



Te Pou Matakana Outcomes Roadmap



Te Pou Matakana
COMMISSIONING AGENCY

Mihi

Ko te ara hou tēnei,

Ko te rangi toka,

Rangi toka,

Rangi toka, toka te manawa o te rangi e tū nei,

Kia toka, kia toka,

Kia māhaki māriri te taua nei.

Kei ngā kākā tarahae, kei ngā whītiki o te kī, tēnā tātou katoa. Tēnā hoki tātou e rongō tonu nei i te ngau o aituā, i te anuanu o mate. Nō reira, kei ngā mate, koutou e hinga mai nei, e hinga atu nā, haere atu rā koutou. Koutou, kei ngā mate ki a koutou. Tātou o te ao tūroa nei ki a tātou. Tēnā anō tātou e whakatinana nei i ngā moemoeā o rātou mā. Tātou e whakaraupā nei i ō tātou ringa, e whakataratara nei i ō tātou waewae kia ora tonu ai ō tātou whānau. Tihei Mauriora!



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Introduction

Since its inception in early 2014, Te Pou Matakana - the first ever North Island Māori commissioning agency - has been on a journey of discovery, a journey of innovation, and a journey towards whānau ora outcomes.

Te Pou Matakana realised that for too long agencies, Government departments, service providers and other organisations have been measuring only numbers that target specific funding requirements, in other words: outputs. The reliance on outputs comes from the fact that it is far easier to count pre- determined categories, and much harder to look at how we measure the very thing that whānau ora is hoping to achieve: positive whānau advancement and wellbeing.

In the early months of operation Te Pou Matakana initiated the conversation around what we want to measure, and how to best do this. With the help of Professor Sir Mason Durie, Te Pou Matakana devised an outcomes framework positioning paper, which finally articulated the outcome domains that we want for whānau across the North Island.

However, having outcome goals, indicators and objectives is only the first step in the outcomes measurement journey. The next step is a robust plan of action that moves Te Pou Matakana from theoretical concepts of outcomes to the actual application of whānau specific outcomes across the board of all of Te Pou Matakana activities and investments.

In November 2015, Te Pou Matakana put forward the first draft of a roadmap intended to define the necessary steps to move from theory to practice in measuring outcomes. Following a process of both internal consultation and feedback from external stakeholders, this document presents a revised version of the roadmap in which Te Pou Matakana have sought to respond to the comments and observations of those consulted. Our thanks are extended to those who have taken the time to provide feedback: the Office of Hon. Bill English, the Ministry of Education, the Ministry of Health, and Corrections Services. It is important to emphasise that this roadmap, as well as all associated actions and innovations, is an iterative process and will continue to undergo revision and refinement in line with the ongoing contribution of stakeholders.

Te Pou Matakana seeks to establish itself as an example of best practice in commissioning for outcomes, crucially in how it aligns itself from the bottom up in shaping and determining outcomes indicative of whānau success. Central to this is working directly with whānau to understand the outcomes that are important to them and collecting data from the ground up to do so, an approach which is complimentary to how national data is currently collected.

This is our first chance since 1984 to agree on a policy from Government funders to whānau directly. It is the first time we will embed a policy that is designed by us and for us. More importantly, it gives us all a clear line of visibility on what works for whānau, and what does not.

John Tamihere
Chief Executive Officer
Te Pou Matakana Commissioning Agency



1. Executive summary

TPM achieves outcomes for whānau by commissioning three main programmes – Kaiārahi, Whānau Direct and Collective Impact.

The TPM Outcomes Roadmap is an operational document that will outline a set of practical steps that TPM can take to refine and improve its Outcomes Framework over FY15/16 to FY16/17.

TPM Outcomes Framework (also referred to here as its 'outcomes approach') is a set of tools and processes that enable TPM to collect the data needed:

- To prove that TPM is having the impact it intends to have; and
- To improve its outcomes for whānau.

This document takes into account TPM four outcomes principles and seeks alignment to TPK Whānau Results Commissioning Framework, and other leading Māori Outcomes Frameworks.

TPM can refine and improve its Outcomes Framework by taking action across three key areas. These recommendations are aimed at developing each element of TPM outcomes approach.

- **Action area #1: Logic Models** – TPM will adopt and approve two new Logic Models and adapt them over time:
 - The TPM Organisation Logic Model can be used to communicate TPM mission and operating model to external stakeholders;
 - The Commissioning Activities Logic Model can be used as an internal operational document that underpins TPM Outcomes Framework. It highlights the outcomes TPM needs to measure to prove its impact.
- **Action area #2: Outcome domains, outcomes & indicators** – TPM will adopt the six outcome domains outlined in Sir Durie's Outcomes Framework positioning paper and then encourage the use of a Whānau Outcomes Menu by partners.
- **Action area #3: Measurement and assessment approach** – TPM will move to a measurement and assessment approach that is consistent across all three programmes and can evolve and improve over time and in consultation with key stakeholders. The approach will draw on four key tools:
 - Mataora/Tool A: a consistent whānau engagement, planning and outcomes tool
 - Matatū/Tool B: a flexible outcomes reporting tool (drawing on the WhānauOutcomes Menu)
 - Matarua Whānau/Tool C: a biannual survey for whānau
 - Mata Hoe Tahi/Tool D: a biannual survey for partners.

Together these three action areas will refine and improve TPM Outcomes Framework, adhere to TPM outcomes principles and are appropriate to TPM role in the sector. TPM Outcomes Framework will not be overly prescriptive to partners, and will aim to strike a balance between consistency and flexibility in outcomes measurement.



TPM can execute the Outcomes Roadmap over two phases between now and the end of FY16/17:

- **Phase 1 (September 2015 - December 2015)** – Amend and engage: Finalise minor amendments to the FY15/16 AIP and engage all key stakeholders on the proposed changes contained in TPM Outcomes Roadmap.
- **Phase 2 (January 2016 -July 2017)** – Design and build capacity: re-design and finalise the new TPM Outcomes Framework (including tools and processes recommended in the Roadmap) with feedback from key stakeholders.

2. Background

2.1 TPM mission and role in the sector

TPM mission statement underpins all of its activities:

'As a result of Te Pou Matakana Commissioning activities, whānau in Te Ika a Māui will enjoy good health, experience economic wellbeing, be knowledgeable and well informed, be culturally secure, resilient, self-managing and able to participate fully in te ao Māori and in wider society'¹.

TPM serves as an important and central pillar in the Whānau Ora value chain (see Figure 1 below). It does not simply function as an intermediary in the distribution of government funding. In this central role, TPM advocates upstream for policy change that will benefit whānau (e.g. developing a whole-of-government shared outcomes framework, or new co-investment opportunities). TPM also actively engages downstream with contracted Whānau Ora partners (partners)², providing funding and capacity building support to help them achieve positive outcomes for whānau in their communities (e.g. holding outcomes workshops and co-designing programmes).

TPM achieves outcomes for whānau by commissioning three core programmes – Kaiārahi, Whānau Direct and Collective Impact. While whānau are at the centre of TPM commissioning approach, many of the outcomes they achieve are delivered by TPM partners or through other community agencies (for example when Kaiārahi make referrals). This has important implications for TPM Outcomes Framework in that TPM will need to gather evidence of indirect outcomes. This will be discussed in more detail later in this report.



Te Pou Matakana Commissioning Activities
COMMISSIONING AGENCY



Figure 1 – TPM commissioning model

¹ Te Pou Matakana. (2015). Annual Investment Plan: October 2015–June 2016.

² Contracted Whānau Ora partners (partners) are defined throughout this report as service providers that are contracted by TPM to achieve Whānau Ora goals. These are distinct from other 'Whānau Ora partners' who might include funding agencies and other service providers that are not contracted by TPM.

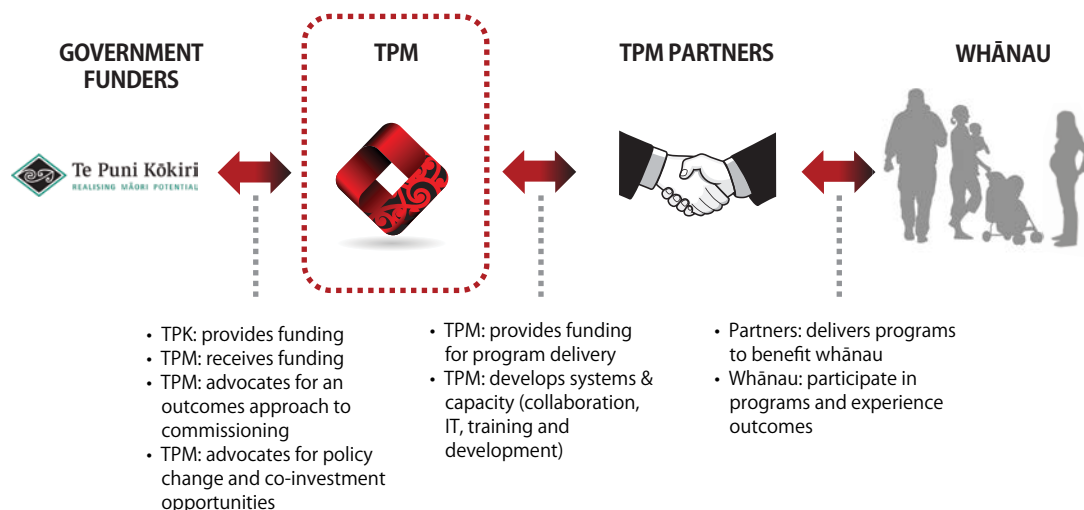


Figure 2 – TPM role in the Whānau Ora value chain

2.2 Purpose of the TPM Outcomes Roadmap

Te Pou Matakana (TPM) aims to drive better outcomes for whānau across the North Island by adopting a 'commissioning for outcomes' approach. It is anticipated that this approach will lead to the collaborative and innovative behaviours needed to achieve the best outcomes for whānau⁴.

