

SERVICE GUIDELINES AND ADDENDUM

Family Wellbeing



**ORANGA
TAMARIKI**
Ministry for Children

ADDENDUM TO SERVICE GUIDELINES

Family Wellbeing



**ORANGA
TAMARIKI**
Ministry for Children

CONTENTS

<i>PURPOSE OF THIS ADDENDUM</i>	3
<i>NEW SERVICE REQUIREMENTS</i>	4
Mana tamaiti, whakapapa and whanaungatanga.....	4
National Care Standards	5
Allegations of abuse.....	5
Transition to independence.....	7
New monitoring and reporting requirements	8

PURPOSE OF THIS ADDENDUM

This Addendum is an update to the Service Guidelines for Family Wellbeing Services. It reflects legislative changes that come into effect on 1 July 2019. The key changes that have an impact on the Service Guidelines for Family Wellbeing services are:

- A new purpose of the Oranga Tamariki Act 1989 (the Act), recognising mana tamaiti (tamariki), whakapapa, and the practice of whanaungatanga for Children and Young People who come to the attention of Oranga Tamariki (section 4(1)(g)), and a new duty of the Chief Executive to recognise and provide a practical commitment to the Treaty of Waitangi (te Tiriti o Waitangi) (section 7AA)
- New regulations, the Oranga Tamariki (National Care Standards and Related Matters) Regulations 2018 (National Care Standards), which clearly set out what Children and Young People can expect when they are in care, ie. who are subject to an order for custody or sole guardianship or to a care agreement, in favour of (or naming as the carer) the chief executive of Oranga Tamariki—Ministry for Children (Oranga Tamariki), an iwi social service, a cultural social service, or the director of a child and family support service. This includes Children and Young People who are subject to a section 139 temporary care agreement in favour of the Provider. The National Care Standards signal a commitment to lifting the quality of care by setting minimum standards for practice and the support provided to Children and Young People and their Caregivers. The National Care Standards are available online at:
<http://www.legislation.govt.nz/regulation/public/2018/0111/latest/LMS56030.html>.
- New duties of the Chief Executive of the Purchasing Agency to provide support to young people moving from care to independence (sections 386AAA – 386AAG and 386A - C of the Act)

This Addendum outlines new requirements for the provision of Family Wellbeing services from 1 July 2019.

The existing Service Guidelines will remain in force, along with this Addendum, until fully revised Service Guidelines are released. In the case of any conflict between the existing requirements of the Service Guidelines and those outlined in this Addendum, the requirements in this Addendum will take precedence over those in the existing Service Guidelines.

NEW SERVICE REQUIREMENTS

Mana tamaiti, whakapapa and whanaungatanga

The Purchasing Agency is required to ensure that its policies and practices have regard to mana tamaiti, whakapapa and whanaungatanga. When providing Family Wellbeing services under these Service Guidelines, the Provider must also have regard to mana tamaiti, whakapapa and whanaungatanga for Children and Young People.

Mana tamaiti (tamariki) – means the intrinsic value and inherent dignity derived from a Child’s or Young Person’s whakapapa (genealogy) and their belonging to a whānau, hapū, iwi or family group, in accordance with tikanga Māori or its equivalent in the culture of the Child or Young Person

Whakapapa, in relation to a person – means the multi-generational kinship relationships that help to describe who the person is in terms of their mātua (parents), and tūpuna (ancestors), from whom they descend

Whanaungatanga, in relation to a person – means (a) the purposeful carrying out of responsibilities based on obligations to whakapapa: (b) the kinship that provides the foundations for reciprocal obligations and responsibilities to be met: (c) the wider kinship ties that need to be protected and maintained to ensure the maintenance and protection of their sense of belonging, identity, and connection.

In providing Family Wellbeing services, the Provider should seek to reduce disparities for tamariki Māori. For example, this may include:

- Ensuring that tamariki Māori and their whānau (hapū or iwi) participate in decisions affecting them at the earliest opportunity
- Supporting and assisting whānau Māori to care for their tamaiti/tamariki to prevent their removal from home into care or a Youth Justice response
- Placing tamariki Māori (including their siblings) where possible with members of their wider whānau, hapū, iwi or family group, and ensure support and assistance to meet their needs
- Establishing, maintaining and strengthening the cultural identity of tamariki Māori and their connections to whānau, hapū and iwi
- Supporting, strengthening and assisting tamariki Māori and their whānau to prepare for their return home or transition into the community

National Care Standards

In providing Family Wellbeing services, the Provider is subject to the National Care Standards with respect to Children or Young People who are subject to a section 139 temporary care agreement in favour of the Provider. Note that these requirements are not intended to cover Children or Young People who are not subject to a section 139 temporary care agreement.

