

# SERVICE

# GUIDELINES

*Community Initiatives for Youth at Risk*



**ORANGA  
TAMARIKI**  
Ministry for Children

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# 1. ABOUT THESE GUIDELINES

## Who are these guidelines for?

These guidelines are for the Provider that Oranga Tamariki—Ministry for Children, Oranga Tamariki (Purchasing Agency) contracts with to provide the Services. These guidelines form part of the Outcome Agreement.

Outcome Agreements with Providers for these services require that they are delivered in accordance with these guidelines. These Service Guidelines are a living document and may be varied at the discretion of the Purchasing Agency. The Purchasing Agency will inform the Provider of any variation to be made to these guidelines.

## What is the purpose of these guidelines?

The guidelines provide:

- a set of commonly agreed practice principles and values to guide service delivery
- detailed information about service delivery and practice
- a resource tool to help you deliver the Services consistently
- a resource tool to assist you in meeting the desired service outcomes
- a way for us to improve our responsiveness to feedback regarding changes to the Service delivery component of the Outcome Agreement.

## How should these guidelines be used?

These guidelines should be seen as setting the minimum standard for service delivery to assist you to competently deliver the Service according to the Outcome Agreement requirements.

Each Provider can develop a service that reflects their organisation's philosophical base, incorporating local need and the culture within which it works.

## Will these guidelines be revised?

This document is a living document and will be updated as required. The Purchasing Agency's staff will keep you informed of any further editions, updates or changes to these guidelines, as it forms part of the Outcome Agreement. Feedback on the guidelines is

welcome at any time and can be sent to your Purchasing Agency Contract Manager using the attached Feedback Form (see Appendix Two).

## **Where can you go for further information?**

For further information on these guidelines please contact your Purchasing Agency's Contract Manager as identified in your Outcome Agreement.

## 2. RELATIONSHIPS

### What are the principles that underpin the relationship between the Purchasing Agency, the Provider and the client?

For this relationship to be successful, it is essential that all parties collaborate to ensure the Services are effective and accessible. The following principles guide all dealings under the Outcome Agreement. The parties agree to:

- act honestly and in good faith
- communicate openly and in a timely manner
- work in a collaborative and constructive manner
- recognise each other's responsibilities
- encourage quality and innovation to achieve positive outcomes

The Outcome Agreement does not constitute a partnership in the legal sense nor does it mean that the Provider is an employee or agent of the Purchasing Agency.

### Cultural awareness

Each party recognises the needs of all People, including Māori, Pacific, ethnic communities and all other communities to have Services provided in a way that is consistent with their social, economic, political, cultural and spiritual values.

### Accessibility

Increased participation is supported by enhanced accessibility and recognises the diverse needs of all people, through:

- ease of communication
- flow of information
- physical accessibility.

# 3. ABOUT COMMUNITY INITIATIVES FOR YOUTH AT RISK

## What is Community Initiatives for Youth at Risk about?

Initiatives for Youth at Risk is the development and provision of community based Services for Children and Young People aged 10 to under 18, who are at risk of offending and Children and Young People aged 8 to under 18, who have a sibling that has offended. This may also include the provision of social work support, programmes, group work, or mentoring relationships.

## Who is the client group for Community Initiatives for Youth at Risk?

The client group for Community Initiatives for Youth at Risk is Children and Young People aged 10 to under 18 at risk of offending and Children and Young People aged 8 to under 18, who have a sibling that has offended. The client group may also include their family/whānau.

## What is Community Initiatives for Youth at Risk seeking to achieve?

The Community Initiatives for Youth at Risk is seeking to achieve the following vision, long-term outcomes and results for Children and Young People and their families/whānau:

### **Vision:**

To reduce risk of offending, serious and persistent re-offending and improve rehabilitation outcomes for high risk Children and Young People.

### **Long-term outcomes:**

The Child or Young Person has a reduced risk of offending, reduced offending behaviour, is more connected to their community, has increased their engagement in education and has a more stable living environment.