Commissioning for outcomes is an emerging model that is an alternative to the conventional funding model. It has been shown in other jurisdictions to deliver:

- Improved outcomes for service users and for the community
- Greater focus on harm prevention through long-term investments
- Increased value for money through the delivery of services in a more efficient way.

Towards this goal, TPM now wants to enhance its own Outcomes Framework. The TPM Outcomes Roadmap is an operational document that will outline a set of practical steps that TPM can take to improve its Outcomes Framework over FY15/16 to FY16/17. The focus of this report is on short to medium term recommendations. This report complements other TPM documentation which clearly articulates TPM vision of commissioning for outcomes⁵.

³ Tamihere, John. (2015). Interview held 7 August.

⁴ Te Pou Matakana. (2015). *A Shared Outcomes Framework for Whānau*.

⁵ Te Pou Matakana. (2015). *A Shared Outcomes Framework for Whānau*. Te Pou Matakana. (2014). TPM Outcomes Framework. By Professor Sir Mason Durie.



2.3 Scope of the TPM Outcomes Roadmap

The Outcomes Roadmap will focus on actions that can be taken by TPM. It will consider TPM operating environment, specifically how TPM can work with Te Puni Kōkiri (TPK) and contracted Whānau Ora partners to make commissioning for outcomes a reality. The report takes into account outcomes measurement and evaluation processes broadly and will not explore process efficiency improvements (e.g. speed of funds distribution, approval of funding applications etc). These areas should be covered by programme⁶ specific evaluations (e.g. the Whānau Direct evaluation conducted in 2014, and the Collective Impact formative evaluation and Whānau Direct process evaluations flagged for late 2015).

TPM Outcomes Framework (also referred to here as 'outcomes approach') is a set of tools and processes that enable TPM to collect the data needed:

- To **prove** that TPM is having the impact it intends to have; and
- To **improve** its outcomes for whānau.

An Outcomes Framework typically includes the following six key elements:

1. **Logic Models:** A model that describes how your *activities* lead to *outcomes* and have an *impact* on the issue you are trying to address (sometimes known as a Theory of Change).
2. **Outcome domains:** The high-level grouping of outcomes experienced by stakeholders, as a result of an activity or investment.
3. **Outcomes:** The actual effect of an activity or investment on stakeholders (positive or negative)
4. **Indicators:** The observation or measurement that indicates the progress that has been made towards an outcome.
5. **Measurement approach:** The way data should be measured, observed and recorded to provide a valid and reliable indication of the type and extent of progress towards the outcomes.
6. **Assessment approach:** The way that quantitative and qualitative data should be assessed and communicated to provide a valid and reliable representation of progress towards the outcome and to inform better decision making.

The elements highlighted in this report are largely focused on measuring the outcomes for whānau and partners that result from commissioning activities. Once progress has been made towards this goal TPM will develop and embed a wider measurement approach for community or population level outcomes and for its research and advocacy activities. In addition, TPM will give further consideration to the outcomes assessment approach once the measurement approach is more fully embedded.

Key messages from Section 2

TPM achieves outcomes for whānau by commissioning three core programmes – Kaiārahi, Whānau Direct and Collective Impact.

The TPM Outcomes Roadmap is a document that will outline a set of practical steps that TPM can take to improve its Outcomes Framework over FY15/16 to FY16/17.

TPM Outcomes Framework (also referred to here as 'outcomes approach') is a set of tools and processes that enable TPM to collect the data needed:

- To prove that TPM is having the impact it intends to have; and
- To improve its outcomes for whānau.

⁶ This document will use the term programme to refer to major TPM investment areas such as Whānau Direct, Kaiārahi and Collective Impact.



3. Context for TPM

3.1 Hono ki te Ao Māori: Alignment with Māori Concepts

Several Māori focused outcome measurement tools or frameworks have already been constructed which provide seminal clues on key concepts, considerations, and importantly, the relationship between culture and outcome measurement.

Many of these tools have emerged from within the health and education sector, while others have had a more general focus and explore the wider implications of outcome measurement to Māori social service delivery⁷. By reviewing these documents and then considering them within the context of key TPM philosophies⁸, it was possible to identify three high-level principles relevant to the design of a Māori measure of outcomes. These were:

- **Te Mana o te Ao Māori (the Relevance of Māori Perspectives).** This principle emphasises the fact that any measure of Māori outcomes must be able to capture and consider cultural perspectives. It must include mechanisms which highlight the relationship between culture and wellbeing as well as indicators capable of capturing these concepts.
- **He Tangata, He Tangata, He Tangata (the Focus of Outcome Measurement).** This principle highlights the purpose of outcome measures, at least from a Māori perspective, and the fact that they must fundamentally be focused on improving the circumstances of Māori whānau. While negative outcomes might be detected as part of the measurement process, the focus will be on how this information can be used to improve outcomes for whānau, to enhance service delivery, or to drive greater efficiencies.
- **Nga Hononga Maha (an Integrated Approach).** While some measures of outcomes can be explored independently or as isolated items, from a Māori perspective, it will be important that a more integrated or holistic approach is adopted. This implies that a sustainable positive outcome is unlikely to be achieved unless gains are experienced across all domains and in a balanced fashion.

These principles were used to guide and shape this document, the design of the Outcomes Roadmap and to ensure its alignment with Māori concepts and philosophies.

3.2 TPM Outcomes Principles

To achieve its mission, TPM has committed to five principles in commissioning for outcomes:

1. **Exploring needs and assets** to build a picture of what works and current strengths, as well as examining what support may be required, by using a range of methods to develop insights and apply these during the commissioning process.
2. **Promoting innovation** by moving away from over-specified services and asking providers and whānau to define their own unique pathways to achieve their own outcomes.
3. **Putting co-production and co-design at the heart of commissioning** to support providers to co-produce their services.
4. **Having an iterative and adaptive approach** that requires continuous reflection, evaluation and flexibility for services to adapt to the interests, needs and assets of whānau.
5. **Growing co-investment** by encouraging a range of Whānau Ora partners to partner with TPM and commit new resources to address the needs and build on the strengths of whānau⁹.

These principles are well aligned to the principles in the Māori Outcomes Frameworks developed by Durie and Kingi¹⁰ (also see section 3.1 above).

⁷ Kingi, Te Kani (2002). *Hua Oranga Best Outcomes for Māori*, PhD thesis. Massey University.

⁸ Te Pou Matakana. (Accessed 2015). <http://www.tepoumatakana.com/whakapapa.html>

⁹ Adapted from Te Pou Matakana. (2015). *Annual Investment Plan: October 2015–June 2016*. Unpublished paper prepared for Te Puni Kōkiri. Pp 8

¹⁰ Te Pou Matakana. (2015). *A Shared Outcomes Framework for Whānau*. Pp 19

3.3 Whānau Ora, TPK & commissioning for outcomes

TPM emerged from the National Urban Māori Authority (NUMA) and was selected as the Whānau Ora Commissioning Agency for Te Ika a Māui (New Zealand's North Island). TPM funding is currently provided by TPK. TPM is therefore accountable to TPK as well as whānau across the North Island who receive support from TPM partners. TPM also aims to actively pursue co-investment opportunities with other Whānau Ora partners in the future.

"Whānau Ora relates to the wellbeing of whānau or families. Whānau Ora is determined by each whānau in relation to their own circumstances. Whānau Ora empowers whānau as a whole rather than focusing separately on individual family members and their problems. Whānau Ora shifts the focus from individuals to the collective, from sectoral interventions to inter-sectoral collaboration, from crisis intervention to capability building and from process indicators to outcome measures. Whānau Ora is a journey not a destination, and is unique to all whānau."¹¹

TPK has outlined a broad set of goals and outcomes that underpin Whānau Ora across six outcome domains, which is referred to as the Whānau Ora Results Commissioning Framework. The six outcome domains are:

1. Whānau are self-managing
2. Whānau are living healthy lifestyles
3. Whānau are participating fully in society
4. Whānau are confidently participating in te ao Māori
5. Whānau are economically secure and involved in wealth creation
6. Whānau are cohesive, resilient and nurturing¹² (see Appendix A).

This Outcomes Roadmap takes into account these goals and outcomes and, wherever possible, seeks alignment to this framework and other leading relevant Māori Outcomes Frameworks such as the Whānau Ora Partnerships Group Outcomes Framework. TPM will also regularly review key partner documents and take into consideration how these can inform the development of the TPM Outcomes Framework.

In an effort to drive the Whānau Ora agenda forward, TPM has recently advocated for the use of commissioning for outcomes models across Government Ministries and community agencies and argued that this will require a shared outcomes framework for whānau¹³.

