transition into independence. The value/principles are Whakapapa, Kotahitanga, Aroha, Tikanga, Whakapono, Whakawhanaungatanga, Manaakitanga, Rangatiratanga, Kaitiakitanga. The staffing is made up of:

- 1 Manager
- 1 Live in Kaimahi (Māmā) with partner and 3 children
- 1 Navigator
- 4 Rangatahi (Current)
- Whānau dinner once a week

NGĀ WHARE

- 1 Whare (House) Tāku Kara Rangatira- Transitional housing/Shared common room
- 2 Bedroom shared flat in house
- 1 Bedroom single
- 1 Studio (Upstairs)
- 1 Whare (House) Tiaki - Youth Justice

NGĀ TĪKANGA

The referral come from Oranga Tamariki, Youth Justice, Presbyterian Church and the rangatahi are 18-23 yrs. The criteria is that rangatahi work or are seeking employment, in education and are tasked with learning life skills, cleaning, cooking, budgeting, money management day to day living, shopping to support them to transition into Adulthood.

Aromatawai

Our assessment aligns with our values - whakapapa, kotahitanga, Aroha, Tikanga, Whakapono, whakawhanaungatanga, Manaakitanga, Rangatiratanga, Kaitiakitanga. . This is a kaupapa Māori organisation so the Tikanga and the kawa start when they sign the kawa. We see our position as Mana whenua in Partnership with Oranga Tamariki. Our rangatahi want to be serviced by Māori, by people that understand Te Aō Māori, Tikanga and practice, significance of history, valuing narratives as cultural identity and whānau oranga. " We offer choice, our rangatahi have never had choice, on presentation we want to understand the support our rangatahi require it is through cultural value, cultural connection, iwi affiliation and whakapapa. its whakawhanaungatanga" - Manager Youth Services

Ko Maungatapu te Maunga
Ko Aorere te Moana
Ko Mahitahi te Awa
Ko Kaakati te Whare Tupuna
Ko Mauriora te Wharekai
Ngā Waka e toru, Ngā Iwi e ono:

Ngāti Tama

Te Ātiawa

Ngāti Kuia

Ngāti Rārua

Ngāti Koata

Ngāti Toa Rangatira

Ko Whakatū te Marae e tū nei!

Our rangatahi have lots of options offered at the Marae:

Whakawhanaungatanga, kiorahi, mau rakau, waka ama, touch teams, basketball, able to engage in morning karakia and waiata, social workers, AOD practitioners, tangihanga, wananga, employment, education, Tikanga, Te reo, Aronga Māori - Navigator Mentor

KOTAHITANGA O TE WHĀNAU



- 6 Full-time staff
- 24 Part-time and casual staff
- 3 Full-time in the house/part-time shift workers
- Referrals come from Oranga Tamariki that meet the criteria and we support the others
- 3 Houses with rangatahi one of those homes is a Pāpā kainga model

TE KAUPAPA

Whānau living together, being together, learning together and supporting. The service is an integrated worldview of te ao Māori and te ao Pākehā that contributes to Māori wellbeing in a meaningful and sustainable way. The service challenges and affect change in the way services are provided for Māori from policy to front line, appropriate, affordable and accessible. Real growth and development can only be achieved with consumer outcomes as the fixed perspective. Their fluid management approach of Innov8 allows for a Project or Project's to be developed with the flexibility to evolve in real time. Innov8 is committed to exploring opportunities to develop whānau-centric initiatives that are informed by the community and supported by funder stakeholders.

Te Puawaitanga' is the model of care for Innov8 which brings mothers, partners and children together in a communal space, not only do they get the supported accommodation, they get therapy. The barriers are the housing element, so the service done some work around getting housing and to restart that, and that's where supported accommodation came along as part of the kaupapa of Te Mana te tuia, so they were able to grow. The kaupapa is reduction in family violence and positive outcomes and they have funded their own accommodation, as they wanted to develop the model without constraints. The whānau housing project and trial that was developed works.

"I think it's about doing something that's meaningful. I haven't come from where these kids or these whānau have but I have a skill to hear and organise and advocate and be strategic and try and be ahead of the ball. The staff have a direct passion, I can't be in that space because it's too emotional but I can be in my space and support them. So I think that's the stuff that keeps us bonded together is just that collective thing of doing something good."
- Managing Director



KAITIAKITANGA-COLLABORATIONS

TE HĀ O TE MOKOPUNA: An Oranga Tamariki partnering from outcomes collaboration with TTOH, RAIT, IRSS, Hohepa Homes and Iwi to redevelop collective policies and auditing for level one providers working with OT care standards in Hawkes Bay.

TE WERO: A Ngāti Kahungunu Iwi inc. collective including all Māori Organisations services and the respective regional government agencies.

TE ARA MĀTUA: A Ngāti Kahungunu Iwi (Te Wero) collaboration with Oranga Tamariki to re-design the way services are provided to, with, and for Māori whānau.

