

SERVICE SPECIFICATIONS

Community Youth Programmes



**ORANGA
TAMARIKI**
Ministry for Children

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1. ABOUT THESE SERVICE SPECIFICATIONS

Who are these specifications for?

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

Outcome Agreements with Providers for these Services require that they are delivered in accordance with these Service Specifications. These Service Specifications 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.

What is the purpose of these specifications?

The specifications 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 specifications be used?

These specifications 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 specifications 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 specifications, as it forms part of the Outcome Agreement. Feedback on the specifications

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

Where can you go for further information?

For further information on these specifications 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 the 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 this 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 YOUTH PROGRAMMES

What is the history of Community Youth Programmes?

The Fresh Start package has improved and extended the current range of options for dealing with the most serious, repeat young offenders. Community Youth Programmes are part of this group of interventions which are aimed at holding Children and Young People accountable for their actions as well as addressing the underlying causes of their offending. It also provides an early intervention option for siblings of Children and Young People who have offended which will allow them to experience pro-social activity and role modelling.

The amendments to the Oranga Tamariki Act 1989 came into effect on 1 October 2010. This represents not only a fresh start for Children and Young People who offend, but also for the Youth Justice sector as a whole.

This initiative enabled a more effective approach to address youth offending. It involved:

- a significant revision of the Oranga Tamariki Act 1989
- additional funding for services targeting youth offending including early intervention strategies for Young People
- changes to the Purchasing Agency's Youth Justice practice and systems.

What are Community Youth Programmes about?

Community Youth programmes are a Youth Justice initiative designed to help participants develop positive social attitudes, values, behaviour and life-skills such as self-discipline, working with others and goal setting. The Programme will provide individual and group support, positive guidance, encouragement and opportunity for challenge which assists the Child or Young Person to achieve their goals and aspirations.

These programmes will specifically target Children and Young People who are first or second time offenders and have committed low level offences. The programme will also target sibling(s) of Children or Young People who have offended.

This programme will be provided to Children and Young People during peak at-risk periods such as out of school hours, school holidays and weekends. Programmes should be tailored

to community needs and capitalise on local strengths and resources such as marae and established youth groups.

Who is the client group for Community Youth Programmes?

This programme is available to the following client groups:

- Children and Young People aged 10 to under 18 who have been referred for a Youth Justice Family Group Conference (FGC) under section 247(a) or section 247(b) of the Oranga Tamariki Act 1989 for low level offending.
- Children aged 10 to under 14 who have offended, or are offending, but have not yet reached the criteria for statutory intervention by Youth Justice. This group will be managed by the Purchasing Agency's Care and Protection.
- Siblings of Children or Young People who have offended and who require support in developing and maintaining pro-social attitudes, values and behaviours. These will be on a case by case basis and each referral by a Purchasing Agency's Social Worker will be signed off by the Site or Youth Justice Manager from the referring the Purchasing Agency's office.

In all cases the severity of the offending will be determined by a Purchasing Agency's Social Worker using the Purchasing Agency's assessment processes along with information provided by the Police. Those referred will be assessed as offending at a low level.

What are Community Youth Programmes seeking to achieve?

The key objective of the Community Youth Programme is to contribute to the reduction of youth offending and re-offending. It will achieve this objective by implementing Child and Young Person focused interventions that promote positive social behaviours through skills based programmes.

The Community Youth Programme will achieve this objective by:

- engaging the Child or Young Person in a mixture of structured positive activities that are designed to help them develop constructive interests and learn new skills
- promoting and developing positive social attitudes, values and behaviours.

Vision

The aim of the Community Youth Programme is to address some of the common causes of low level offending through re-socialising Children and Young People in a positive way with positive role models.

Results

The Community Youth Programme will be delivered in a manner that is consistent with the objectives of Purchasing Agency's Youth Justice Policy and will:

- reduce serious and persistent re-offending
- reduce the risk of escalation to more formal Youth Justice processes
- improve life outcomes for high risk Children and Young People
- engage Children and Young People in education, training or work.