This shared outcomes framework is an important part of TPM long-term vision. TPM own approach to commissioning for outcomes should be seen as an important step towards this long-term goal:

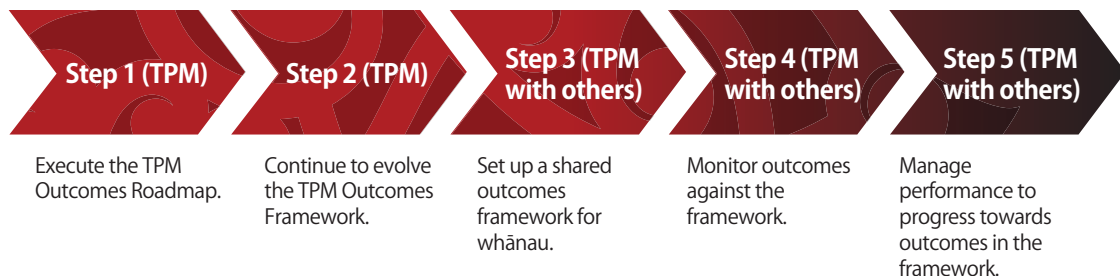


Figure 3 – steps towards commission for outcomes and a whole-of government shared outcomes framework

Key message from Section 3

This document takes into account TPM four outcomes principles and seeks alignment to TPK Whānau Results Commissioning Framework and other leading Māori Outcomes Frameworks, for example the Whānau Ora Partnerships Group Outcomes Framework.

¹¹ Te Puni Kōkiri. (Accessed 2015). <http://www.tepoumatakana.com/Whānau-ora.html>

¹² Te Puni Kōkiri. (Accessed 2015). Internal document provided to Te Pou Matakana

¹³ Te Pou Matakana. (2015). *Commissioning for Outcomes*. Pp 5.



4. Recommended actions

4.1 Sir Mason Durie's Outcomes Framework positioning paper

Following the launch of TPM in July 2014, Sir Mason Durie was commissioned to develop a positioning paper for a TPM Outcomes Framework. The document purpose was “to guide Te Pou Matakana towards a systematic approach for determining the benefits that accrue from investments made by the Agency”.

The positioning paper was an important milestone in TPM journey towards a robust commissioning for outcomes approach.

Professor Durie's positioning paper is a conceptual framework for TPM. It clearly articulates TPM six desired outcome domains that align well upstream to TPK Outcomes Framework and downstream to some of TPM Whānau Ora partners.

The document highlights TPM three major investment programmes as well as three key participant groups that TPM aims to impact – whānau, service providers, and community institutions (see Appendix E). It also describes some of the issues that TPM may need to explore regarding selection of indicators and attribution of outcomes achieved. Finally, the positioning paper has allowed TPM to begin to develop logic models, and start thinking about outcomes and indicator sets and the data collection approach.

4.2 TPM is looking to improve its Outcomes Framework by taking action across three key action areas.

- **Action area #1: Logic Models** – TPM is adopting two new Logic Models and adapting them over time.
- **Action area #2: Outcome domains, outcomes & indicators** – TPM is endorsing the six outcome domains outlined in the Sir Mason Durie positioning paper and will encourage the use of a Whānau Outcomes Menu by partners.
- **Action area #3: Measurement and assessment approach** – TPM is moving to a measurement and assessment approach that is consistent across all three programmes and can evolve and improve over time and in consultation with key stakeholders. The approach will draw on four key tools:
 - Mataora/Tool A: a consistent whānau engagement, planning and outcomes tool
 - Matatū/Tool B: a flexible outcomes reporting tool (drawing on the Whānau Outcomes Menu)
 - Matarua Whānau/Tool C: a biannual survey for whānau
 - Mata Hoe Tahi/Tool D: a biannual survey for partners

Together these three action areas will develop TPM Outcomes Framework and adhere to TPM outcomes principles. TPM Outcomes Framework will be appropriate to its role in the sector by not being overly prescriptive to partners and striking a balance between consistency and flexibility in outcomes measurement.

Each action area is explained in more detail in the following sections.

4.3 Action area #1: Logic Models

Logic Models can be a powerful tool to describe how your activities lead to outcomes and have an impact on the issue/s you are trying to address. They can also serve as the backbone for a robust Outcomes Framework, with focused data collection to prove we are making a difference.

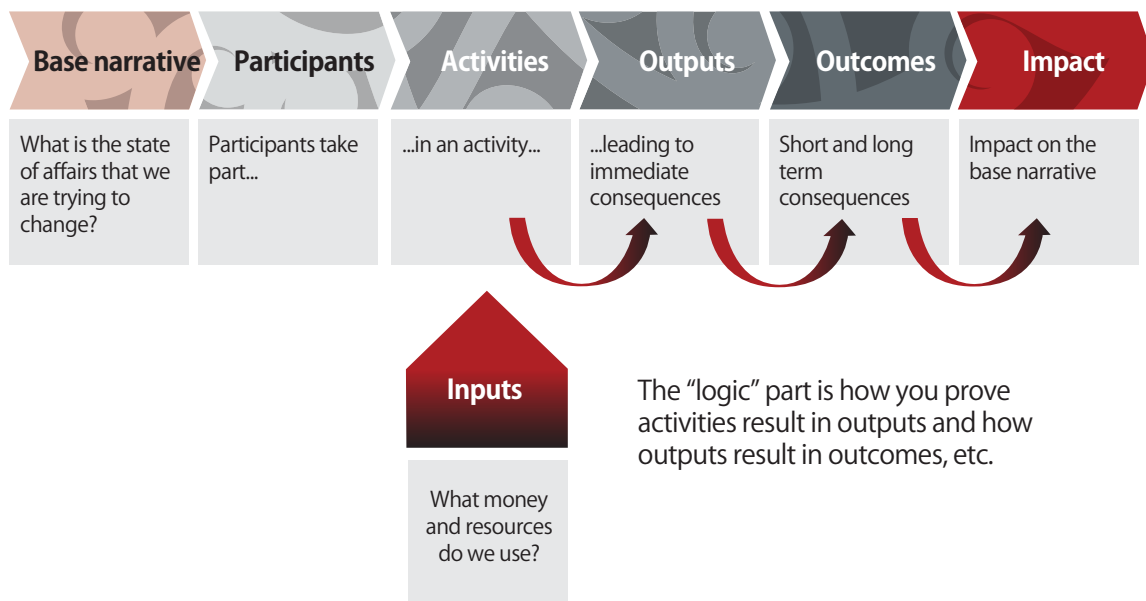


Figure 4 – the key components of a Logic Model

Two recommended Logic Models have been developed in collaboration with the TPM Outcomes Steering Group. These can be refined as TPM executes the Outcomes Roadmap. The two Logic Models are:

1. TPM Organisation Logic Model
2. TPM Commissioning Logic Model



TPM Organisation Logic Model

This Organisation Logic Model shows how TPM activities lead to outcomes and finally its impact for whānau. The Organisation Logic Model is aligned to the Outcomes Framework positioning paper in following ways:

- It shows that TPM has three main types of **participants**: whānau, contracted partners and other Whānau Ora partners, including funders like TPK
- It depicts five key categories of **activity**
- It highlights the six **outcome domains** (shown in brighter colours) from the Sir Mason Durie positioning paper
- It states TPM desired long term **impact** (or Mission Statement).

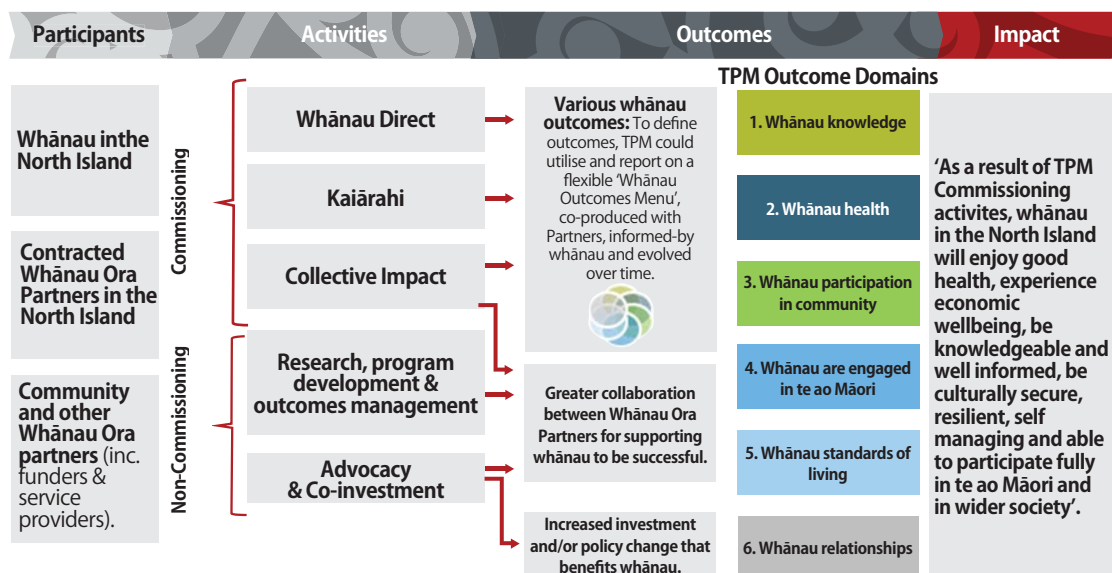


Figure 5 – Recommended TPM Organisational Logic Model



TPM Commissioning Logic Model

The TPM Commissioning Logic Model expands upon the TPM Organisation Logic Model and describes the theory of change for TPM three key programmes – Kaiārahi, Whānau Direct and Collective Impact.

