A snapshot of New Zealand families

**Secure**

83%

The vast majority (83%) of Kiwi families have stable and secure lives, a comparatively high quality of life and are able to achieve their aspirations. They are able to access the services and support they require within the current system.

**At-risk**

14%

A small percentage of families (14%) live in precarious circumstances where their family’s fortunes could change at any moment. These families are mostly able to access the services and support they require within the current system, but need support to access or maintain access to services.

**In crisis**

3%

A very small number of families (3%) live in a state characterised by chronic crises – with a low quality of life, and in circumstances that prevent them from achieving their aspirations. These families typically have a range of high and complex needs, and are clients of multiple social service agencies. They are unable to access the services and support they require within the current system.
A strategy to build resilience and wellbeing

We have identified three shifts in social service delivery – representing increasingly systemic levels of reform – that would achieve these objectives.

**1. Family-by-family**
Supports families to navigate the system effectively to meet their needs.

**2. Guaranteed Minimum Income**
Provides families with discretionary purchasing power to backfill for products they cannot obtain.

**3. Family-centric policy**
The system is aligned to recognise and meet the needs of families, not just individuals.

**In crisis:**
families and communities need different services and supports

**At-risk:**
families and communities need support to access or maintain access to services

**Secure:**
families and communities can navigate, access and use services independently

**Moving to position of security**

**Building resilience**

**Building resilience in families and communities to remain secure despite shocks**
Family-by-family model

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

MoH/DHB
Hospital, addiction & disability services

Oranga Tamariki
Parenting support

ACC
Injury support

MoE/ School
Education & truancy

IRD

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

HNZC
Housing

MSD
Social housing & benefits

GP
General health

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