Under these Service Guidelines, the Provider is required to take all reasonable and practicable steps to comply with the National Care Standards from 1 July 2019. The Provider will be aware that the National Care Standards include transitional provisions for meeting specific obligations. These include up to twelve months from 1 July 2019 for all Children and Young People currently in care to receive holistic needs assessments and support plans.

The Provider will also be aware of their obligation to monitor their own compliance with the National Care Standards by having systems in place for continuous improvement that identify and address areas of practice that require improvement (as per Part Six of the National Care Standards). Under these Service Guidelines, the Provider is required to provide evidence of this self-monitoring activity to the Purchasing Agency. At the Provider's request, the Purchasing Agency will provide peer support for the development of a plan to satisfy this requirement. The Provider may choose to use the quality improvement plan template provided by the Purchasing Agency, or to use its own format. Any advice and assistance provided by the Purchasing Agency will be without prejudice.

Allegations of abuse

Table 1 clarifies the roles and responsibilities of the Provider and the Purchasing Agency in responding to allegations of abuse of Children or Young People who are in the care of the Provider, or with whom the Provider is involved in providing the Family and Wellbeing Service:

Table 1: Roles and responsibilities for responding to allegations of abuse

Role of the Provider	Role of the Purchasing Agency
<ul style="list-style-type: none"> • If an allegation of abuse or neglect is made while the Child or Young Person is in the care of the Provider: <ul style="list-style-type: none"> ○ Immediately inform the Purchasing Agency of any information received by calling the contact centre on 0508 326459. Also inform the Purchasing Agency Contract Manager ○ Work with the Purchasing Agency to 	<ul style="list-style-type: none"> • If an allegation of abuse or neglect is made while the Child or Young Person is in the care of the Provider: <ul style="list-style-type: none"> ○ Inform the Provider of the allegation, and work with them to ensure the safety of the Child or Young Person ○ Promptly investigate the allegation ○ Consistently record all information received and activities undertaken in the

Role of the Provider	Role of the Purchasing Agency
<p>ensure the safety of the Child or Young Person</p> <ul style="list-style-type: none"> ○ Co-operate fully with the Purchasing Agency while it undertakes an investigation of the allegation. This includes providing information to the Purchasing Agency as requested ○ Consistently record all information received and activities undertaken in the course of the investigation ○ If the allegation is against one of the Provider's Caregivers (non-staff): <ul style="list-style-type: none"> ▪ Support the Caregiver during the investigation ▪ Suspend the Caregiver's approval status if necessary, and inform the Purchasing Agency ▪ Once the Purchasing Agency has reported the outcome of its investigation to the Provider, carry out a Caregiver review process (including a review of the Caregiver's approval status and the Caregiver support plan). Report the outcome of the review, and the outcomes of any additional processes that arise from the review, to the Purchasing Agency Social Worker carrying out the investigation, and the Purchasing Agency Contract Manager ○ If the allegation is against a member of the Provider's staff: 	<ul style="list-style-type: none"> ○ course of the investigation ○ Inform the Provider and, where appropriate, the Child or Young Person, of the outcome of the investigation and of any additional processes that arise from the investigation (for example, criminal charges), and record this in the Child or Young Person's records

Role of the Provider	Role of the Purchasing Agency
<ul style="list-style-type: none"> ▪ Support the staff member during the investigation ▪ Suspend the staff member if necessary, and inform the Purchasing Agency ▪ Once the Purchasing Agency has reported the outcome of its the investigation to the Provider, take these findings into account in completing an employment review. Report the outcome of the review, and the outcomes of any additional processes that arise from the review, to the Purchasing Agency Social Worker carrying out the investigation, and the Purchasing Agency Contract Manager 	

Transition to independence

If any Child or Young Person in the care of the Provider under a section 139 temporary care agreement is or becomes eligible for advice or assistance under section 386A of the Act¹, the Provider is required to contact