"The solutions are in the whānau to find their healing and whatever that looks like, even to summon up the mamee, in order for a healing process to start and then being able to talk about it in a safe space for them as a whole collective whānau." - Managing Director

CHALLENGE 2000



ABOUT CHALLENGE 2000

Challenge 2000 is a youth development, community and family social work agency located in Johnsonville, Wellington.

Their work is guided by the values of social justice, personal dignity and social responsibility, alongside Āhurutanga (creating a safe space), Kaitiakitanga (enhancing mana), Whānaungatanga (fostering authentic relationships), and Wairuatanga (honouring others' whakapapa and beliefs).

They provide a range of services including Supported Accommodation and other transition support services, counselling, social and community work support for whānau, programmes for high risk and/or vulnerable young people, including young people involved with Youth Justice, and supporting young people at local schools/colleges.

We talk about community a lot because that is what we stand for ... It's not uncommon for young people to feel comfortable to come back to us for support. Creating a community is an essential part of what we do. Without it, we wouldn't be Challenge.

- Transitions Team Leader

SUPPORTED ACCOMMODATION

Challenge 2000 have funding from Oranga Tamariki to support six young people through the Supported Accommodation service and are currently supporting a further two young people with accommodation needs through donations.

Accommodation options

Supported Accommodation is provided through four youth houses. They also support young people to live independently in apartments or flats that are not connected to Challenge 2000, depending on the preference of the young people.

Referrals

Referrals for Supported Accommodation provision primarily come from Oranga Tamariki, while some are self-referrals or referrals from other agencies.

Assessment

After referrals are received, they are discussed by the Challenge 2000 team. If the team considers the young person a good fit for the Supported Accommodation services they offer, the young person is invited to the service for a more thorough discussion about their needs.

Support

Te Whare Tapa Whā is used as a framework for assessing the needs of the young people to ensure Challenge 2000 have a holistic understanding of the type of supports required. Strong relationships with external organisations and providers, such as Work and Income and mental health services, allows them to connect young people with the support they need.



CHRISTCHURCH METHODIST MISSION



ABOUT CHRISTCHURCH METHODIST MISSION

Christchurch Methodist Mission is a social service agency and Supported Accommodation provider in Ōtautahi/Christchurch. They work with a range of ages and services including housing and social services. They are a treaty-based organisation underpinned by their bicultural commitment to the principles of Te Tiriti o Waitangi.

SUPPORTED ACCOMMODATION

CMM is contracted to provide 10 placements for Supported Accommodation. They also hold a short-term contract for an extra five placements until June 2023, to address the high demand for placements in Ōtautahi/Christchurch.

Staff

Staff include a full-time team leader, three youth workers (2.5FTE) to support the young people, and a tenancy manager (32hr) who acts as the 'landlord' for the properties. A practice lead supports the supported accommodation work amongst other portfolios of work. The three youth workers were hired to build a diverse team that would reflect the population and needs of the young people, and all bring many years of experience working with young people, including young people in residences and those with intellectual disability.

They have on call support through an 0800 number for support outside of office hours such as for emergencies or urgent repairs.

In alignment with their organisation commitment to Te Tiriti, all staff are offered te reo classes, cultural training and marae visits. Cultural issues can be explored through supervision with their Cultural Lead.

Alongside the CMM induction process, Positive Youth Development and Youth Work Code of Ethics, youth workers were offered a comprehensive training programme covering youth mental health and mental health crisis, rainbow youth, trauma-informed care, HEEADSSS assessment, family violence and infant wellbeing and mental health courses.

The tenancy manager was trained through methamphetamine harm reduction training, tenancy law and a number of MSD housing courses.

We do support the whole system, it's really holistic. And then it's like, some of these young people also don't have jobs, or an even formal education or have hobbies. And I think it's really important to support our rangatahi to help their partners as well, because it improves all of their lives (Kaimahi)



CHRISTCHURCH METHODIST MISSION

Accommodation options

Christchurch Methodist Mission currently have three 1-bed units, three 2-bed units, two 3-bed houses and one five-bed house, all rented from private landlords.

Referrals

Referrals for Supported Accommodation come through the weekly triage group with Oranga Tamariki and the other Christchurch provider, Ngā Maihi. They meet weekly regardless of whether or not there are new referrals. It is a non-competitive relationship and they will work together alongside the young person to determine which accommodation might be the best fit. The group works closely and can request more information about a referral if necessary.

Assessment

Te Whare Tapa Whā is the primary tool Christchurch Methodist Mission use to determine needs of the young people, alongside goal setting. They also take into account information received from Oranga Tamariki including the life skills assessment.

Support

Once a young person enters the service, they will meet with the youth workers who support them with moving into the accommodation.

Once in the service, youth workers will meet with the young person at least once a week. Needs and goals are assessed not only at the beginning of the service, but constantly throughout their stay, 'on a day-to-day basis'. Goals are set informally through setting small, short term, achievable goals. Each rangatahi has a written goal plan which is reviewed regularly.

Young people are supported with managing a house through cooking, cleaning and how to put bins out on time, groceries and other life skills. Support is mostly provided internally, but they do refer young people to external services such as health, mental health and young parent services. They support young people to remain in or enter education or work, and if not, to volunteer. Rangatahi are supported to develop a positive cultural identity and connections including being linked in with their iwi.