The Logic Model highlights 12 'priority outcomes' for TPM, depicted in the white boxes. It also shows a set of longer-term whānau outcomes that are aligned to TPM six outcome domains. By measuring these priority outcomes, TPM will be able to prove up the logic of its model and demonstrate that it is making a difference.

The Logic Model provides several insights:

- TPM commissioning activities are all mutually reinforcing
 - Whānau Direct and Kaiārahi together drive short-term outcomes related to engaging whānau, helping them to plan and set goals and accessing the goods and services they need.
 - Collective Impact drives the outcome of 'identifying priority whānau' which also leads to increased engagement with Kaiārahi.
- Collective Impact has a distinct Theory of Change
 - Some of the short-term outcomes are related to outcomes for partners themselves. For example 'partners have a common agenda' and 'increased interest and capacity to work collaboratively'.
- Referrals to partners and other service providers will contribute heavily to TPM desired whānau outcomes (depicted by the dotted arrows)
 - Even though these services are not a direct result of TPM commissioning activities they are an important part of TPM Logic Model, since 'navigating' to high quality and effective services is central to both the Kaiārahi and Collective Impact programmes.

³² Note that these 'priority outcomes' are in the short to medium term and more for internal reference, the longer-term focus of TPM activities of course is a whole range of outcomes depicted in the coloured boxes.

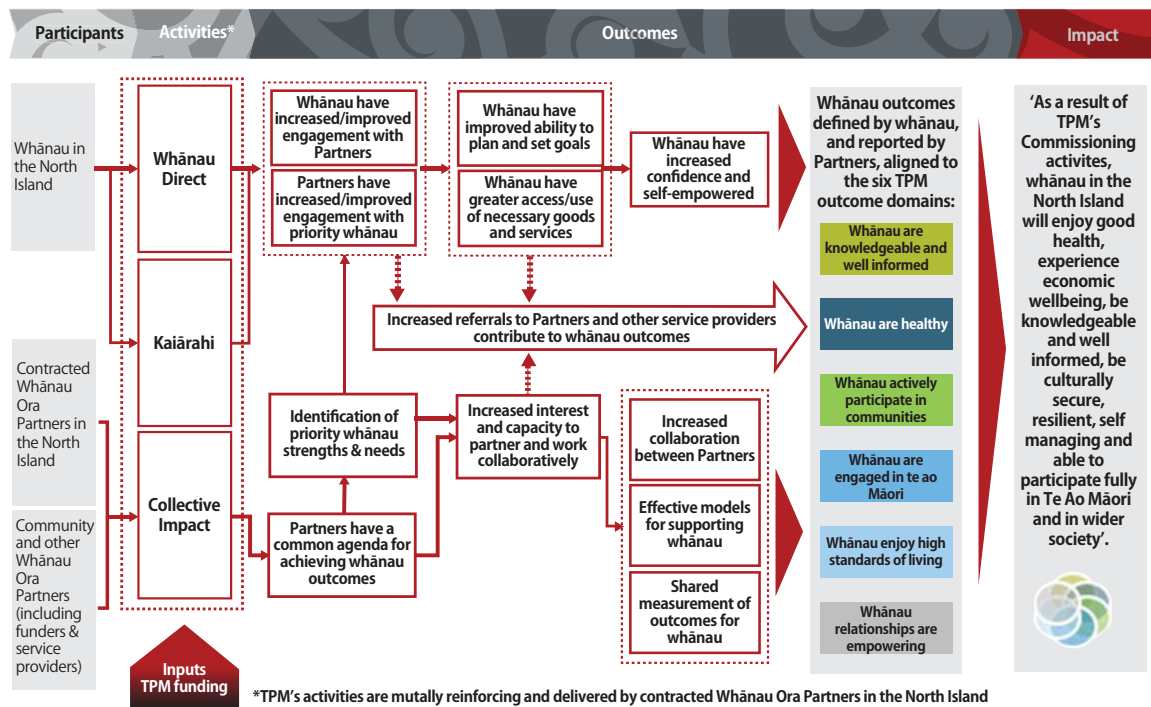


Figure 6 – Recommended TPM Commissioning Logic Model

Additional Logic Models

Over time TPM may be developing additional Logic Models. For example, there may be a need for more detailed analysis for the Kaiārahi, Whānau Direct and Collective Impact programs. Developing Logic Models for TPM non-commissioning activities (for example advocacy and research) will also be important to set measurable outcome goals for these elements of TPM model.



4.4 Action area #2: outcome domains, outcomes & indicators

TPM is taking the following actions to embed its six outcome domains and further develop its draft outcomes and indicators:

- Use Sir Mason Durie's Outcomes Framework and other reports to implement outcome domains
 - This is required to move towards consistency in outcomes reporting at the highest-level of TPM Framework.
- Describe a set of possible whānau outcomes that underpin each of the six TPM outcome domains
 - This will inform what partners will need to measure and report to TPM
 - To do this in the short-term, TPM will utilise a flexible set of outcomes, the 'Whānau Outcomes Menu', see Appendix C)
 - A good starting point for the Whānau Outcomes Menu will be the draft Outcomes Spreadsheet that has recently been developed by one of TPM partners. This was developed drawing on extensive staff consultation and informed by whānau goals.
- Workshop the Whānau Outcomes Menu with partners to see how it aligns with their core activities
 - Use the Whānau Outcomes Menu as a set of outcomes that partners could select and report on relevant to their services, or prioritised by the individual whānau they work with. It would not be a prescriptive set of outcomes that must be achieved or reported on
 - These workshops will be led by TPM with external support as needed.
- Finalise a set of indicators, in conjunction with partners, that corresponds to the 12 outcomes in the TPM Commissioning Logic Model (see Appendix F)
- Describe a set of possible indicators that correspond to the Whānau Outcomes Menu.
 - A draft set of indicators has already been developed by one of TPM partners, which could form the basis of the indicators in the Whānau Outcomes Menu, with input from and collaboration with other partners.

4.5 Action area #3: measurement & assessment approach

Measurement approach

TPM will move to a measurement approach that builds consistency across all three programmes, allows for flexibility for partners and can be evolved and improved over time and in consultation with stakeholders. The approach will draw on four key tools.

Mataora/Tool A: a consistent whānau engagement, planning and outcomes assessment tool

TPM should refine the 'sample milestone indicator framework' described in the AIP into a co-designed and evidence-based tool to support whānau engagement, planning and outcomes assessment (e.g. a tailored version of the Outcomes Star³³). Partners will be central to the co-design of this tool. TPM should encourage partners to use this tool at the point of whānau in-take and initial assessments and again after services have been delivered. Note that the

³³ <http://www.outcomesstar.org.uk/new-zealand/>



will be at the discretion of Kaimahi, but quarterly assessments may be used and intervals should allow for sufficient time for the intervention to be completed and for outcomes to have been achieved. This tool will:

- Encourage partner uptake given that many are already using Outcomes Star-like tools and will not require much additional staff effort or re-training
- Align directly with TPM 6 Outcomes Domains (see Appendix B for an example of how this might look)
- Respond directly to the requests TPM has been receiving to support engagement, assessment and planning.

Matatū/Tool B: a flexible whānau outcomes reporting tool

TPM should phase-in the requirement that partners gather data on whānau-prioritised outcomes using 1-3 flexible indicators (selected by partners). Initially, partners are being encouraged to make a selection from the Whānau Outcomes Menu. This tool could be used in follow-up meetings with Kaimahi when discussing how whānau are progressing against their identified activities and goals (see Appendix D, for an example of how this tool might look). By combining Mataora/Tool A and Matatū/Tool B, TPM can ensure alignment to TPK request that the outcomes approach:

- Tracks the progression of whānau along a spectrum of milestone indicators related to each of the priority outcome areas (by using Mataora/Tool A)
- Collect evidence and report on KPIs for whānau who have prioritised the relevant outcome area and who demonstrate the characteristics specific to the indicator³⁴ (by using Matatū/Tool B).

Matarua Whānau/Tool C: a whānau survey

Understanding levels of whānau satisfaction, confidence levels and experiences of the service system is critical to improving TPM Outcomes Framework. A biannual whānau survey across all three TPM programmes would achieve this. Although some client satisfaction reporting has been conducted (for example, as a part of Whānau Direct, where whānau are prompted with one question to rate their "overall experience" on a 5 point scale), an improved tool will be implemented across all TPM programmes. The benefits of this tool will be for TPM to understand the quality of services are being delivered by partners, from a whānau-perspective. The survey would primarily be used to measure the following outcomes:

- Whānau have increased/improved engagement with partners
- Whānau have improved ability to plan and set goals
- Whānau have increased confidence and self-empowerment.

The whānau survey will need to be further developed, including specific questions and timing. This tool may be used biannually for each whānau engaged and in sync with current partner reporting cycles (i.e. at Quarter 2 and Quarter 4).