¹ 386A Advice and assistance for young persons up to age of 25 years

(1) This section applies to any young person (as defined in section 386AAA) who, after the age of 14 years and 9 months, is or has been, at any time for a continuous period of at least 3 months, in 1 or more of the following types of care or custody:

(a) a residential placement under section 234(c)(ii) or (iii), 235, 238(1)(d), 307(4), or 311 or in Police custody under section 236 or 238(1)(e):

(b) the care or custody of the chief executive, an iwi social service, a cultural social service, or the director of a child and family support service under any agreement or order referred to in section 361(a), (c), or (d):

(c) the care of the chief executive as the agent of the court under section 33(1)(c)(ii) of the Care of Children Act 2004:

(d) under remand or a prison sentence in the adult justice system (before turning 18).

the Partnering for Outcomes Contract Manager immediately and work with the Purchasing Agency to agree an approach for ensuring that the Child or Young Person receives the advice and assistance to which they are entitled.

If any Child or Young Person in the care of the Provider is or becomes entitled to live with a caregiver up until the age of 21 years under section 386AAD(1) of the Act², the Provider is required to contact the Partnering for Outcomes Contract Manager immediately and work with the Purchasing Agency to agree an approach for identifying and facilitating an appropriate living arrangement for the Child or Young Person when they leave care.

New monitoring and reporting requirements

Additional reporting requirements to enable the Purchasing Agency to meet its obligations under the Act may be included in future releases of the Service Guidelines for Family Wellbeing services.

² 3386AAD Young persons entitled to live with caregiver up to age of 21 years

(1) This section applies to any young person (as defined in section 386AAA) who, after the age of 14 years and 9 months, is or has been, at any time for a continuous period of at least 3 months, in 1 or both of the following types of care or custody:

- (a) the care or custody of the chief executive, an iwi social service, a cultural social service, or the director of a child and family support service under any agreement or order referred to in section 361(a), (c), or (d):
- (b) the care of the chief executive as the agent of the court under section 33(1)(c)(ii) of the Care of Children Act 2004.

SERVICE GUIDELINES

Family Wellbeing



**ORANGA
TAMARIKI**
Ministry for Children

CONTENTS

1. ABOUT THESE GUIDELINES.....	4
Who are these guidelines for?	4
What is the purpose of these guidelines?.....	4
How should these guidelines be used?	4
Will these guidelines be revised?	5
Where can you go for further information?	5
2. RELATIONSHIPS	6
What are the principles that underpin the relationship between the Purchasing Agency, the Provider and the client?	6
Cultural awareness.....	6
Accessibility.....	6
3. ABOUT FAMILY WELLBEING SERVICES	7
What is the history of Family Wellbeing Services?.....	7
What are the Family Wellbeing Services' core principles?	8
How do the Family Wellbeing Services work?	8
Who are involved?	9
Reporting Concerns.....	10
Purchasing Agency.....	11
Social Sector Accreditation Standards	11
4. PARTICIPATION AND VIEWS OF CHILDREN AND YOUNG PEOPLE.....	12
Person responsible.....	12
Access to independent services	13
5. SERVICE DELIVERY	14
Where do Providers fit in the big picture?.....	14
What is the role of the referral agencies?	14
What activities does a Family Wellbeing Service focus on?	14

What are some key elements of practice?	15
6. MEASURING RESULTS AND REPORTING	21
How do we know if Family Wellbeing Services are working?.....	21
What data needs to be collected for reporting?.....	21
Where can we find more information about Results Based Accountability (RBA)?	22
What reports are required by the Purchasing Agency?	22
Family Services Directory.....	23
7. DEFINITIONS	24
8. FURTHER INFORMATION AND USEFUL WEBSITE LINKS	25
9. APPENDIX ONE.....	26
Provider Return Report.....	26
10. APPENDIX TWO	28
Provider Usage Form.....	28
11. APPENDIX THREE	29
Provider Feedback Form.....	29
12. APPENDIX FOUR.....	30
Example of the Family Wellbeing Services social work process	30

1. ABOUT THESE GUIDELINES

Who are these guidelines for?

These guidelines are for the Providers that Oranga Tamariki—Ministry for Children (Purchasing Agency) contracts with to provide these 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 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.

