

SERVICE GUIDELINES

Family and Crisis Counselling



**ORANGA
TAMARIKI**
Ministry for Children

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1. ABOUT THESE GUIDELINES

Who are these guidelines for?

These guidelines are for the Provider that Oranga Tamariki—Ministry for Children (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 the service delivery
- detailed information about service delivery and practice
- a resource tool to help you deliver the services consistently
- a resource tool to assist you in meeting the desired service outcomes
- a way for us to improve our responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement.

How should these guidelines be used?

These guidelines should be seen as setting the minimum standard for service delivery to assist you to competently deliver the service according to the Outcome Agreement requirements. Each Provider can develop a service that reflects their organisation's philosophical base, incorporating local need and the culture within which it works.

Will these guidelines be revised?

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

welcome at any time and can be sent to the 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 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 successful, it is essential that all parties collaborate to ensure the services are effective and accessible. The following principles guide all dealings under the Outcome Agreement. The parties agree to:

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

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

Cultural awareness

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

Accessibility

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

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

3. ABOUT FAMILY AND CRISIS COUNSELLING SERVICES

What is the history of the Family and Crisis Counselling Services?

Family and Crisis Counselling Services have been funded by the Ministry of Social Development since 1992, and by the Purchasing Agency since April 2017. Family and Crisis Counselling Services are to be provided to Children, Young People and their families/whānau to overcome or effectively manage challenges and difficulties in day to day life.

What is Family and Crisis Counselling Services about?

Counselling is a way of enabling choice, change or reducing confusion. It is to assist Children, Young People, and their families/whānau to work through issues and to make sound decisions while understanding possible outcomes.

Who is the client group for the Family and Crisis Counselling Services?

The client group for the Family and Crisis Counselling Services includes:

- Children who have been assessed as at risk of poor social, health or educational outcomes
- Young People
- families/whānau.

What is Family and Crisis Counselling Services seeking to achieve?

Family and Crisis Counselling Services are seeking to achieve the following vision, long-term outcomes and results for Children, Young People and their families/whānau:

Vision

- Children, Young People and their families/whānau have improved understanding and skills to solve problems, face challenges and make a more positive contribution to society.

Long-term outcomes

- the social, health and education outcomes for Children, Young People and their families/whānau are improved through Counselling.
- as a result the client may have an improved sense of wellbeing including increased self-esteem and are better able to face day to day challenges in life. They may feel stronger, more connected to, and supported by their communities.

Results

- families/whānau and their Children and/or Young People who participate in the Counselling process have improved social, health and education outcomes.
- families/whānau and their Children live in a violence free environment.
- improved sense of well-being is felt by recipients of Family and Crisis Counselling Services.
- community providers and government agencies are encouraged to work together more effectively and efficiently with families/whānau to enhance their wellbeing.

What are the Family and Crisis Counselling Services core principles?

Family and Crisis Counselling Services:

- are a voluntary process that rely on active participation from Children, Young People, individuals and families/whānau
- focus on the needs of participants
- provide access to the Services the clients need to meet their desired outcomes
- value Tikanga Māori and respect cultural diversity

- support collaboration between government agencies and non-government agencies
- are a community-based initiative that is tailored to Children, Young People, individuals, couples and family/whānau needs and circumstances
- offer early intervention and prevention of issues affecting clients.