Mata Hoe Tahi/Tool D: a partner survey

Understanding outcomes for contracted partners is an important part of TPM Organisation Logic. A biannual survey of partners across all three TPM programmes will be a useful additional tool for TPM to measure the following outcomes:

³⁴ Te Pou Matakana. (2015). *Annual Investment Plan: October 2015–June 2016*. Unpublished paper prepared for Te Puni Kōkiri. Pp 41. Te Pou Matakana. (2015). *Annual Investment Plan: October 2015–June 2016*. Unpublished paper prepared for Te Puni Kōkiri.

³⁵ Te Pou Matakana. (2015). *Annual Investment Plan: October 2015–June 2016*.



- Partners have increased/improved engagement with priority whānau
- Partners have a common agenda for achieving whānau outcomes
- Increased interest and capacity to partner and work collaboratively.

More detail will also need to be developed for Mata Hoe Tahi/Tool D, but annual timing is suggested to minimise additional reporting requirements for partners and given longer cycles of change for the partner outcomes above (i.e. in sync with Quarterly 4 reporting).

IT solutions

Developing TPM IT solutions will be an important driver to the measurement approach outlined above. It is recommended that Whānau Tahi be increasingly used as the central platform for the data generated by the four tools described. Whānau Tahi is an 'across-sector' IT platform that supports and manages the activities and workflow of frontline workers across multiple community services, such as health, education, social and justice.

Access and use of Whānau Tahi is governed by a license agreement that acknowledges the purchaser of Whānau Tahi as owner of the information captured, with access to such information and data controlled by security rights managed by the purchasing organisation. With appropriate permissions, Whānau Tahi is able to interface with government data platforms in a secure environment and already interfaces with a number of existing systems, particularly as they relate to solutions in the health sector. Subject to a formal roadmap process, Whānau Tahi is regularly reviewed to ensure the platform remains responsive to market needs, and as such has potential to be made compatible with yet-to-be-launched platforms.

Whānau Tahi is highly adaptable and can be configured to meet the business needs of the proposed outcomes measurement approach as, importantly, it is able to consolidate information from a collective of service providers and enables consistency in data collection and reporting, a key requirement in cross-sector outcomes measurement.

The reporting system through Whānau Tahi now includes a new Outcomes Results section (see Appendix C, added as of June 2015) which collects outcomes data, is aligned to the TPM outcome domains and could be further developed to capture more comprehensive data. There is also scope for the Outcomes Star tool (see Appendix B) to be digitalised and integrated seamlessly into Whānau Tahi.

Whānau Direct partners are already required to use Whānau Tahi; expanding its use for the purpose of outcomes measurement would be a natural progression and would minimise additional cost and training incurred by partners.

Assessment approach

Measuring outcomes in itself will not lead to improved impact for whānau. Once TPM has embedded a solid outcomes measurement approach, it will use outcomes data to inform better investment decision making. To do this in the short to medium-term, three opportunities will be pursued:

- Build partner capacity for outcomes assessment – just as TPM needs to develop the capacity of partners to measure outcomes, it needs to support partners to effectively use their own outcomes data to improve their service delivery over time to the benefit of whānau
- Incentivise partners to report on outcomes and increase the outcomes they are delivering – prior to any pay-for-success model, one way to do this is to provide partners with aggregated data sets (that could provide insight into whānau needs and best practice) when they provide strong outcomes reports
- Simplify outcomes reporting dashboards for more effective use by TPM staff and Board.



5. Implementation timeline

To map out what TPM needs to do next and when, a roadmap and timeline has been developed below. This will summarise and expand on the three Action Areas described in Section 5.

TPM can execute the Outcomes Roadmap over two phases between now and the end of FY16/17:

- **Phase 1 (September 2015 - December 2015) – Amend and engage:** make minor amendments to the FY15/16 AIP and engage all key stakeholders on the proposed changes contained in TPM Outcomes Roadmap.
- **Phase 2 (January 2016 - July 2017) – Design and build capacity:** re-design and finalise the new TPM Outcomes Framework (including tools and processes recommended in the Roadmap) with feedback from key stakeholders.

PHASE 1 (SEPTEMBER 2015 - DECEMBER 2015) – AMEND AND ENGAGE

What does TPM need to do?	Due date
Edit, design and format Roadmap for public document.	14 September 2015
Send public document to partners for discussion.	18 September 2015
Feedback cut-off from providers/partners.	30 September 2015

PHASE 2 (JANUARY 2016 - JULY 2017) – DESIGN AND BUILD CAPACITY

PROPOSED PHASE 2: DESIGN AND BUILD CAPACITY	Approximate Date
Design draft outcomes measurement and reporting tools.	January 2016-February 2016
Workshop draft outcomes measurement and reporting tools and revise.	March 2016-April 2016
Adapt IT solutions for outcomes measurement and reporting tools (with Te Whānau Tahi Limited).	May 2016-June 2016
Design training resources for outcomes measurement and reporting tools.	May 2016-June 2016
Final sign-off of IT solutions and training resources to support the pilot roll-out of the outcomes measurement and reporting tools.	30 June 2016
Pilot the outcomes measurement and reporting tools with the first cohort of TPM providers (Cohort 1) and support and monitor Cohort 1.	July 2016-September 2016



Roll-out the Pilot of the outcomes measurement and reporting tools with the second cohort of TPM providers (Cohort 2) and support and monitor Cohort 2.	October 2016-December 2016
Roll-out the Pilot of the outcomes measurement and reporting tools with the third cohort of TPM providers (Cohort 3) and support and monitor Cohort 3.	January 2017-March 2017
Full Quarter 2 reporting available from TPM providers in Cohort 1.	20 January 2017
Full Quarter 3 reporting available from TPM providers in Cohorts 1, and 2.	20 April 2017
Full Quarter 4 reporting available from TPM providers in Cohorts 1, 2, and 3.	20 July 2017

Please note that for Phase 2 there will be two outcomes measurement work streams:

1. The outcomes measurement against TPM commissioning activities.
2. The outcomes measurement of other TPM activities, namely non-commissioning activities such as research, advocacy and co-investment.