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, from which each Provider can develop a service that reflects their organisation's philosophical base, incorporating local need and the culture within which it works. You should use them to assist you to competently deliver the service according to the Outcome Agreement requirements.

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 they form part of the Outcome Agreement. Feedback on the guidelines is welcome at any time and can be sent to the Purchasing Agency's Contract Manager using the attached Feedback Form (see Appendix Three).

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 the relationship to be effective, 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 and 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 FAMILY WELLBEING SERVICES

What is the history of Family Wellbeing Services?

Family Wellbeing Services are part of the continuum of preventative services in the community. The range of services is from family support work which may be undertaken by non-qualified social work staff, to intensive social work intervention with families who are at risk of having Children and Young People removed from their care and custody, undertaken by qualified Social Workers.

Under this funding the Purchasing Agency contributes to services provided in response to self-referrals and referrals from other agencies within the community. This includes those that are referred from the Purchasing Agency Differential Response Co-ordinator. Family Wellbeing Services also include Services purchased by the Purchasing Agency's site office for families the Purchasing Agency is working with that require specific services.

Family Wellbeing Services can be provided to groups of Children, Young People and their parents/guardians. For Providers who hold s396 approval, this includes the provision of care for Children and Young People as part of a social work intervention with their family/whānau.

Vision

To enhance life outcomes for Children and Young People whose social and family circumstances place them at risk of not achieving positive social and health outcomes.

Long term outcomes

- Safe and socialised Children and Young People with a strong sense of identity and wellbeing.
- Family/whānau are equipped to care for and protect their own Children and Young People.

What are the Family Wellbeing Services' core principles?

Family Wellbeing Services have the following core principles that underpin practice:

- to work in partnership with Children, Young People and their families/whānau in a relationship which respects the right of each family/whānau to participate fully in all aspects of service delivery. Participation by Children, Young People and families/whānau is voluntary
- Children and Young People have the right to have their wellbeing and safety protected and promoted to achieve their full potential
- The existing strengths within families/whānau are acknowledged and enhanced through the application of a strengths-based practice social work philosophy.

How do the Family Wellbeing Services work?

The range of Family Wellbeing Services are provided in the table below, and explained in more detail in the service delivery section of this document. Providers can be contracted to provide some or all of these Services (please disregard any of the following services described below that do not relate to your Outcome Agreement).

Social work support to families/whānau	Family support work to assist families/whānau in their day to day care of their Children and Young People Family support work with families/whānau to achieve identified goals (this may include advice and information).
Support to Young People	Less intensive support to Young People referred from the Purchasing Agency's site office.
Social work with Children and families/whānau	Social work support to families/whānau to assist them to care for and protect their Children and Young People Social work support with Children/Young People and families/whānau to achieve goals identified referrals from Children/Young People/family/whānau/schools/ community Note: The social work process is summarised in Appendix Four Development and utilisation of community links and knowledge to inform work with Children, Young People and families/whānau Partnership with community or statutory organisations to support families/whānau to build and develop skills, resilience, and

	connectedness within their community.
Group Programmes	Planned group programmes and activities delivered to meet identified needs for a group of Children, Young People or parents.
<p>Care to Children and Young People</p> <p>This is for Providers who have s396 approval as a Child and Family Support Service or Iwi Social Service or Cultural Social Service and are contracted to provide care as part of their Family Wellbeing Service.</p>	<ul style="list-style-type: none"> • request information about the applicant from the Purchasing Agency client management tool CYRAS (requests to be sent to NGO Caregiver Vetting Services, MSD HR Shared Services team, PO Box 1556, Wellington 6140; Email: NGO_Caregiver_Vetting@msd.govt.nz) with the fully informed consent of the applicant using the Authority to Release Information form. http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/ngo-caregiver-vetting/criform-may-2015-final.docx • Provide Caregivers with induction training and ongoing professional development including training in Caregiver dynamics • prepare and develop a Care Placement Plan • provide 24 hour back-up support to Caregivers • Work with the Child or Young Person, Caregivers and family of origin towards the planned outcomes • monitor and review the Care Placement Plan • Maintain a record of the Child and Young Person's history, including life story book.

Who are involved?