Long term outcomes

Community Youth Programmes aim to produce the following results:

- reduce the level of offending and re-offending by Children and Young People
- encourage Children and Young People to accept responsibility and to be accountable for their offending behaviour
- support Children and Young People to engage in positive activities which will lead to improved life outcomes
- improve skill development, leading to improved educational, training or employment opportunities for Children and Young People
- improve Children and Young People's social functioning
- facilitate transition back into the community through post placement support, so that gains made by the Child or Young Person are consolidated and become long-term
- minimise the risk to the community of the Child or Young People's negative behaviour by developing pro-social family/whānau links.

What are Community Youth Programmes core principles?

Community Youth Programmes will be based on the following core principles:

- an ethical relationship between the Provider and the Child or Young Person
- trust and respect between all parties
- the Child or Young Person's positive engagement.

How do Community Youth Programmes work?

Community Youth Programmes aim to provide Children and Young People who have just begun to offend, with positive alternatives. They can also assist in steering siblings of Children or Young People who have offended away from committing crime before they begin. The programme is an early intervention option that provides positive social activities and community links. It offers another option for families/whānau to consider at Youth Justice Family Group Conferences (FGC).

Prior to the FGC the Youth Justice coordinator will consider if a Community Youth Programme would be a suitable intervention for the Child or Young Person. In the case of a sibling of a Young Person who has offended, a Purchasing Agency's Social Worker will consider the appropriateness of a Community Youth Programme for that sibling(s). If so, the availability of a placement with the approved local Community Youth Programme Provider will be confirmed. This option will be presented to the FGC for consideration. If appropriate, the Youth Justice coordinator may consider inviting the Provider to attend the FGC as an information giver.

Referrals will be accepted provided:

- the parties have agreed, at a FGC that the Child or Young Person's needs can be met by a Community Youth Programme
- the parties agree that a sibling(s) of Children or Young People who have offended would benefit from attending a Community Youth Programme¹
- the referral is made in accordance with the programme referral and admission protocol, as documented in the Community Youth Programme protocols.

¹ It should be noted that any agreement for a sibling or siblings of an offender to attend a Community Youth Programme is not included as an outcome of the FGC in the plan for the Child or Young Person who has offended. It may be referred to in the FGC plan and the details recorded in a CYRAS case note under the relevant FGC record.

A Community Youth Programme will focus on the strengths of the Child or Young Person and capitalise on their interests, experience, skills and views. These programmes will provide a range of opportunities from experiencing supportive adult and peer relationships which focus on healthy behaviours to developing a sense of belonging, self-worth and opportunities to make a positive contribution to their community.

Community Youth Programmes will have a Child and Young Person development focus in their content including:

- developing positive social attitudes, values and behaviours
- developing assertive communication skills and learning how to say no to negative peer influence and peer pressure
- learning how to make informed choices, set goals towards their future aspirations and accept responsibility for managing their actions and behaviour
- undertaking a range of activities and experiences that help the Child or Young Person engage positively with their community
- helping Children and Young People develop long term interests through undertaking challenging new activities
- encouraging Children and Young People to develop positive peer relationships.

Referral and Admission to the Community Youth Programme

The Purchasing Agency is responsible for referring Children and Young People to the Community Youth Programme.

The referral will be managed according to systems, policies, procedures and operational documents designed and approved by the Purchasing Agency. Within seven working days prior to admission the Purchasing Agency will ensure that information given to the Provider includes:

- only current and relevant information, permitted to be released, about the Child or Young Person
- the Purchasing Agency's Social Worker's assessment of the strengths and needs of the Child or Young Person
- a plan that clarifies potential risks, agreed mitigation/escalation strategies and reporting responsibilities
- contact details for the Child or Young Person's Purchasing Agency's Social Worker.

The Provider may discuss any issues about the referral with a Purchasing Agency's Social Worker.

Upon receiving a referral the Provider will, within three Working Days, determine whether to accept the Child or Young Person into the Community Youth Programme. The Provider has the right to accept or decline a referral.

If the Provider declines a referral, the Provider must provide the Purchasing Agency, in writing, reasons for declining. The Purchasing Agency has a right to withdraw any Child or Young Person from the Community Youth Programme at any time.