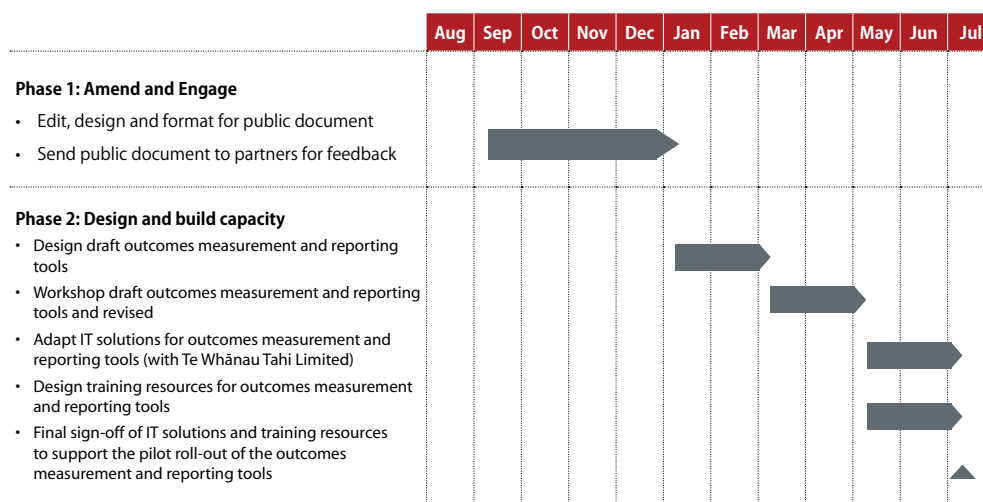


Figure 7 – Outcomes Roadmap: FY15/16



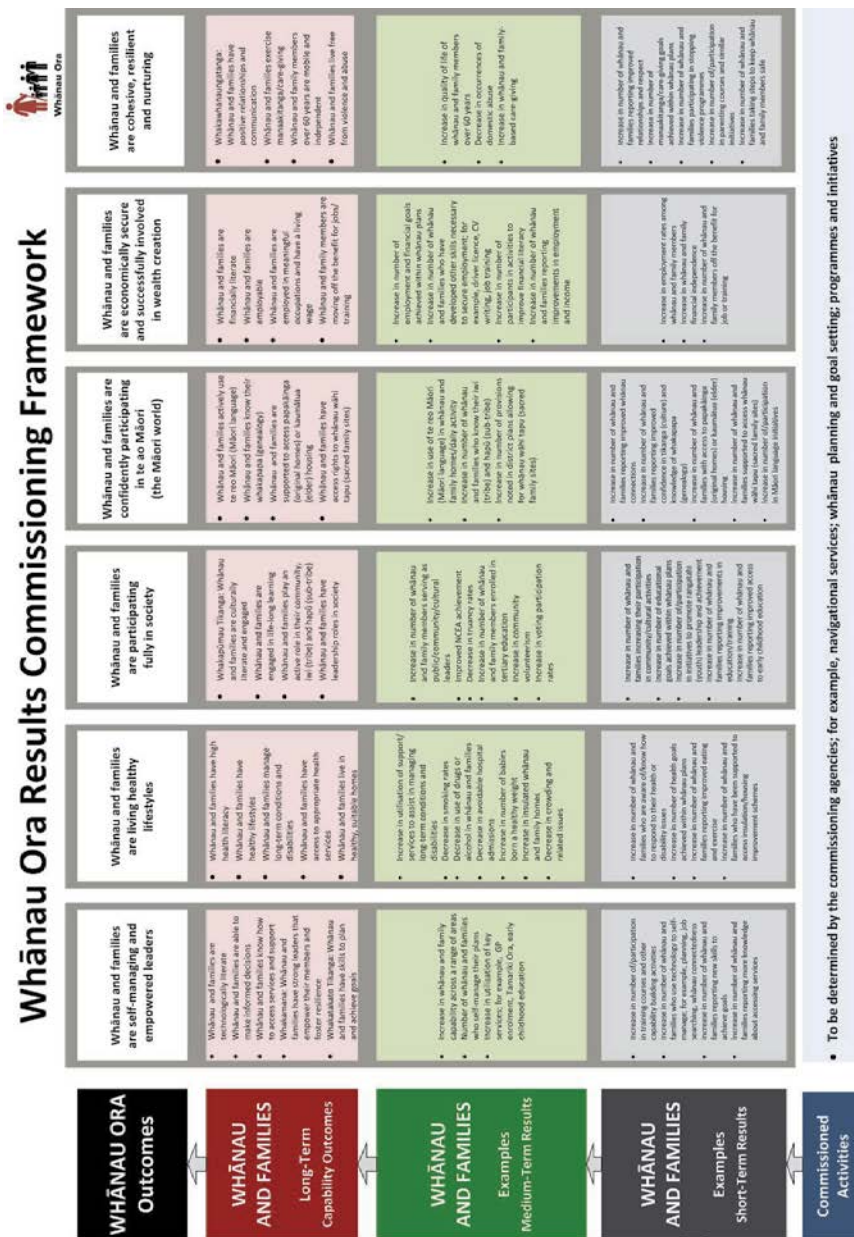
6. Appendices

- Appendix A – Whānau Ora Results Commissioning Framework (TPK)
TMP Seven outcome domains of the shared outcomes framework for whānau
The Whānau Ora Partnership Group Whānau Ora Outcomes Framework:
Empowering Whānau into the Future
- Appendix B – Current & Proposed Mataora Snapshot Assessment Tool
Proposed Mataora Snapshot Assessment Tool
- Appendix C – Current proposed Whānau Outcomes Menu
- Appendix D – Proposed questions for the Flexible Outcomes Reporting Tool
- Appendix E – Summary table of the Te Pou Matakana Outcomes Framework positioning paper
- Appendix F – Proposed outcomes, indicators and data collection approach for Commissioning Activities.

Appendix A –

Whānau Ora Results Commissioning Framework (TPK)

TPK put forward the Whānau Ora Commissioning Framework which describes anticipated outcomes resulting from Whānau Ora commissioning activities.





TPM: Seven outcome domains of the shared outcomes framework for whānau

In June 2015 TPM put forward an initial draft outcomes framework to further the agenda for a shared approach to outcomes measurement for whānau.

Outcome domain	Description	Better Life Index wellbeing area
1. Whānau knowledge	Whānau make their own decisions, care for their own people and supply their own needs. They are knowledgeable about their own communities, can access those goods and services necessary for ongoing development, are active participants in a range of networks and have patterns of leadership that provide continuity between the past and the future.	Quality of life - education and skills.
2. Whānau health	Whānau actively foster lifestyles that lead to optimal health and wellbeing.	Quality of life - health status.
3. Whānau participation in community	Whānau have ready access to community facilities and the ability to benefit from community goods and services.	Quality of life - social connections.
4. Whānau engagement with te ao Māori	Participation on Māori cultural events, iwi affairs, marae hui, waka ama and kapa haka, and the ongoing transmission of Māori knowledge, culture and te reo Māori.	Not applicable.
5. Whānau standards of living	Whānau live comfortably, extend opportunities for children and grandchildren, and provide a nest egg for future generations.	Material conditions.
Outcome domain	Description	Better Life Index wellbeing area
6. Whānau relationships	Whānau remain connected, nurture younger generations and to embrace new technologies that will facilitate the process.	Quality of life - social connections.
7. Whānau built and natural environment	Mana whenua is appropriately respected; The Mauri of all Waterways and in Optimum Health, and; Wāhi Tapu are Protected.	Quality of life - environmental quality.

The Whānau Ora Partnership Group Whānau Ora Outcomes Framework: Empowering Whānau into the Future

Following the publication of the TPM shared outcome framework for whānau, the Whānau Ora Partnership Group produced their own outcomes framework; this was approved by the Whānau Ora Partnership Group on 26 August 2015.

Appendix 1 WHĀNAU ORA OUTCOMES FRAMEWORK

Final Draft

Whānau Ora Outcomes	Whānau are self-managing & empowered leaders	Whānau are leading healthy lifestyles	Whānau are participating fully in society	Whānau and families are confidently participating in Te Ao Māori (the Māori world)	Whānau and families are economically secure and wealth creation	Whānau are cohesive, resilient and nurturing	Whānau and families are responsible towards their living and natural environments
Long term outcomes 1-25 years	<p>Whānau exercise engagement on a range of issues, and are independent and making informed decisions.</p> <p>Whānau recognise they are repositories of knowledge about themselves and their communities' understanding of them.</p> <p>Whānau determine the nature of their own leadership according to their own traditions. They value and grow their own leadership and the nature of a leader.</p> <p>Whānau are self-determining in the management, control and aims they pursue for their collective assets and resources.</p>	<p>Whānau have a quality of life that encompasses their needs and goals across their lifespan.</p> <p>Whānau members enjoy positive and functional relationships with others to meet their health needs and goals across their lifespan.</p> <p>Whānau have access to evidence-based information to make decisions about their health needs and goals.</p> <p>Whānau have timely access to health services to meet their health needs and goals.</p>	<p>Whānau can demonstrate educational success across their lifespan, including higher learning and professional careers.</p> <p>Whānau have opportunities for formal learning that equips them with the skills and knowledge to follow their chosen path to employment, advanced learning or self-employment.</p> <p>Whānau are achieving educational success across all levels.</p> <p>Whānau recognise, value and nurture leadership that supports and enables them.</p> <p>Whānau leaders actively engage with community leaders and institutions for collective good.</p>	<p>Whānau are secure in their cultural identity and participate in activities and events that celebrate their cultural make-up.</p> <p>Whānau are confident and proud that they are at least bilingual in Te Māori and NZ Sign, and able to transfer that knowledge to their members.</p> <p>Whānau access opportunities to be leaders in their communities.</p> <p>Whānau are major contributors to the cultural vibrancy and success of their own communities.</p>	<p>Whānau business leaders are active and successful.</p> <p>Whānau are active participants in research and development that advances their prosperity.</p> <p>Whānau are engaged in occupations and positions that provide them with the income to achieve the standard of living they desire.</p> <p>Whānau have the knowledge and skills to manage their own business and aspirations.</p>	<p>Whānau relationships are positive, functional and uplifting of all members.</p> <p>Interpersonal skills between whānau conduct positive relationships and demonstrate good parenting.</p> <p>Whānau experience and contribute to the well-being of their communities.</p> <p>Whānau access communication technology to sustain engagement with each other.</p> <p>All members of a whānau are valued.</p>	<p>Whānau exercise mana whenua (authority and control) and manage kaitiaki over their natural environment.</p> <p>Whānau lead sustainable management of their natural environment.</p> <p>Whānau are engaged, educated and spiritual values is nurtured by their access to, and engagement with, their natural environment.</p> <p>Whānau have choice about their living and natural environment in all cases, their living environment is safe, secure, warm, dry.</p>
Medium term outcomes 5-10 years	<p>Whānau are supported and enabled to take responsibility for their own lives and wellbeing.</p> <p>Whānau are making informed choices about the support they require and who they need to support them.</p> <p>Whānau are able to draw on the skills of their own members to advance their collective interests.</p> <p>Whānau are actively participating in the management and growth of assets held in common.</p> <p>Whānau with disabilities participate equally in society.</p> <p>Whānau use, and understand the point of using, data both quantitative and qualitative to inform their decisions making.</p>	<p>Whānau can model to other whānau members their ability to take personal responsibility by making choices about:</p> <ul style="list-style-type: none"> • Living drug free and smoke free. • Maintaining a healthy weight for their age and height. • Achieving exercise and fitness regimes for heart health. • Monitoring regularly the efficacy of medical devices in conjunction with health professionals. • Engaging in health screening programmes. • The quality of the interpersonal relationships they have. 	<p>Whānau identify the added value they bring to a school community.</p> <p>Whānau can articulate the importance of early childhood education to the preparation of their children's future.</p> <p>Whānau choose and access culturally adept schools for their children's learning.</p> <p>Whānau can articulate and implement healthy choices for their children's education.</p> <p>Rangitahi are achieving the knowledge, skills and qualifications to pursue training and employment opportunities with financial security and career options.</p> <p>More whānau members are trained and serving as public, community & cultural leaders.</p> <p>Whānau have access to quality and timely services that are fully responsive to whānau profiles and whānau values.</p>	<p>Whānau participate in their community using their language of choice.</p> <p>Whānau access cultural knowledge, engage in knowledge creation, and share that knowledge amongst themselves.</p>	<p>Increasing numbers of whānau are engaged in business, entrepreneurship, and innovation.</p> <p>Increasing numbers of whānau benefit from the improved productivity and prosperity of their businesses.</p> <p>Whānau are increasing their share in the value of business they own.</p> <p>Whānau have increased financial literacy, improved financial planning skills, and practice of saving for key 'life' milestones.</p> <p>Whānau achieve at least a living wage.</p>	<p>Whānau live in homes that are free from abuse and violence.</p> <p>Whānau transform their lives through support from rehabilitation services (when needed).</p> <p>Whānau are confident to address crises and challenges.</p> <p>Whānau are stable, organised, and provide support from their whānau to the wider community.</p> <p>Whānau understand the importance of school attendance and support and encourage their tamariki and mokopuna to attend school.</p> <p>Rangitahi are supported and nurtured in their transition to adulthood.</p>	<p>Whānau are active participants and contributors to responsible management.</p> <p>Whānau access a range of support required to pursue these options.</p> <p>Whānau are increasingly satisfied with their housing situation.</p> <p>Whānau increase the use of their land to provide housing, employment and food for themselves.</p>
Short term outcomes 1-4 years	<p>More whānau develop pathways to government assistance and intervention in their whānau life.</p> <p>Whānau are knowledgeable about the capability that exists in their whānau network, and begin to tap into it.</p> <p>Whānau are able to access and use information and data which is held about them by government or other agencies.</p> <p>Whānau are aware of their interests in responsibilities about their rights and assets.</p> <p>Whānau are planning for emergencies, including evacuation and insurance, having insurance and plans for asset replacement.</p>	<p>Increased number of whānau are achieving their goals for their physical, emotional, spiritual and mental wellbeing.</p> <p>Increased number of whānau are improving their knowledge and skills in healthy eating and physical activity.</p> <p>Whānau are managing chronic health conditions, including eczema, asthma and diabetes. And know when and how to access support to manage their conditions.</p>	<p>Increased number of whānau are achieving NCEA level 2 as a minimum and increasing numbers are achieving level 3.</p> <p>Increased number of tamariki and mokopuna enrolled and attending early childhood education.</p> <p>Increased number of whānau entering tertiary education and training areas of learning and learning with qualifications.</p> <p>Increased number of whānau exercising their right to vote in national and local council elections.</p> <p>Increased number of whānau engaged in sport and/or clubs or other community groups.</p> <p>Whānau are choosing the services they wish to access on the basis of good information.</p> <p>Whānau are confident to access services and advocate in their own right.</p> <p>Successfully rehabilitate and reintegrate whānau system back into communities.</p>	<p>Increased numbers of whānau take up Te Rau Māori programmes, or activities.</p> <p>Increased number of whānau registered with their iwi are participating in their democratic right in tribal elections.</p>	<p>Increased uptake by whānau in professional development, education and training.</p> <p>Increased numbers of whānau are self-employed, and growing.</p> <p>Increased number of whānau improving their financial literacy.</p> <p>Whānau are engaged in savings and investment.</p>	<p>Parents build skills and strategies to care and provide for their children.</p> <p>When necessary, whānau address violence, addiction, substance abuse, and risk of self-harm through increased uptake of support services.</p> <p>Increase the number of tamariki from vulnerable whānau who are attending school on a regular basis.</p> <p>Relationships between partners are strong and supportive.</p> <p>Whānau are developing nurturing relationships for their children's physical, emotional, spiritual and mental wellbeing.</p>	<p>Increased opportunity for Whānau to access services and mental management practices.</p> <p>Increased number of whānau accessing services to improve the health of their homes.</p>