The Provider

The role of the Provider is to:

- employ and support competent staff, and for the more indepth engagement with family/whānau who are at risk of statutory interventions, to engage qualified Social Workers
- operate a viable service which is able to support all staff and professional Social Workers in accordance with the Purchasing Agency approval standards and service guidelines
- ensure Child protection policies are developed and updated as necessary within their organisations, and take responsibility for support and follow up when a report of concern has been made by staff

- ensure appropriate community liaison and networking links are made to support the clients of the Service
- develop effective collaborative working relationships with local Purchasing Agency's sites
- ensure systems and processes are in place to utilise funds in line with the Outcome Agreement, guidelines and meet reporting requirements.

Child safety

The Provider will have a process to report to the Purchasing Agency where there is concern about abuse or neglect, or a Child's immediate safety. Notification should also be made to the Police.

A guide has been developed to help community and education Providers identify Child abuse and neglect and understand how the Purchasing Agency's notification and assessment process works. The resource 'An Interagency Guide – working together to keep Children and Young People safe' can be requested by phoning the Purchasing Agency's Call Centre 0508 326 459.

Reporting Concerns

If the Provider considers that a Child or Young Person have 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.

Purchasing Agency

The role of the Purchasing Agency’s representatives is to:

- monitor service delivery and financial management by the Provider
- make referrals and provide information where the Service is specifically contracted for referrals from the Purchasing Agency’s.

Social Sector Accreditation Standards

Providers delivering Family Wellbeing Services 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. 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 - 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 or a Family Group Conference Co-ordinator.

Access to independent services

Children and Young People that 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 Family Wellbeing Services being successful. In order to achieve positive outcomes for Children, Young People and their families/whānau, the Provider must deliver services that assist families/whānau to:

- feel supported and able to connect with local services
- develop and acquire new skills
- increase their confidence and motivation
- access support when needed
- feel safe.

What is the role of the referral agencies?

Referrals can be made by Children, Young People and/or their families/whānau (self-referrals), schools, statutory (e.g. the Purchasing Agency), health, and community agencies working with families. The Purchasing Agency can make two types of referrals, those from the Differential Response Co-ordinator and those referrals where the Purchasing Agency's Social Worker is the lead worker and there is specific funding for the Services required.

Referrals from the Purchasing Agency's Social Worker may be for a range of reasons, including concerns for the safety or wellbeing of Children/Young People and/or for their families/whānau wellbeing. For example: a family/whānau may be in crisis or struggling to cope with parenting, life changes, or social situations. These difficulties may be expressed in many ways, including, but not limited to problems with family functioning, a Child's behaviour, social development, or attendance/engagement at school.

Each Provider should have in place a referral process and agency form that is distributed through their community so other agencies, professionals and individuals know how to access the Service. Where the Service is directly to the Purchasing Agency's site, have an agreed process for referrals.

What activities does a Family Wellbeing Service focus on?

All services delivered should be part of a planned intervention with the Child, Young Person and their family/whānau. In some instances the Provider Social Workers will identify the

needs through their assessment process, but for the Purchasing Agency's referrals the needs may be identified by the Purchasing Agency's staff.

The role of social work intervention is to assist Children, Young People and their families/whānau with specific concerns that are affecting a Child or Young Person's safety, wellbeing and/or the family/whānau ability to manage aspects of their lives.

What are some key elements of practice?

Support work with families/whānau

Providers engage family support workers to undertake activities with the family/whānau as described in the plan and agreed with the family/whānau. Activities include engagement, promoting positive change, increased safety for Children and Young People and enhanced social outcomes for Children, Young People and their families/whānau.

The support is time limited and is part of a wider plan for the family/whānau.

Social work with Children, Young People and their families/whānau

The Social Worker's role is to support the social, emotional, cultural, spiritual and physical wellbeing of Children, Young People and their families/whānau. Skilled activities include engagement, assessment, goal setting, planning, interventions promoting positive change and increased safety, enhancing social outcomes for Children, Young People and their families/whānau.

It is important that the plan reflects short term achievable goals that are developed in conjunction with Children, Young People and their family/whānau and regularly reviewed to support achievement of these. An example of a social work process can be found in Appendix Four of these guidelines.

The key elements of practice are described below.

In working with family/whānau the Social Worker:

- develops a relationship of trust to ensure the family/whānau feel safe discussing sensitive issues and Personal problems
- assists and fosters positive parent/caregiver/guardian relationships with the Child or Young Person
- models positive parent/caregiver/Child interactions and activities
- maintains a clear focus on the Child or Young Person's physical and emotional care, their cultural and spiritual wellbeing, and the family/whānau role in supporting this

- identifies those Children or Young People whose safety and wellbeing are at risk and makes a report of concern where necessary
- supports family/whānau with referrals to the services of other agencies as appropriate
- clarifies the meaning of confidentiality between family/whānau and Social Worker, and the limitations to this in situations where a Child's safety is at risk
- respects the family/whānau understanding of family
- helps Children and Young People and their family/whānau to identify and develop protective factors which enhance resiliency and keep Children and Young People safe.

The Provider is able to offer support to the families/whānau of referred Children or Young People to:

- overcome difficulties that have been identified as impacting on the wellbeing of Children or Young People
- maintain a positive relationship with their Children or Young People
- access support for their caregiving role from within their own family/whānau or social and community networks
- build on their individual and family/whānau strengths, and their capacity to increase their resilience and ability to meet their Children's and Young People's needs
- adopt a family/whānau centred practice approach which supports Children, Young People and families/whānau to reach their goals for change

The Provider will utilise their links and knowledge of community services for the advantage of the Children/Young People and their families/whānau who participate in the Family Wellbeing Services.

This includes:

- working with other professionals to identify and refer appropriately when specific issues impact a Child or Young Person's wellbeing
- ensuring that where appropriate, other agencies have input into an individual Child/Young Person or family/whānau plans, and that these plans are delivered and monitored in a coordinated and effective way
- supporting and participating in the delivery of services when another agency is the lead Provider for the family/whānau
- taking the lead role in delivering coordinated support services to Children, Young People and families/whānau when this is deemed by the Provider to be appropriate

- developing a collaborative relationship with the Purchasing Agency's site offices for the reporting of Child abuse and neglect
- providing appropriate coordination support to the strengthening families process when Children with complex needs require a multi-agency approach.

Group programmes

In addition to individual casework, Family Wellbeing Services also may provide programmes for groups of Children, Young People or families/whānau in response to areas of need identified in the course of their work.

The working definition of a prevention and intervention group programme is:

"A strengths and needs based planned group activity that provides positive social development opportunities to enhance and support participants' learning and holistic well-being".

A group programme must be a planned group activity, not individual service provision.

Objectives of group programmes are to:

- positively enhance the development of social interaction, knowledge, skills, attitudes, beliefs and behaviour of Children, Young People and their families/whānau
- build on Children's, Young People's and family/whānau resilience as a way to strengthen protective factors and reduce risk factors.

Intended outcomes of group programmes include:

- strengthening Children and Young People's social relationships and communication
- building positive identity
- managing specific behaviour which is causing concern
- enabling Children and Young People to manage grief, loss and change
- strengthening families/whānau to support their Children and Young People.

All group programmes must have:

- qualified and experienced facilitators
- agreement of all parties
- documented needs analysis
- programme description including the number, length and frequency of sessions, target groups and programme plan
- expected outcomes identified
- effectiveness and evaluation processes

- all steps in this process documented and available to be reviewed at contract monitoring visits.

Care (for s396 Approved Providers only)

As part of the social work intervention it may be appropriate for the Provider to utilise caregivers from outside of the family/whānau for Children or Young People. Care should never be provided without an ongoing social work plan for the family/whānau.

Care is undertaken in agreement with the family/whānau under a s139 temporary care agreement under the Oranga Tamariki Act 1989 and is for 28 days in duration. The placement can be extended for a further 28 days but should this be necessary, a referral for a Family Group Conference should take place. The referral can be made directly by the Provider to the Family Group Conference Co-ordinator at the Purchasing Agency or by notification to the Purchasing Agency. The provision of care includes:

- providing a safe living environment
- providing basic food, clothing, shelter and management of health needs
- ensuring Children and Young People are actively occupied and supervised, including access to education as required under the Education Act 1989
- ensuring that Children's and Young People's daily programmes are compatible with their Care Placement Plan and cultural needs
- ensuring the Caregiver's home is managed according to systems, policies and procedures approved under section 396 of the Oranga Tamariki Act 1989
- ensuring 24 hour back up and adequate relief are available for Caregivers
- ensuring that support and supervision are provided to Caregivers
- monitoring the quality of care provided by the Caregivers
- managing the administrative and human resource requirements of Caregivers
- ensuring Caregiver board payments and related allowances are made in full in a timely manner in accordance with accounting and legal requirements
- ensuring Caregivers are paid no less than the current rates determined by the Chief Executive of the Purchasing Agency under section 363 of the Oranga Tamariki Act 1989.

