



**Submission to: Productivity Commission**

**From: Refugee Trauma recovery**

**Subject: More effective social services**

Our organisation has read the draft report and because we are a small NGO we attended network meetings to gain a better understanding of the draft report and wish to submit the following comments.

Refugee Trauma Recovery is a registered charity and NZ's leading provider of community based therapeutic services for refugees who are victims of torture and trauma. We are contracted by two DHB's to deliver these services and have done so since 1997. We employ a multi discipline team of Clinical Psychologists, Psychotherapist, Counsellors, a Social Worker and a Psychiatrist.

Overall we felt the writing style lacked consistency so presume there were different authors of the various sections. This made it difficult for us to follow and certainly to agree with it in full.

We do however support in full the seven major themes outlined in draft report and would strongly encourage the Commission to prioritise and amplify three recommendations in particular. They are:

R6.2 Commissioning organisations should ensure that in-house provision (or Provider Arm if a DHB) is treated on a neutral basis when compared to contracting out to N-F-P NGO's and other service models. This requires independence in decision-making processes. In-house provision should be subject to the same transparency, performance monitoring and reporting requirements as would apply to an external provider.

R6.10 Fully funded social service payments to non-government providers should be set at a level that allows an efficient provider to make a sustainable return on resources deployed. This funding level will support current providers to invest in training, professional development, systems and tools. It will also encourage entry by new providers.

R14.3 To strengthen the incentives for reforming the social services system, the Government should:

- establish a Ministerial Advisory Board to report publicly on the Government's progress in reforming the social services system;
- remove unnecessary barriers to reform;
- provide positive incentives for improvement;

- expand the measurement and public reporting of the return on investment in social services programmes;
- establish a programme for reviewing social service programmes against specified criteria; and
- seek beneficial opportunities to undertake joint benchmarking of social services, such as through participating in the Australian Report on Government

We believe these three recommendations combined have the ability to fundamentally transform and improve the social services system and if implemented would make an organisation such as ours, providing high quality specialised services, more long term sustainable to the benefit of our extremely vulnerable clients.

Nga mihi nui



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