Whānau Goals and Aspirations



Appendix B –

Current Mataora Snapshot Assessment Tool



Te Whānau O Waipareira Trust

Mataora Snapshot Whānau Evaluation



TE WHĀNAU O WAIPAREIRA
EKKIRITIA | KOTU | TE KĀHARITANGA
Progressively Act in Unity

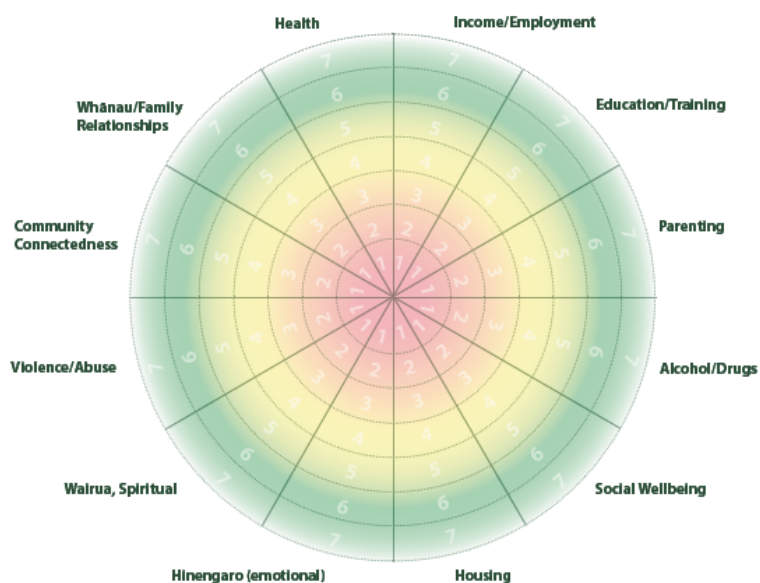
Section 1: Personal Information

First Name:	Last Name:	Reference Number:
Ethnicity:	Iwi/Hapu/Whānau:	

Section 2: Mataora Wheel

The purpose of this tool is to help us understand how you feel about all the different areas of your life. Sometimes seeing things on paper can help you see things easier too. By filling in the wheel, we can see the areas you identify and then discuss how we or others can best support you to get to where you want to be. Please think about each and then circle the number that best describes how you feel.

1 = Completely unhappy / major impact through to 7 = completely happy / no impact.

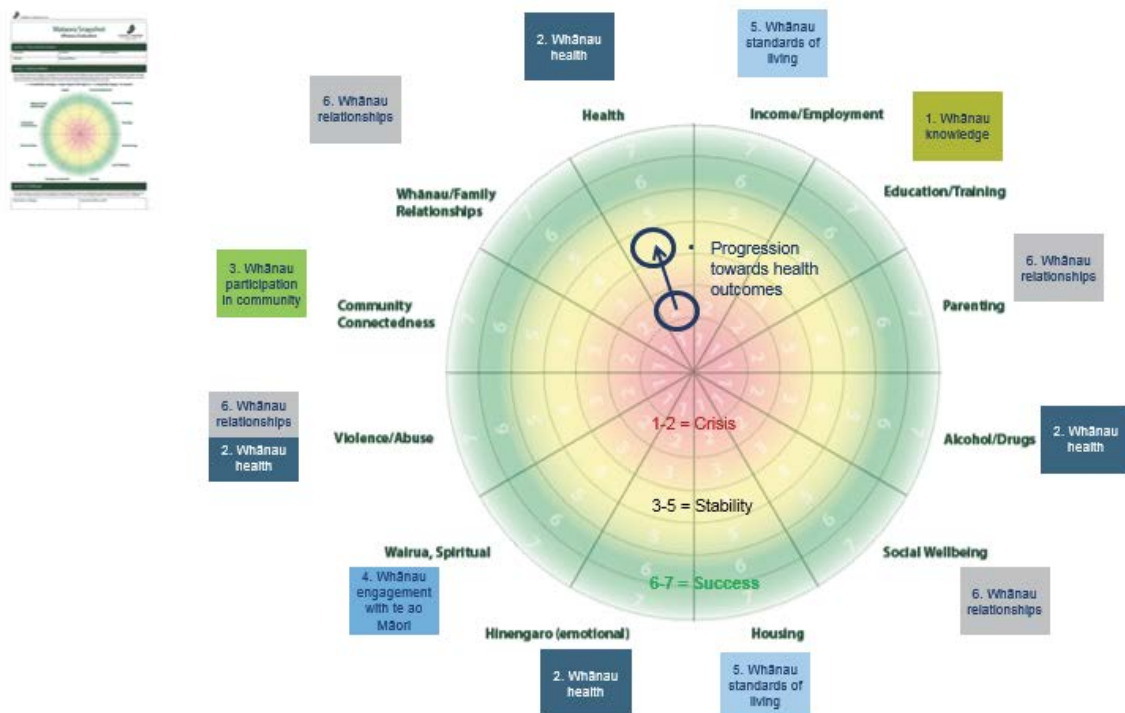


Section 3: Challenges

This section asks you to think about the things that are standing in the way of you being able to improve your life or to achieve the things you want to achieve. Potential obstacles can be anything from external influences such as not having childcare to internal issues like very low confidence.

Main barriers / challenges:	How does this affect your life?
-----------------------------	---------------------------------

Proposed Mataora Snapshot Assessment Tool



Tracking progress

A tool like the Mataora Snapshot can be used to track whānau progression towards outcome goals overtime. The image above depicts a positive shift in the Health domain from 2 to 4.

