Family-by-family model

**Social service agencies**
Continue to provide services as normal to majority of families and whānau

**MSD**
Social housing & benefits

**HNZC**
Housing

**GP**
General health

**MoH/DHB**
Hospital, addiction & disability services

**Oranga Tamariki**
Parenting support

**ACC**
Injury support

**MoE/School**
Education & truancy

**IRD**
Injury support

**Oranga Tamariki**
Parenting support

**Single, powerful navigator**
Navigator from the community who can act on behalf of the family and work with them to purchase and secure services

**Family owned**
The family will be able to express their aspiration through the plan and see the roadmap as helping them achieve this

**Other providers**
Navigator has ability to select non-government service providers including private market provision

**Holistic view**
A single assessment and planning tool that is co-developed with the family and whānau. The tool must therefore cover all domains of wellbeing, and include not only needs but also aspiration.

**Single plan with budget**
A single plan co-designed with the family with budget associated with it that reflects the total desired investment in the family returning to high functioning

**Networks of influential advocates**
Navigators have access to a network of influential advocates - not establishing formal advocacy organisations (that often work hard but outside of informal power networks), but to have direct access to leaders in commerce, politics and government

**Custom interfaces**
Agencies assign specific teams to interface with the navigators and provide direct and preferential access