Who are the people involved in Community Youth Programmes?

Providers of Community Youth Programmes are identified as organisations that meet the following criteria:

- approved under section 403 of the Oranga Tamariki Act 1989
- good organisational capability
- expertise in Youth Justice and service delivery
- experience in managing programmes for Children or Young People who have offended
- demonstrated ability to manage and develop a Community Youth Programme
- experience in working with Children and Young People in general (as the programme criteria includes siblings of Children or Young People who have offended but who have not committed offences themselves)
- strong stakeholder networks.

Community Youth Programme Providers must also comply with all other applicable legal requirements; including Health and Safety legislation, Employment legislation, and the Privacy Act.

Social Sector Accreditation Standards

Providers delivering Community Youth Programmes are required to meet Level Two, Te Kāhui Kāhu specific accreditation standards. Providers are required to maintain their Accreditation Level according to the relevant Te Kāhui Kāhu relevant Social Sector Accreditation Standards.

4. PARTICIPATION AND VIEWS OF CHILDREN AND YOUNG PEOPLE

Legislative changes to Sections 7 and 11 of the Oranga Tamariki Act 1989 means that:

- Children and Young People have a right to participate in, and express their views in and/or about:
 - court proceedings under the Oranga Tamariki Act 1989
 - Family Group Conferences (convening and proceedings)
 - planning (preparation of a plan and review of a plan)
 - any other action or decision that significantly affects them.
- Children and Young People must be:
 - encouraged and assisted to participate to a degree appropriate for their age and maturity, unless the person responsible (see below for definition) considers their participation to be inappropriate
 - given reasonable opportunities to freely express their views on matters affecting them, and any views that they express (either directly, or through a representative) must be taken into account.

If Children and Young People require assistance to express their views or to be understood, support must be provided to assist them. Support can come from a family/whānau member, another person, a specialist service provider, or any other service. A support person is entitled to be present at a meeting or proceeding at which the Child or Young Person is present (including a family group conference), for the purposes of providing support, unless the person leading the process (the person responsible) considers it impractical or inappropriate.

Person responsible

The following people are responsible for ensuring Children and Young People have been encouraged and assisted to participate, given reasonable opportunities to freely express their views, and given the support necessary to overcome difficulties in expressing their views or being understood:

- for proceedings before a court - the judge, or other person presiding, and the barrister or solicitor representing the Child or Young Person
- for the convening and proceedings of a Family Group Conference (FGC) - the person responsible for convening the conference (ie the Care and Protection or Youth Justice Co-ordinator)
- for planning processes - the person directed by the court to prepare or review the plan (ie, the Chief Executive's delegate, usually the Purchasing Agency's Social Worker for the Child or Young Person)
- for any other process - the person responsible for taking the action or making the decision. Depending on the particular action or decision, this might be the Purchasing Agency's Social Worker, a FGC Co-ordinator.

Access to independent services

Children and Young People that the Purchasing Agency and the Provider both work with have a right to access independent services and support to express their views about:

- matters important to them relating to their own circumstances
- general matters relating to processes and services they have experienced under the Oranga Tamariki Act 1989.

The Provider and the Purchasing Agency's social worker/co-ordinator must ensure that the Child or Young Person:

- knows about the relevant independent services, and how to access them
- has the support they need to express their views.

Independent services include the Purchasing Agency's Feedback and Complaints mechanism, the grievance process within residences (Whāia Te Māramatanga), connection and advocacy service VOYCE - Whakarongo Mai, and the Children's Commissioner's Child Rights Advice Line.

Resources have been developed to support understanding and implementation of the changes. These can be viewed online with the [legislation reform information](#).

5. SERVICE DELIVERY

Where do Providers fit in the big picture?