## Results:

Children and Young People involved in these Services will have:

- improved participation and relationships
- reduced risk behaviour
- reduced offending/reoffending
- improved education attendance and performance
- improved life skills
- developed a family/whānau support network
- a stable living situation with family/whānau or other type of family/whānau care.

## What are Community Initiatives for Youth at Risk core principles?

The Community Initiatives for Youth at Risk has the following core principles that underpin practice:

If the needs of the Child or Young Person and family/whānau are met, it is likely that they will have improved life outcomes in the areas of health, education and social outcomes. As a result they feel stronger, more connected to, and supported by their communities.

## Social Sector Accreditation Standards

Providers delivering Community Initiatives for Youth at Risk service are required to meet Level Two, Ministry of Social Development (MSD) specific accreditation standards. Providers are required to maintain their Accreditation Level according to MSD's relevant Social Sector Accreditation Standards.



## 4. SERVICE DELIVERY

### What activities does Community Initiatives for Youth at Risk focus on?

In order to achieve the aims of this Service it is important that you as the Provider and all the other parties associated with Community Initiatives for Youth at Risk get involved, and carry out a number of actions and functions which will include one or more of the following:

#### Community Initiatives

- Develop and implement community based programmes relevant to the needs of the Children and Young People in their area.

#### Programmes

- A twelve week activity based programme for Children/Young People aged 8 to under 18 years who have a sibling that has offended.

#### Group Work

- Provide opportunities for group work that focus on positive social attitudes, taking self-responsibility, strong family/whānau relationships and positive community engagement.

#### Social Work Support

- Social work support to link Children and/or Young People into their community with the aim of reducing offending behaviour. Also assist in supporting them with any issues arising.

#### Mentoring

- Provide one on one mentoring with Children and Young People at risk of offending. This mentoring relationship should also work towards the aims and long term outcomes of the Service.

### What are some key elements of practice?

Successful delivery of the Service will include some of the following factors:

- completed needs assessments for Children and Young People involved in the Service
- goal setting and targets towards reducing risk behaviour and offending

- the Service/programme curriculum meets the needs of the Children/Young Person, this includes an annual review of the Service/Programme content to ensure it is current and engaging.

## Reporting Concerns

If the Provider considers that a Child or Young Person has any of the following issues or their behaviour gives cause for concern it is appropriate to talk to the Child or Young Persons caregiver and the Purchasing Agency's Social Worker.

Where there is an immediate concern it is important that the Provider talks to someone directly to ensure they are aware of the concern; do not leave a voicemail message. If the Purchasing Agency's Social Worker is unavailable then please contact their supervisor or call the National Contact Centre (0508 FAMILY) and ask for the duty Social Worker at the Child or Young Person's site.

Issues of concern are listed below but this is not an exhaustive list. A Child or Young Person:

- not attending appointments or programmes when the Provider expect them to and there are grounds to believe they are at risk of being harmed by others, or there are mental health concerns, or they are at risk of harming themselves or others – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- has a pattern of missing planned sessions – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- displaying behaviour that is concerning – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- appear to be under the influence of drugs or alcohol – contact the Child or Young Persons caregiver or the Purchasing Agency's Social Worker and supervise till someone comes for them
- have suicidal ideation or reveal they have self-harmed – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- become seriously unwell – contact the Child or Young Persons caregiver and apply / seek appropriate medical assistance.

# 5. MEASURING RESULTS AND REPORTING

## How do we know if Community Initiatives for Youth at Risk is working?

We are all interested in being able to demonstrate that Community Initiatives for Youth at Risk Services achieve outcomes (or results) for individuals, as well as their families/whānau. The Purchasing Agency does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and is reflected in the Community Initiatives for Youth at Risk Provider Return Reports attached to your Outcome Agreement or provided electronically by your Contract Manager.

## What data needs to be collected for reporting?

To tell us if the initiative is making a difference the Purchasing Agency requires the Provider to collect data that will tell us:

- how much we did
- how well did we do it
- if anyone was better off.