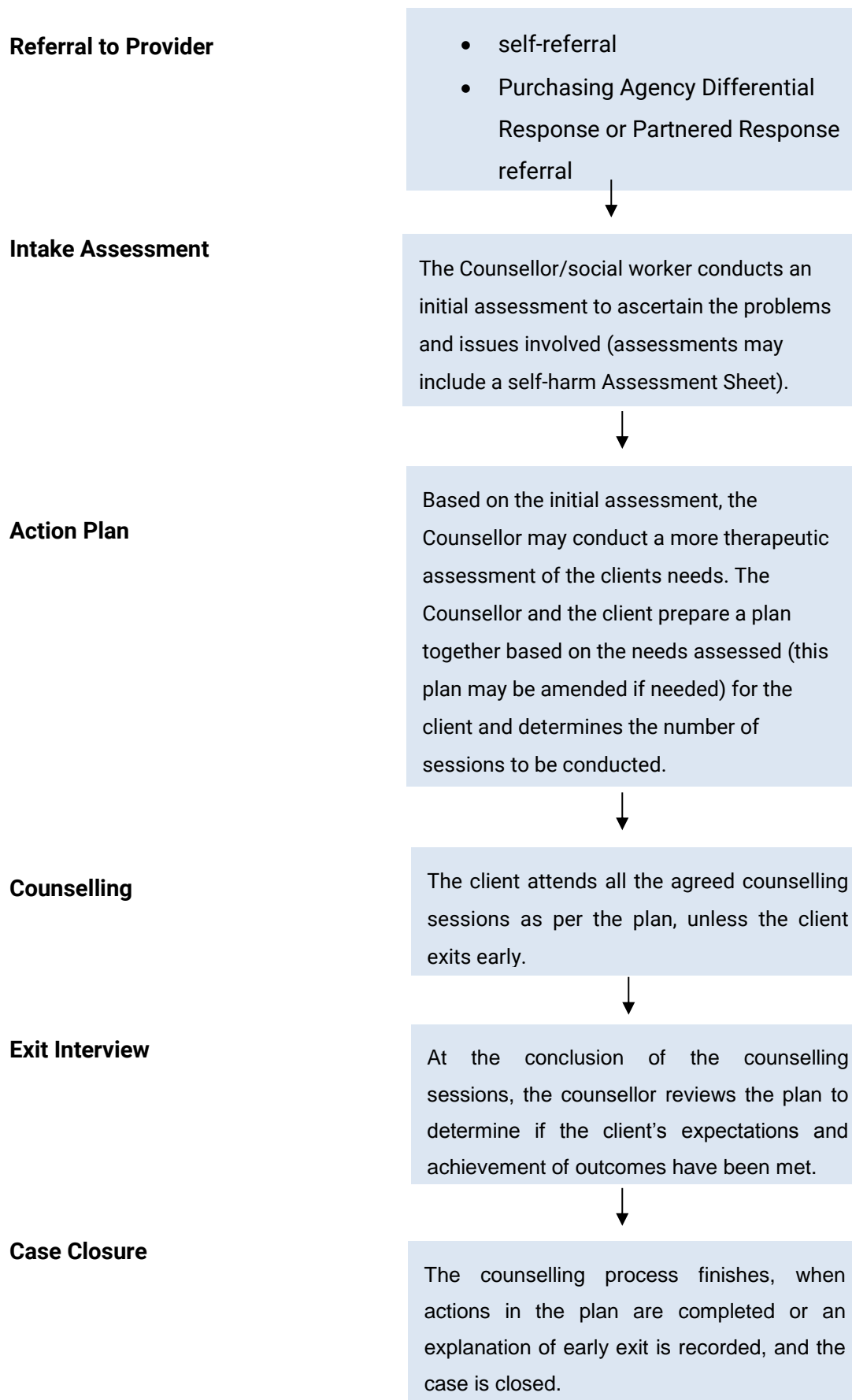
How do the Family and Crisis Counselling Services work?

The Family and Crisis Counselling Services referral process is shown in Figure 1.

Social Sector Accreditation Standards

Providers delivering Family and Crisis Counselling Services are required to meet Level Two, 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.

Figure 1: Family and Crisis Counselling Services Process



Please Note: It is recognised that counselling can be an ever changing and evolving process. While the above practice is recommended, the Purchasing Agency acknowledges this may not be the preferred process for all situations.

4. SERVICE DELIVERY

Where do Providers fit in the big picture?

Providers are key contributors to Family and Crisis Counselling Services being successful. In order to achieve a positive outcome for Children, Young People, individuals, families/whānau, the Provider must deliver a Service that helps to:

- assist in working through feelings
- increase personal wellbeing including increased self esteem
- feel supported and able to connect with local services
- increase communication skills
- increase positive life outcomes.

Referrals to other agencies

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

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

Family and Crisis Counselling Services include the following:

General Counselling

- General Counselling involves providing the Service to Children, Young People, individuals, couples and parents to address identified issues.

Family Counselling

- Family Counselling involves a systemic approach to address identified issues by working with one or more parents/caregivers and Children/Young People. It includes Children/Young People or parents/caregivers being seen for individual or couple sessions being completed in the context of a family therapy case.

It excludes:

- a Child/Young Person referred for individual Counselling
- couples working on their personal relationship
- couples with parenting issues who are attending without a Child or Young Person.

Crisis Counselling

- Crisis Counselling involves responding to a Child, Young Person, individual or family/whānau in crisis
- Engaging with the Child, Young Person, individual or family/whānau, developing a plan for support or intervention, and support in the implementation of that plan. The plan may include the delivery of further services, or referral to other services
- This may also include telephone counselling.

Rape and Sexual Abuse Counselling

- Rape and Sexual Abuse Counselling involves working with a child, young person or an individual in crisis due to rape and/or sexual abuse and can also be for historical rape and/or sexual abuse. It includes engaging with the individual, developing and implementing a support plan. The plan may include the delivery of further services, or referral to other service.
- This may also include Counselling programmes/group work. This involves working with Children, Young People or individuals in a group environment to address identified issues that are common to the parties in attendance

Group work may include but is not limited to:

- at risk Young People
- Young People that have sexually harmed others and/or
- non-mandated perpetrators of violence (non court referred).

Service delivery when providing Family and Crisis Counselling Services

Counselling needs to be delivered in an environment where the client feels safe and secure.

Anything that is said by the client during the Counselling session is considered confidential unless the client is a danger to themselves or another party or when a client gives consent for particular information to be disclosed.

As the Provider, when you provide Family and Crisis Counselling you will as part of the process:

- undertake an assessment of the needs of each client including goal setting.
- assess what the client would like to achieve by the conclusion of the service.
- upon completion of the service refer the client on to another service if/where appropriate.

What are some key elements of practice?

- the Service is to be provided by Qualified Counsellors employed by the Provider
- counselling is to be provided in a private and confidential setting
- counselling may be at the request of a client or at the request of a partner or family/whānau member. However for ongoing Counselling to be effective the client will need to consent.

5. MEASURING RESULTS AND REPORTING

How do we know if Family and Crisis Counselling Services are working?

We are all interested in being able to demonstrate that counselling achieves outcomes or results for Children, Young People, individuals and families/whānau. The Purchasing Agency does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and is reflected in the Counselling Provider Return Report attached to your Outcome Agreement or provided electronically by your Contract Manager.

What data needs to be collected for reporting?

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

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

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

Where can we find more information about 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:

- Statistical Report (refer to the Outcome Agreement for reporting frequency).
- Narrative Report (refer to the Outcome Agreement for reporting frequency).

An example of the reporting template is attached as appendix one to these guidelines.

Family Services Directory

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

6. 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.
- “Child” and “Young Person” derive their meanings from the Oranga Tamariki Act 1989 and “Children”, “Young People” and “Youth” shall be construed accordingly.
- “Counselling” means a way of facilitating conversation around choices, changes or assisting in reducing confusion.
- “Purchasing Agency” means the Oranga Tamariki—Ministry for Children
- “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.
- “Qualified Counsellor” is someone who has a professional qualification or equivalent that meets the requirements to become an approved counsellor such as NZAC, NZCCA, NZPsS or ANZASW. A Qualified Counsellor will also have professional membership to NZAC or an equivalent professional body (including but not limited to NZAP, ANZASW, NZCCA, NZPsS). More recently trained Counsellors may have a degree with a major in counselling.
- “Services” means the services to be provided under the Outcome Agreement, and “Service” has a corresponding meaning.

APPENDIX ONE

Provider Return Report

Provider Return Report Format

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

Report Due Dates
Report1-Due-Dates

Signed by: _____

Date: _____

Name: _____

Position: _____

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

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

Provider narrative report – to support the data (insert date)

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

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

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

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

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

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

APPENDIX TWO

Provider Feedback Form

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