Defining 'Position of Whānau Development'

An alternative definition for 'Position of Whānau Development' would be to use the levels of self-reported wellbeing in the Mataora Snapshot or a similar tool. Definitions could be as follows:

- 1-2: crisis
- 3-5: stability
- 6-7: success



Appendix C–

Current proposed Whānau Outcomes Menu

Domain	Whānau outcomes	Possible indicators
Whānau Health	Improved diet and healthier lifestyles.	<ul style="list-style-type: none"> • Whānau have plans and achieve goals for their health • Increased immunisation rates (e.g. eight-month olds who have had their primary course of immunisations (at 6 weeks, 3 months and 5 months) • Decreased rates of smoking • Whānau are involved in health promotional activities (e.g. sport) • # of participants who reported reduced alcohol and drug use • Reduction in rheumatic fever.
Whānau Health	Improved child development.	<ul style="list-style-type: none"> • Well Child Tamariki Ora - B4 School Checks • # babies born a healthy weight.
Whānau Health	Increased 'health literacy'.	<ul style="list-style-type: none"> • 'Health Literacy' rates • Usage rates of key prevention services (e.g. screening) • Did Not Attend rates for priority illnesses (e.g. diabetes, cervical cancer, rheumatic fever, cardiovascular disease) • # / % of whānau who have visited a dentist in past 12 months.
Whānau Health	Increased safety in the home.	<ul style="list-style-type: none"> • Children experiencing physical abuse • 'Notification' rates.
Whānau Health	Improved mental health.	<ul style="list-style-type: none"> • Mataora Assessment - # / % improvement where need identified • Access rates and wait times for children and young people who receive mental health & AOD services.
Whānau Health	Reduction in suicide and/or other self-harm practices.	<ul style="list-style-type: none"> • # / % self-reporting self-harm practices or suicidal ideation.
Whānau knowledge	↑ value placed on education.	<ul style="list-style-type: none"> • Whānau have an Education plan for all whānau members.



Domain	Whānau outcomes	Possible indicators
Whānau knowledge	↑ school readiness.	<ul style="list-style-type: none"> Children who have attended ECE before starting school (# / %).
Whānau knowledge	↑ engagement & achievement at school.	<ul style="list-style-type: none"> Whānau have goals & plans for their education (self-reported by parents & students).
Whānau knowledge	↑ job readiness.	<ul style="list-style-type: none"> High school completion rates.
Whānau standards of living	Increased financial resilience.	<ul style="list-style-type: none"> Higher rates of insurance.
Whānau standards of living	Increased economic independence.	<ul style="list-style-type: none"> Higher employment rates Self-reported reduced debt Decrease in rates of welfare dependency.
Whānau standards of living	Increased financial literacy.	<ul style="list-style-type: none"> Higher savings rates Financial literacy survey scores.
Whānau standards of living	Improved whānau housing standards.	<ul style="list-style-type: none"> Increased rates of home ownership Reduced rates of homelessness.
Whānau relationships	Better whānau planning.	<ul style="list-style-type: none"> Increased child/parent attachment.
Whānau relationships	Improved parenting knowledge & skills.	<ul style="list-style-type: none"> Parents report better parent-child relationships Parenting Skills and Competencies Assessments.
Whānau relationships	Increased child/parent attachment.	<ul style="list-style-type: none"> Rates of breastfeeding Attachment techniques (e.g. Child Attachment Interview).
Whānau participation in community	Greater access/use of community services.	<ul style="list-style-type: none"> 'Service Literacy' rates Usage rates of priority services (e.g. navigators) Did Not Attend rates for priority services.



Domain	Whānau outcomes	Possible indicators
Whānau participation in community	Improved community connectedness.	<ul style="list-style-type: none"> • # of whānau reporting new or improved relationships within their community • # of whānau reporting increased network of supportive and trusted friend • Increase in voting rates • Increase in community volunteerism.
Whānau are engaged in te ao Māori	Greater participation in cultural activities.	<ul style="list-style-type: none"> • Self-reported visit to their marae in the past 12 months.
Whānau are engaged in te ao Māori	Increased connection to culture.	<ul style="list-style-type: none"> • Self-reported level of interest Māori protocols and tikanga.
Whānau are engaged in te ao Māori	Increased cultural knowledge.	<ul style="list-style-type: none"> • Increased understanding of their hapu, iwi, whakapapa, tūrangawaewae, taonga, whenua tūpuna [ancestral lands].
Whānau are engaged in te ao Māori	Whānau learn Te Reo Māori.	<ul style="list-style-type: none"> • # of whānau engaged in learning Te Reo Māori • # of whānau self-reporting using Te Reo Māori in their community.



Appendix D –

Proposed questions for the Flexible Outcomes Reporting Tool

Questions to be included in a template used by Kaiārahi in follow-up sessions

Last time we met, you identified three priority goals *[which Kaiārahi helped the whānau to categorise into the TPM Outcome Domains]* and we planned a set of activities to help you achieve them.

[In order to support whānau to select both goals and activities, Kaiārahi might like to refer to the Outcomes Menu, to see a list of common outcomes/indicators that other whānau are aspiring to achieve.]

How did you go with each of these goals and activities?

As a result of these activities...

Q1: Who has changed in your whānau?

Q2: How have they changed?

Q3: How do you know this change happened?

- What documents could whānau provide on the completion of these activities?
- What evidence could the service providers provide?

Q4: How important are these changes to your whānau?

	Goal #1	Goal #2	Goal #3
Activity #1			
Activity #2			
Activity #3			



Appendix E –

Summary table of the Te Pou Matakana Outcomes Framework positioning paper

TPM Mission <i>'As a result of Te Pou Matakana Commissioning activities, whānau in the North Island will enjoy good health, experience economic wellbeing, be knowledgeable and well informed, be culturally secure, resilient, self managing and able to participate fully in te Ao Māori and in wider society'</i>			
Outcome Goals	Goal 1 TPM service providers achieve positive results for whānau	Goal 2 Whānau initiatives lead to demonstrable gains for whānau	Goal 3 Whānau derive benefits from engagement with community institutions
Indicators	Indicators that are appropriate for the intervention and reflect progress towards goals and high level outcomes		
Objectives	Results from specific provider actions that contribute to the goal	Results from goal-oriented whānau initiated actions	Results from specific community programmes to assist whānau
TPM Investments	TPM-funded providers and services	TPM resources direct to whānau	TPM influence with community institutions



Appendix F –

Proposed outcomes, indicators and data collection approach for Commissioning Activities

- **Action area #3: Measurement and assessment approach** – TPM should move to a three-pronged measurement and assessment approach that is consistent across all three programmes and can be evolved and improved over-time and in consultation with key stakeholders:
 - Mataora/Tool A: a consistent whānau engagement, planning and outcome tool
 - Matatū/Tool B: a flexible outcomes reporting tool
 - Matarua Whānau/Tool C: a biannual survey for whānau
 - Mata Hoe Tahī/Tool D: a biannual survey for partners

Participant	Primary Activity	Outcome	Indicator	Data source	Data collection approach (including tools)	Timing
Whānau in the North Island	Kaiārahi	Whānau have increased/ improved engagement with partners.	# of whānau engaged. # whānau reporting satisfaction with Kaiārahi.	Kaiārahi partners.	Matarua Whānau/ Tool C.	Biannual
Contracted Whānau Ora partners	Kaiārahi	Partners have increased/ improved engagement with priority whānau.	# of whānau engaged. # Kaiārahi reporting improved engagement.	Kaiārahi partners.	Mata Hoe Tahī/Tool D.	Biannual
Whānau in the North Island	Kaiārahi & Collective Impact	Whānau have improved ability to plan and set goals.	# whānau with plans and priority goals.	Partners and whānau.	Mataora/ Tool A.	Quarterly
Whānau in the North Island	Whānau Direct	Whānau have greater access/ use of necessary goods and services.	Rates of referral Rates of WD funds distribution. # Whānau reporting immediate change achieved.	Whānau Direct partners.	Whānau Direct reports.	Quarterly



Appendix F –
Proposed outcomes,
indicators and data
collection approach for
Commissioning Activities
continued

Participant	Primary Activity	Outcome	Indicator	Data source	Data collection approach (including tools)	Timing
Whānau in the North Island	Kaiārahi & Whānau Direct	Whānau have increased wellbeing and self-empowerment.	# whānau reporting greater confidence and self-empowerment.	Whānau	Mataora/ Tool A and Matatū/ Tool B.	Quarterly
Community and other Whānau Ora partners	Kaiārahi & Collective Impact	<i>Increased referrals to partners and other service providers contribute to whānau outcomes.</i>	<i>Increased referrals to partners and other service providers contribute to whānau outcomes.</i>	Kaiārahi and CI partners.	Mata Hoe Tahī/Tool D.	Biannual
Contracted Whānau Ora partners	Collective Impact	Identification of priority whānau strengths & needs.	# / % of partners who have completed research into whānau needs.	CI partners	CI Action Plans.	Quarterly
Contracted and other Whānau Ora partners	Collective Impact	Partners have a common agenda for achieving whānau outcomes.	# / % of partners reporting a clear common agenda and Logic Model.	CI partners	CI Action Plans	Quarterly
Contracted Whānau Ora partners	Collective Impact	Increased interest and capacity to partner and work collaboratively.	# / % partners who report increased capacity to collaborate.	CI partners	CI Action Plans and Mata Hoe Tahī/Tool D.	Quarterly
Contracted Whānau Ora partners	Collective Impact	Increased collaboration between partners.	# / % of partners contributing to delivering activities in CI action plans.	CI partners	CI Action Plans.	Quarterly
Whānau in the North Island	Collective Impact	Effective models for supporting whānau.	TBC	CI partners & whānau.	CI Action Plans.	Quarterly
Contracted Whānau Ora partners	Collective Impact	Shared measurement of outcomes for whānau.	TBC	CI partners	CI Action Plans.	Quarterly



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