

Submission to the Productivity Commission

More Effective Social Services:

Wellbeing North Canterbury Community Trust takes services to North Canterbury people to overcome life's challenges, so they can learn connect and expand wellbeing in their lives - in the community.

We provide a wide range of social services to families across the Waimakariri and Hurunui Districts. Governance rests with a voluntary board of members from the community plus a representative appointed by the Waimakariri District Council. Our paid staff include a manager and four team leaders and in addition to the professionals involved with service delivery, in 2014 the number of volunteers totalled 110 who between them contributed approximately 7000 hours of their time.

Our 2014 Annual Report (attached) provides an overview of the extent of its services and the complexity of our funding arrangements. These are set out below:

Services provided	Sources of Funding
Child and Family Counselling	Air Rescue Services Ltd
Community Youth Workers	Alcohol Advisory Council
Kaiapoi Community Pantry	Caritas
Kaiapoi Community Support	Department on Internal Affairs (Community Grants Scheme & NZ Lottery Grants Board)
Kaiapoi Girls Group	Enterprise North Canterbury
Karanga Mai Early Learning Centre	Mainland Foundation
Restorative Justice North Canterbury	Ministry of Education
School Attendance	Ministry of Health (Canterbury District Health Board & Partnership Health)
Social Workers	Ministry of Social Development (Family & Community Services, Child Youth & Family Services)
Strengthening Families North Canterbury	Pub Charity
timeXchange Waimakariri	The Canterbury Community Trust
Volunteer drivers	The Southern Trust
Youth drug and alcohol counselling	Todd Foundation
	Visit Waimakariri
	Waimakariri District Council

We have five key points to offer through this submission:

1. Collaboration

Wellbeing is actively involved in a number of collaborative initiatives, including playing the role of fund holder and back room service provider to support other organisations. This way of working is essential in order to achieve the best possible outcomes for our clients. However, collaboration comes at a cost both in time and resources. We recommend that contracting agreements allow for resourcing for this time and staffing costs as part of our contracts.

2. The cost of compliance for multiple contracts is high. We look forward to a more integrated accountability process going forward which will reduce duplication in our reporting on our wide range of services.

3. None of our services are fully funded, which consistently leaves a funding shortfall that we have to work increasingly hard to meet. We recommend that we receive funding that meets the actual cost of delivery along with the associated administration costs, so that we can focus on getting services out to the community as opposed to having to focus on financial sustainability.

4. Multi-year contracts go a long way to assist with service delivery and workforce continuity. We recommend that these continue.

5. In contracting for outcomes, it is essential that the outcomes which are negotiated with the providers, are realistic and reflect the community where the services are being delivered. This is particularly relevant in areas such as ours which face issues such as rural isolation. This requires our team to spend more time travelling to clients across the Hurunui in particular, to ensure that our services are accessible.

In conclusion, the Board at Wellbeing extends a warm invitation to representatives from the Productivity Commission to come to North Canterbury, to see the innovative collaborative work that we do with our community partners. We would welcome the opportunity to continue the conversation about improving the wellbeing of New Zealanders.