The data is backed up by a narrative report. A guide to writing the narrative report is found in the Provider Return Report (attached to your Outcome Agreement or provided electronically by your Purchasing Agency's Contract Manager).

More information on RBA can be found at:

- <http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/>
- <http://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html>

Your Purchasing Agency's Contract Manager, as identified in your Outcome Agreement, will also be able to assist and provide further information on RBA.

## What reports are required by the Purchasing Agency?

Reporting is required to meet the contractual obligations set out in the Outcome Agreement. Reporting is necessary to ensure accountability to Government for the funding provided

under that Outcome Agreement. The Purchasing Agency has agreed on the quantity and nature of the services that the funding supports, and we are required to report to Government that this has been achieved.

The following reports must be completed and sent to your Purchasing Agency's Contract Manager:

- Statistical report (refer to Service Agreement for reporting frequency)
- Narrative report (refer to Service Agreement for reporting frequency).

An example of the reporting template is attached as Appendix One to these guidelines.

## **Family Services Directory**

Through the term of the Outcome Agreement with the Purchasing Agency, Providers must ensure that their organisation is listed on the Family Services Directory <https://www.familyservices.govt.nz/directory/>, and that necessary information is updated when required.

## 6. DEFINITION

In these guidelines, unless the context otherwise requires words or phrases beginning with capital letters are defined as follows:

- “Accreditation” - The Social Services Accreditation team ensures that providers have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers meet a consistent set of standards that meet legislative and policy requirements. ‘Accreditation’ and ‘Approval’ (as stipulated under the Oranga Tamariki Act 1989) are synonymous and may be used interchangeably.
- “Child” means a youth aged 8 to *under* 14 years referred to a Provider by the Purchasing Agency under this agreement; Children has a corresponding meaning
- “Outcome Agreement” means the contract entered into by the Provider and the Purchasing Agency for these Services
- “Provider” means the organisation The Purchasing Agency has contracted with to provide these Services
- “Services” means the Services to be provided under the Outcome Agreement, and “Service” has a corresponding meaning
- “Young Person” means a youth aged 14 to under 18 referred to a Provider by the Purchasing Agency under this Agreement; Young People/Persons has a corresponding meaning.

# APPENDIX ONE

## Provider Return Report

Legal-Name Report Form for Period Report1-Period1-Start-Date to Report1-Period4-End-Date

Report Due Dates
Report1-Due-Dates

Signed by: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Position: \_\_\_\_\_

N.B. Clients are to be recorded at point of entry into the service post Report1-Period1-Start-Date

Description of Service	Service Unit of Measure	Quantity of Service	Report1-Period1-Start-Date to Report1-Period1-End-Date	Report1-Period2-Start-Date to Report1-Period2-End-Date	Report1-Period3-Start-Date to Report1-Period3-End-Date	Report1-Period4-Start-Date to Report1-Period4-End-Date
Contracted-Service-Provider-Service-Descriptions-For-Report	Reporting-Measure-Descriptions-For-Report	Reporting-Measure-Contracted-Volumes-Period-1-For-Report				

**Provider narrative report – to support the data**

1. What is the “story behind the data”? (e.g. environmental factors impacting on client results including issues, gaps, overlaps and trends).

2. What are your areas for improvement towards achieving better results for clients (continuous improvement)?

3. Who are your partners that help you achieve results, and what joint activities have you participated in?

4. What combination of services do you think is most effective for your clients?

5. Provide examples of strategies or practices used to encourage ‘hard to reach’ clients to engage.

6. Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.

# APPENDIX TWO

## Provider Feedback Form

Provider Feedback Form		
Please email to your Purchasing Agency's Contract Manager		
Name of service		
Summary of, and reasons, for Suggested change		
Topic	Reference (section/page)	Suggested change/description
Contact Name:		Position:
Provider name:		
Provider email:		
Provider phone:		Date submitted: