

# SERVICE GUIDELINES

*Family Services*



**ORANGA  
TAMARIKI**  
Ministry for Children

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# ABOUT THE GUIDELINES

## 1. Introduction

- 1.1 These service guidelines ('guidelines') are for the provider that Oranga Tamariki—Ministry for Children (Purchasing Agency) contracts with to provide these services. The guidelines form part of the Outcome Agreement.
- 1.2 Outcome Agreements with providers for these services require that they are delivered in accordance with the guidelines. The guidelines are a living document and may be varied at the discretion of the Ministry. The Ministry will inform the provider of any variation to be made to the guidelines.

## 2. Purpose of the guidelines

- 2.1 The guidelines have been developed to assist Family Services stakeholders by providing:
  - detailed information about service delivery and practice in a more easy-to-read format than is possible to include in a Outcome Agreement
  - a resource tool to help providers deliver services consistently and in line with the national goals
  - a way for the Ministry to improve its responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement.

## 3. Using the guidelines

- 3.1 The guidelines should be seen as setting the minimum standard from which the provider can develop a service that reflects their organisation's philosophical base, incorporating local need and the culture within which the provider works. The provider should use the guidelines to assist them to competently deliver the service.

## 4. Guideline reviews

- 4.1 The guidelines are reviewed on a regular basis. The review process ensures that the:
  - guidelines reflect the most current decisions of the Government that affect the service and the activities being funded
  - reporting measures are up-to-date, relevant and collecting the most useful information on service delivery and effectiveness.
- 4.2 The provider is invited to participate in the review of the guidelines. Feedback on these can be sent at any time using the feedback form in Appendix 1. In addition, providers will be contacted prior to the review and invited to engage on the reporting measures and usability of the document.

# WORKING TOGETHER

## 1. Relationship principles

- 1.1 Both parties shall collaborate to ensure the services are effective and accessible. In so doing they recognise that the service is a joint endeavour, in which both parties have a shared goal to achieve positive benefits for the target group.
- 1.2 The following principles guide all our dealings under the Outcome Agreement. Both 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.
- 1.3 Both parties shall appoint contract managers who will be responsible for effectively managing the contract relationship between us, by providing assistance and support as required. Details of the contract managers nominated by both parties are set out in the Outcome Agreement.

## 2. Cultural responsiveness

- 2.1 Both parties recognise 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.

## 3. Good practice approach

- 3.1 Both parties support the development of good practice in the delivery of the service.
- 3.2 This includes:
  - basing the service on current good practice approaches, taking into account the local context and community and the knowledge and skills relevant to the purpose and focus of this service
  - being client focused – including:
    - involving clients appropriately in decisions about the delivery of the support they receive
    - recognising the importance of cultural responsiveness in service delivery
    - designing services and physical facilities in a way that supports accessibility to services for clients.
  - using a collaborative approach across services and agencies where possible
  - undertaking regular review, reflection and monitoring of the effectiveness of the service, including client, staff and external feedback, and changing and modifying practice in response

- ensuring that formal feedback processes are used for reporting purposes and that clients participating in them are aware of how the information they provide will be used
- undertaking relevant professional development and (where appropriate) supervision
- engaging with a 'community of practice' to share ideas, information and build professional practice knowledge.

## 4. Results-based accountability (RBA)

- 4.1 The Ministry has adopted a Results-Based Accountability approach to contract reporting and monitoring. This approach uses a simple framework to help the Ministry and providers focus on achieving positive outcomes / results. This approach means the Ministry can work better with the provider to ensure that programmes are effective and achieving the right outcomes for individuals, families and communities.
- 4.2 RBA identifies two types of accountability that are interconnected:
- **population accountability:** which is focused on high-level outcomes for a particular population (e.g. a specific demographic or geographic community)
  - **performance accountability:** which is focused at the service delivery and client outcome level which contributes to population outcomes. Performance accountability has a dual emphasis on ensuring that agencies deliver the type and volume of services they are contracted to deliver and that these services are achieving the expected results.
- 4.3 The Ministry's Outcome Agreements mainly require reporting information on performance accountability, and will ask the provider to report on three types of measures:
- **accountability measures:** how much did we do? How well did we do it?
  - **outcome / result measures:** was anyone better off?
  - **audience measures:** measures that the Ministry is required to report on for a specific reason (e.g. it is a government requirement, or the information is being collected for a specific purpose).
- 4.4 The first two types of measures are developed through the RBA process, while audience measures are reporting requirements the Ministry has as a government agency with responsibility for public funds.
- 4.5 The data is backed up by a narrative report which forms part of the Outcome Agreement. A guide to writing the narrative report is found in the list of reporting measures contained in these guidelines as well as in the Outcome Agreement.
- 4.6 More information on RBA can be found on the Ministry's website at:  
<http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/>

# SERVICE OVERVIEW

## 1. Service summary

1.1 Family Services include the provision of a range of support services that will improve the lives of people in the community who experience various social, health and educational challenges.