Employing and supporting staff

To support the delivery of a professional service the Provider is responsible for employing skilled staff, and where appropriate, qualified Social Workers.

The Provider attends to all employment processes including:

- the recruitment and employment process
- supervision
- training and professional development.

The Provider should endeavour to employ Social Workers who hold a social work qualification that is recognised by the New Zealand Social Work Registration Board. Where it is not possible to recruit a suitably skilled and qualified Social Worker, Providers should employ a Social Worker who is actively working towards a recognised social work qualification as defined by the Social Work Registration Board. This will include a timeframe for completing this qualification.

Where the staff are engaged in support and are not qualified Social Workers they should be supported in their work by a qualified Social Worker who is available on call to them and provides regular supervision.

Social Worker competencies

The most important factor in the success of the service is the ability of the Social Worker to establish a professional, supportive and effective working relationship with each Child, Young Person and their family/whānau to ensure their goals for change are achieved.

Supervision of a Social Worker

The success of the social work intervention relies significantly on the competency of the Social Worker. The Provider is responsible for the quality of professional supervision, the support the Social Worker receives, and their access to appropriate training and development opportunities.

All Social Workers should receive no less than one hour per fortnight of formal, one-to-one professional supervision. Ideally, for new workers this should be weekly for at least the first six months of their employment.

Supervision must be provided by a qualified, registered and experienced Social Worker with proven skills and experience in social work supervision. It is preferable that the supervisor also holds a supervision qualification in social services that has been awarded by a registered and accredited education Provider, or is working towards this.

The Provider is responsible for employing or contracting a supervisor, for developing a supervision plan between the supervisor and the Social Worker, and for monitoring the implementation of this plan.

Training and professional development

All Social Workers are to have opportunities for ongoing training and professional development. The Provider will work with the Social Worker to develop a professional development plan.

For registered Social Workers to maintain their registration they must complete 150 hours of continuing professional development over a three year period. Professional development includes training, research, journal contributions, professional reading, peer review meetings, and attending workshops and training seminars.

6. MEASURING RESULTS AND REPORTING

How do we know if Family Wellbeing Services are working?

We are all interested in being able to demonstrate that Family Wellbeing Services achieve outcomes (or results) for individuals, and families/whānau. The Purchasing Agency does this through various reporting requirements which are all based on a RBA framework, and is reflected in the Provider Return Reports attached to the guidelines as Appendices One and Two.

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 (quantity)
- how well did we do it (quality)
- if anyone was better off (effectiveness).

The data is backed up by a narrative report (attached to the guidelines as Appendices One and Two).

“How much did we do?” asks the traditional questions about quantity, for example, the number of FTE workers and the number of clients. However, measurements of quantity only, are not considered to be adequate. There are important questions of quality that need to be asked, such as “how well did we do it?” and “(how) was anyone better off?”. In the RBA evaluation process, “how well did we do it” and “was anyone better off” are the overarching questions that are focused on as the service is measured.

It is usually not possible to measure the effectiveness of a service by only one method of data collection. Therefore several different ways of collecting information will help Providers evidence the results achieved, and guide service development initiatives.

A range of methods can be utilised to measure the effectiveness of the service. These include:

- client evaluations (*often undertaken with Children, Young People and family/whānau on completion of social work service*)
- survey questionnaires
- focus groups

- evidence of achievement of client goals taken from case work records
- feedback from referral agencies
- pre and post intervention surveys such as the Strengths and Difficulties Questionnaire
- collection of evidence of positive outcomes (*such as those indicators described in the results section of these guidelines*).

Please refer to section 7 of this document for links which may be useful in developing more resources for measuring the quality of the service provided.

This data needs to be supported by a detailed narrative report.

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 the Outcome Agreement. The Purchasing Agency has agreed on the quantity and nature of the services 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:

- Appendix One for services contracted under the non-statutory contributory funding.
- Appendix Two for services contracted for the Purchasing Agency's site offices under statutory funding or specific reports provided in the base contract.