Providers are key contributors to Community Youth Programmes. Providers will have expertise in managing programmes for Children and Young People and will be responsible for the following:

Recruitment of staff

When recruiting staff, the Provider will:

- receive and assess the written application from each applicant
- co-ordinate and conduct a panel interview with each applicant
- complete and obtain a satisfactory Police Criminal Check on each applicant
- contact all character and professional referees and receive, check and hold on file their written comments
- request information about the applicant from the Purchasing Agency's client management tool CYRAS (NGO_Caregiver_Vetting@ot.govt.nz) with the fully informed consent of the applicant using the Authority to Release Information form which can be obtained from your Purchasing Agency's Contract Manager
- complete a disclosure statement which requires the person to disclose all circumstances in which they have been involved in the care or supervision of Children or Young People (including sports coaching, youth group involvement, and teacher aide work) and authorise the Provider to obtain information from former employers or organisations
- contact a range of the organisations where the applicant was employed.

The Provider shall ensure that no applicant is employed if:

- he or she has a conviction for physical violence or sexual offences (including any record held in the Youth Court) and/or
- there is information from t, character or professional referees, or a Police Criminal Check that indicates they would be inappropriate as a staff member working with Young People.

The Provider will undertake Police vetting reports on each employee every three years to ensure that they are able to continue to be involved in a position that requires the care and supervision of Young People.

Staff training and support

The Provider will make appropriate induction training available for all staff directly involved in providing the Community Youth Programme to ensure that, prior to commencing their position as a staff member, that staff have suitable knowledge of the following areas:

- safe and effective interventions with Children and Young People
- the likely characteristics of Children and Young People being referred
- the Provider and the Purchasing Agency's requirements and expectations of staff recruited to Community Youth Programmes
- the Provider's culture, protocols, and policies
- legal obligations, particularly under the Oranga Tamariki Act 1989 principles and Youth Justice provisions and the Privacy Act 1993.

The Provider is to have at least one suitably qualified and experienced senior staff member available to:

- support and supervise less experienced staff
- provide professional development and practice supervision
- to support staff in gaining and maintaining knowledge on effective practice with Children and Young People.

Safe engagement

Safe engagement depends on the skills of Provider staff in engaging and building rapport with the Child or Young Person and, where appropriate, their family/whānau in a non-threatening, professional way.

The Provider is to have an initial meeting with the Child or Young Person and their Parents/Guardians to:

- discuss the programme components, goals, intended activities and sessions of the Community Youth Programme, as well as answer any questions
- give the family/whānau the Provider organisation contact details
- discuss and where necessary clarify the expectations of the Provider, the Child or Young Person and their family/whānau

- explain escalation processes and the consequences of non-attendance.

Family/Whānau contact and consultation

The Provider may from time to time offer opportunities for informal family/whānau involvement in organised structured activities for the purpose of building and/or maintaining appropriate positive connections.

Programme exit

The Community Youth Programme will have a defined end date as agreed in the Family Group Conference (FGC) Plan. Providers should use this opportunity to recognise the Child or Young Person's achievement.

Non-compliance

The Provider will keep the Youth Justice Coordinator or the Purchasing Agency's Social Worker informed of the Child or Young Person's attendance and progress during the Community Youth Programme as per the FGC Plan. If the Provider becomes aware of offending or anti-social behaviour while the Child or Young Person is attending the Community Youth Programme, it will be reported to the Youth Justice Coordinator or the Purchasing Agency's Social Worker.

Where the non-compliance relates to a sibling of a young offender, the Provider will notify the referring Purchasing Agency's Social Worker.

Reporting

The Provider is to report to the Purchasing Agency on the measures agreed in any agreement or individual plan. Reporting on volumes is required on a monthly basis. The Provider agrees to participate in any evaluation of the Community Youth Programme provisions and strategy that is undertaken by the Purchasing Agency.

Referral to other agencies

As a Provider you must recognise which services you are able to provide and where referral to other specialist services may be required so that families/whānau receive appropriate services.

We recommend that you have processes in place for making referrals to other agencies, including keeping records of referrals.

What activities do Community Youth Programmes focus on?

In order to achieve the aims of this programme it is important that you, as the Provider and all the other parties associated with Community Youth Programmes get involved, and carry out a number of actions and functions.

Community Youth Programmes will provide individual and group support, positive guidance and encouragement, as well as an opportunity for challenges which will assist a Child or Young Person to achieve their goals and aspirations.

Community Youth Programme Delivery

The Provider will ensure that the Community Youth Programme complies with a Child or Young Person's FGC Plan objectives.