### 1.2 Target group definition

Individuals, families/whānau, parents/caregivers and their children

### 1.3 Outcomes / results we expect to achieve

Family Services aim to help meet people's social, health and educational needs, resulting in their enhanced wellbeing, including but not limited to:

- increased access to effective social services
- improved home management and living skills
- reduced incidence of child abuse and family breakdown
- healthier lifestyles
- empowerment to meet own needs.

### 1.4 Services

Provision of a range of support services, such as social work support and advice, family violence and sexual abuse prevention and intervention, and self-confidence, personal wellbeing and life skills programmes.

### 1.5 Social Sector Accreditation Standards

Providers delivering Family Services are required to meet Level Three, Ministry of Social Development specific accreditation standards. Providers are required to maintain their Accreditation Level according to the Ministry's relevant Social Sector Accreditation Standards.

## 2. Background

2.1 For many years the Purchasing Agency has been contracting with the social sector for the provision of social work support and intervention with children, young people and their families/whānau. Family Services are part of the continuum of preventative services in the community. The service can range from family support work which may be undertaken by non-qualified social work staff, to intensive social work intervention programmes with families. Under this funding the Ministry contributes to services provided in response to self-referrals and referrals from other agencies within the community.

### 3. Outcomes / results

3.1 Family Services aim to help meet people’s social, health and educational needs, resulting in their enhanced wellbeing, including but not limited to:

- increased access to effective social services
- improved home management and living skills
- reduced incidence of child abuse and family breakdown
- healthier lifestyles
- empowerment to meet own needs.

### 4. Reporting measures

4.1 The reporting measures for this service are listed below. Provider Return Report templates are contained in the Outcome Agreement.

| Type of measure          |  | Measures   |
|--------------------------|--|--|
| Output Measure           | Quantity<br>How much?                  | Number of clients who received the service   |
|                          | Quality<br>How well?                   | Number of clients who provided feedback<br><br>Percentage of clients who expressed that they were satisfied or very satisfied with the service / content and delivery of the programme |
| Outcome / Result Measure | Effectiveness<br>Is anyone better off? | Percentage of clients who reported that the service helped them access / connect to other services and the support they needed.  |

| 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.                                     |

## 5. Units of measure

- 5.1 The contracted volume measure for Family Services is 'clients'.
- 5.2 A client is defined as 'an individual client (and/or their family/whānau) who agrees to engage in a planned intervention with the provider'.
- 5.3 The Family Services Outcome Agreement specifies minimum activity volumes.

## 6. Providing reports

- 6.1 During the term of this Outcome Agreement you will need to send the following reports about the provision of the services to the contract manager on the due dates set out in the Outcome Agreement.
  - Provider Return Report – including Statistical and Narrative Report (refer to the outcome agreement for reporting frequency)
  - Annual, independently audited financial accounts
  - Establishment Report (only where required).
- 6.2 Reports may be made available electronically where we have established such reporting facilities. Alternatively, reports may be provided in the format specified in the outcome agreement.

## 7 Family Services Directory

- 7.1 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.



# SERVICE DELIVERY

## 1. Overview of the service

1.1 Family Services focus on direct services to individuals, families/whānau and their children, that may include but are not limited to:

- personal development programme/activities
- advice and support
- social work and advocacy
- parenting education
- counselling services
- referrals to other services
- family violence and sexual abuse prevention and intervention.

## 2. Networking and collaboration

2.1 It is important that Family Services network, build connections, collaborate and maintain effective working relationships with other relevant services and stakeholders, who may be able to provide complementary assistance to families/whānau.

2.2 Collaborative relationships with other agencies encourage referrals to and from these agencies, where appropriate, to meet families/whānau needs.

2.3 We encourage Family Services to use existing service co-ordination mechanisms, such as Strengthening Families and Family Violence networks, where appropriate.

## 3. Making referrals to other agencies

3.1 It is important you recognise which services your Family Services can provide and where referral to other specialist services may be required.

3.2 Where family, health or educational matters arise that your Family Services is unable to adequately address, you will need to refer the client (with his or her consent) to appropriate community/social service agencies.

3.3 We recommend you have formal processes for making referrals to other agencies, including keeping records of referrals.

## 4. Programme completion

4.1 As families gain greater independence and confidence through using their resources and those within their social environment to meet their needs, the level of service reduces until the client is ready to move on from the Family Services.

# APPENDIX ONE

## Provider Feedback Report

| 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:              |