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 (<http://www.familyservices.govt.nz/directory>), and that necessary information is updated when required.

7. DEFINITIONS

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.
- “Caregiver” means a Person trained by the Provider to provide the caregiving services for a Child or Young Person placed in their care for and on behalf of the Provider, and "Caregivers" has a corresponding meaning.
- “Care Placement Plan” means a plan developed by the Provider that details the needs of each Child and Young Person in care and how these needs are to be met.
- “Chief Executive” means the Chief Executive of the Purchasing Agency.
- “Differential Response Co-ordinator” means the Purchasing Agency’s site Social Worker who has the responsibility for the co-ordination of services by social services to families referred to the Purchasing Agency who do not require the Purchasing Agency lead intervention.
- “Family Group Conference” means a meeting convened or reconvened by a care and protection co-ordinator in accordance to section 20 of the Oranga Tamariki Act 1989.
- “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.

8. FURTHER INFORMATION AND USEFUL WEBSITE LINKS

Below there are some useful links to help you when thinking about developing tools and systems for information collection and client feedback:

- Strengths and Difficulties Questionnaire: <http://www.sdqinfo.org/>
- CDOI – Client directed, outcome informed: <http://talkingcure.com/>

9. APPENDIX ONE

Provider Return Report

Legal-Name Report Form for Period Report1-Start-Date to Report1-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	Report1-Period2-Start-Date	Report1-Period3-Start-Date	Report1-Period4-Start-Date
			To Report1-Period1-End-Date	To Report1-Period2-End-Date	To Report1-Period3-End-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.

11. APPENDIX THREE

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:	

12. APPENDIX FOUR

Example of the Family Wellbeing Services social work process

<p>Referral to Family Wellbeing Services</p>	<ul style="list-style-type: none"> • referral to Family Wellbeing Services from schools, community, statutory services, or self referral • advise referrer of expected timeframe for making contact with family/whānau • notify the Purchasing Agency if immediate safety risks are identified.
<p>First contact</p>	<ul style="list-style-type: none"> • Social Worker contacts/meets with family/whānau to fully explain service • initial consent to service/information sharing should be gained at this point • if service is denied at this point, the reason for this needs to be documented and the referrer advised • re-assess risk to Child and take any action required.
<p>Gain written consent</p>	<ul style="list-style-type: none"> • face to face meeting to gain formal written consent to service/information sharing with other services • record all information • if service is denied at this point, the reason for this needs to be documented and the referrer advised • re-assess risk to Child and take any action required.
<p>Strengths and needs assessment</p>	<ul style="list-style-type: none"> • begin assessment of needs/issues/strengths/resources/risks • document information including assessed level of risk at time of referral and again at assessment • advise referrer that client has been engaged, or if consent to service has been denied • if consent is denied, document all contact with family clearly and advise referrer • if serious concerns/risks are present liaise with referrer and/or school about a report of concern being made.
<p>Developing and implementing the plan</p>	<ul style="list-style-type: none"> • support the Child, Young Person and their family to develop goals, and a plan for how these goals will be achieved • agree the frequency of contact and roles and responsibilities of those involved in achieving the goals. The plan should include tasks for the Child, the family/whānau, the Social Worker and other key supports • clarify with the Child and their family/whānau, a picture of a future in which the Social Worker will no longer be needed, and the client/family/whānau is better

	<p>able to manage the situation which prompted the referral</p> <ul style="list-style-type: none"> • involve and make referrals to wider supports as appropriate • define roles, responsibilities and communication processes when other organisations/professionals are involved in supporting the Child and their family/whānau • provide case coordination where necessary.
Reviewing and assessing the plan progress	<ul style="list-style-type: none"> • the plan/goals/strategies need to be regularly reviewed, progress assessed and adjustments made as required • track whether the initial goals are still relevant • identify any barriers to progress and opportunities to renegotiate tasks, goals, and partners to the process • wherever possible, short term intervention with clear, achievable goals should be negotiated • strengths-based practice focuses on clients' achievement of goals and feeling better able to manage problems in their lives.
Case closure	<ul style="list-style-type: none"> • review of progress should identify when goals for change have been met • closure of the social work intervention is to be managed in consultation with clients • the referrer and other partners in the change process will be advised, and feedback sought from any other relevant services to assess positive outcomes.