The Provider will ensure that each Child or Young Person:

- has the opportunity to participate in the Community Youth Programme
- has regular structured activities to expose them to positive experiences, relationships and role-modelling. This can be as part of a group setting or one to one
- has achievements and progression acknowledged and celebrated during the programme.

The structured activities of a Community Youth Programme will be designed to expose a Child or Young Person to positive experiences, relationships and role-models. The Provider will deliver a written report to the Purchasing Agency on the services provided to a Child or Young Person prior to the Community Youth Programme being completed.

Child or Young Person's Individual Plan

The Provider will:

- prepare an Individual Plan for each Child or Young Person following his or her admission
- ensure that each Individual Plan will include the goals, contact schedule and intended activities for the Child or Young Person
- ensure that each Child or Young Person's Individual Plan accords with their FGC Plan objectives
- ensure that where a sibling is referred, their Individual Plan meets the agreed goals outlined by the referring Purchasing Agency's Social Worker

- submit a copy of the Child or Young Person's Individual Plan to the Purchasing Agency within two weeks of the Child or Young Person commencing the Community Youth Programme.

If amendments are made to the Child or Young Person's Individual Mentoring Plan the Provider is to ensure that:

- the Child or Young Person is consulted on any alterations to his/her Individual Plan
- the Purchasing Agency's Youth Justice Social Worker and the Child or Young Person's family/whānau (if appropriate) are informed of the alterations and have the opportunity to comment
- all parties referred to above receive a copy of the altered Individual Plan.

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 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 Person's 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.

6. MEASURING RESULTS AND REPORTING

How do we know if Community Youth Programmes are working?

We are all interested in being able to demonstrate that Community Youth Programmes achieve outcomes (or results) for individuals. The Purchasing Agency does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and is reflected in Community Youth Programme Provider Return Monthly Reports (see Appendix One).

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 to be backed up by a narrative report. A guide to writing the narrative report is found in the Provider Return Monthly Report (attached as Appendix One).

Where can we find more information about Results Based Accountability (RBA)?

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:

- Provider Return Monthly Report (refer to your Outcome Agreement for reporting frequency)
- Narrative report (refer to your Outcome Agreement for reporting frequency).

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

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.

7. DEFINITIONS

In these specifications, 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
- “Chief Executive” means the Chief Executive of the Purchasing Agency
- “Child” and “Young People” derive their meaning from the Oranga Tamariki Act 1989
- “Children and Young People” have a corresponding meaning to that of “Child” and “Young Person” which derive their meaning from the Oranga Tamariki Act 1989
- “Community Youth Programme” means the Community Youth Programme recommended by Family Group Conference and referred to in the Family Group Conference Plan
- “Family Group Conference” means a Family Group Conference convened or reconvened under Part 4 of the Oranga Tamariki Act 1989
- “Family Group Conference Plan” means a plan under section 260 of the Oranga Tamariki Act 1989 that records the outcome of a Family Group Conference
- “Individual Mentoring Plan” means a Young Person’s plan produced in accordance with the Agreement
- “Intervention Plan” means a Child or Young Person’s plan produced in accordance with the Agreement
- “Purchasing Agency” means the Oranga Tamariki–Ministry for Children
- “Purchasing Agency Case File” or “Case File” means the information held by the Purchasing Agency in relation to a Child or Young Person about whom the Purchasing Agency has received a notification
- “Purchasing Agency’s Social Worker” means a person employed by the Purchasing Agency under Part 5 of the State Sector Act 1988 as a Social Worker

- “Outcome Agreement” means the base contract that the specifications form a part of
- “Provider” means the organisation the Purchasing Agency has contracted the Service with
- “Sibling” means a child or young person who is the brother or sister of the Child or Young Person for whom the Family Group Conference was convened. “Siblings” has a corresponding meaning;
- “Working Day” means any day of the week other than a Saturday or Sunday, a public holiday in the place where the obligation is to be performed or any day between 24 December and the following 15 January inclusive
- “Youth Justice” means the provisions of the Oranga Tamariki Act 1989, Part Four.

9. 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:	