NGĀ MAIHI

Purapura Whetu / Odyssey House
Stepping Stone Trust Collaboration



ABOUT NGĀ MAIHI

Ngā Maihi is a Supported Accommodation collaboration in Ōtautahi/Christchurch between Purapura Whetu (contract holder) - a kaupapa Māori health and social service provider, Odyssey House - a wellbeing service focussed on mental health and addiction services, and Stepping Stone Trust - a mental health service provider. The three providers work collaboratively over a number of different kaupapa.

[Determining which Christchurch provider is the best fit] really is out of meeting people together and actually figuring out, this is a young person who wants to be in a flat with someone else, who would be best? We've got a flat here with a spare room, this person would be a good match for that person. So it's really done on quite an individual basis. (Odyssey House)

SUPPORTED ACCOMMODATION

Ngā Maihi was co-designed with all three providers, and through incorporating the views of care experienced young people.

Collectively, the Ngā Maihi collaboration have access to a huge variety of services, including cultural support, counselling, AOD services and more. All three providers are represented on the Manu Kā Rere cross-agency community youth support network.

Ngā Maihi is contracted to provide 10 placements for Supported Accommodation. They also hold a short-term contract for an extra five placements until June 2023, to address the high demand for placements in Ōtautahi/Christchurch.

Accommodation options

Ngā Maihi currently have six homes; one 1-bed, one studio, two 2-beds and two 3-beds; a mixture of owned (2) and rented (4) properties.

Referrals

Referrals for Supported Accommodation come through the weekly triage group with Oranga Tamariki and the other Christchurch provider, Christchurch Methodist Mission. They meet weekly regardless of whether or not there are new referrals. It is a non-competitive relationship and they will work together alongside the young person to determine which accommodation might be the best fit.

Staff

There are four kaimahi working alongside young people, with representation across the three organisations. Two staff work at a time (Mon-Wed, Wed-Sat), with Wednesday handover. Staff undergo training with their 'host' organisation as well as the other two partner organisations. The kaimahi are supported by a team lead. The recent onboarding of a practice lead will help guide kaimahi in their practice.

Assessment

Ngā Maihi use the information received from the referral alongside the Star outcomes tool, which measures a number of wellbeing outcomes, and a self-assessment tool, Te Iti Kahurangi, which measures wellbeing against six key pou. The form includes pepeha, what support networks a young person has, and goal setting.

Support

Kaimahi visit young people typically once a week and will help with anything they need, including helping them cook, clean, shop for groceries, budget, and gain skills for living with other young people. The ultimate goal for Ngā Maihi is breaking the cycle of abuse, including visualising an alternative cycle, and the installation of hope for rangatahi and to give them enough knowledge and confidence to take the next step into independent living and or accommodation.

NGA KETE MATAURANGA POUNAMU



ABOUT NKMP

Nga Kete Matauranga Pounamu Charitable Trust is a kaupapa Māori, Ngāi Tahu mana whenua health and social service provider, mandated by Te Rūnaka o Ōraka Aparima and based in Waihōpai/Invercargill. Their work is guided by a model of practice called He Poha Oranga, based on the practise of collecting tītī. *'It encompasses a whānau, so everybody has a role that is valued and contributes to the overall outcome'* (CEO).

SUPPORTED ACCOMMODATION

They provide a range of health and social services, developed in response to community need. This includes Supported Accommodation and Transition Support Services, mental health and addiction services, public health, whānau ora, stop-smoking services, a general practice and more.

Nga Kete Matauranga Pounamu have experience providing boarding-type youth accommodation services for up to 10 young people in the past through their own funding.

Through this contract, they have funding to support four young people through the Supported Accommodation service.

Accommodation options

Supported Accommodation is provided through one flatting-type house, Te Whare Mahana. The house is guided by Te Ao Māori tikanga and values, through the value statement of aroha ki te tangata.

Referrals

Referrals for Supported Accommodation provision come from Oranga Tamariki transition meetings as well as the transition portal online. The referrals generally fit the requirements for the service, which may be aided by NKMP having a strong relationship with the local Oranga Tamariki office and visiting kaimahi to speak about what the service involves. Before referrals are accepted, kaimahi from NKMP will meet with the young person and discuss what entering the service involves.



Assessment

HEEADSSS assessment is the main tool used to assess and identify the needs of young people entering the service, as well as reviewing reports from Oranga Tamariki, completed by other professionals including school reports, psychiatry and elsewhere.

Support

Te Whare Mahana has a staff member, who is also a transition worker, available on site during the weekdays to work on goal setting and life skills. In addition to 24/7 supervision and transition worker support, all managers at Nga Kete Matauranga Pounamu are rostered to be on-call should staff need assistance.

..it was a very easy decision to make to look at setting up Te Whare Mahana (the supported youth living home), and to run that in a way that it builds on family values. That philosophy of being stronger together, and that values statement 'aroha ki te tangata', which we know is the love of people.



(CEO)