Partnering

Agreement

## 

## Multi-Agency Support Services in Secondary Schools (MASSiSS)

## Tauwhiro Taiohi

[Name of School(s)]

[Name of Provider]

April 2021

### Purpose of this Partnering Agreement

The purpose of this Partnering Agreement (Partnering Agreement) is to provide an operational framework for the Multi-Agency Support Services in Secondary Schools (MASSiSS) service.

The Partnering Agreement will reflect a willingness by partners to collaborate, focusing on the needs of rangatahi within a school or group of schools (the cluster). This Partnering Agreement does not constitute a legal partnership and is non-legally binding.

The parties agree to comply with their specific responsibilities and roles as set out in the MASSiSS Service Specifications and this Partnering Agreement. The Service Specifications contain further detail on service delivery, background, meetings, measurement and reporting etc. The Partnering Agreement will sit alongside the MASSiSS Service Specifications, which should be attached to this Partnering Agreement. The Service Specifications are available from the provider, or on the Oranga Tamariki website (see link after signature blocks at base of this document).

Providers can adapt this Partnering Agreement, in consultation with Principals of their schools, such as by specifying additional detail or adding in signature blocks etc, as required.

### Terms

Terms used in this Partnering Agreement are:

* the Cluster - the school or schools associated with the MASSiSS worker/s and the provider (employer)
* Party (Parties) – the organisations who collaborate under the terms of this Partnering Agreement and who participate in MASSiSS service delivery
* Stakeholders – groups or individuals who participate in or are affected by the MASSiSS service
* Report of Concern – a referral, or notification to Oranga Tamariki—Ministry for Children (Oranga Tamariki thereafter)
* Outcomes – the results sought through the provision of the MASSiSS service
* Outputs – a measure of the MASSiSS activities delivered
* MASSiSS Governance or Cluster Group meetings - the forum for partners to review and plan service delivery across the community collective.

Note that the MASSiSS service may also be referred to by the title *Tauwhiro Taiohi*. This term can be used in a service-specific way (i.e. instead of ‘MASSiSS’) or as an umbrella term used, in particular, alongside other Oranga Tamariki-funded social or youth work services in secondary schools, such as Youth Workers in Secondary Schools (YWiSS).

### Parties to this Partnering Agreement

The service provider, as the organisation contracted to deliver the MASSiSS service, is responsible for ensuring the Partnering Agreement is current and represents the operational requirements of the service.

The Parties to this Partnering Agreement are detailed below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Partner organisation** | **Representative(s)** | **Role & contact details (email, phone)** | **Delegate or alternate** |
| School(s) |  |  |  |
| MASSiSS Provider |  |  |  |

### Term of this Partnering Agreement

The Partnering Agreement should be developed in collaboration when the MASSiSS service is implemented within the school or schools, and thereafter in place for the life of the contract. An annual or periodic review of this Partnering Agreement is recommended. The Partnering Agreement should be reviewed when there is a change in key representation, such as a new school Principal or a change in social/youth worker.

### Partnering Principles

Partnering principles relevant to this Partnering Agreement are to:

* act honestly and in good faith
* communicate openly and in a timely manner
* work in a cooperative and constructive manner
* recognise and respect each other’s responsibilities to rangatahi and stakeholders
* encourage quality and innovation to achieve positive outcomes for rangatahi and their families/whānau who receive the MASSiSS service, and
* foster collaboration between the parties.

### MASSiSS Partnering Meetings

The parties agree to at least two formal partnering meetings a year. The purpose of the partnering meetings is to consider service delivery, including potential referrals, based on the needs of rangatahi from each of the school(s) receiving the MASSiSS service.

MASSiSS providers and schools have flexibility as to how they will structure these meetings to suit their needs. MASSiSS practice has sometimes been to differentiate ‘governance’ meetings (to review MASSiSS service delivery, forward plan and set priorities) from ‘cluster’ meetings, which have a broader community reach, collaborative focus and strategic outlook. Partnering meetings may, however, include elements of both these broad types of meeting types in order to be effective. It is up to the MASSiSS provider and the Principal to determine the types of meetings held at least twice a year that meets their needs.

## Roles and responsibilities

The **MASSiSS provider organisation** will be represented by the manager or the MASSiSS practice leader, and this person will take responsibility for partnering meetings. This will include ensuring relevant attendance such as by Oranga Tamariki (Advisor, Partnering for Outcomes), as well as by other school-based professionals (such as SENCO, RTLB and SBHS). The meetings may include the presentation of reports from each MASSiSS youth/social worker of SDQ analysis, referral and presenting trends as well as MASSiSS developments and innovative practice.

The Provider will call and organise partnering meetings and ensure that minutes are taken and circulated (should it be required, an agenda/minutes template is available as an appendix within the Social Workers in Schools (SWiS) Service Specifications, available at: [**https://www.orangatamariki.govt.nz/working-with-children/information-for-providers/service-guidelines/**](https://www.orangatamariki.govt.nz/working-with-children/information-for-providers/service-guidelines/)).

**School(s)** within meetings will be represented by the Principal, or a nominated person who is able to represent each school’s issues and trends and contribute to the group on behalf of the school. This representative will be the school’s signatory to the Partnering Agreement or a delegate of the signatory.

All representatives must make a commitment to be available for partnering meetings. Only in exceptional circumstances should alternative representatives attend meetings. All representatives should be able to make decisions on behalf of the school or MASSiSS provider organisation.

### Service Delivery, including referrals and the SDQ

A process for making referrals to MASSiSS should be agreed in each school, and this should include what is/is not covered by MASSISS. Each school will have its own process for referrals, with some requiring teachers to make an approach to the Principal and others will come directly from teachers. Referrals may also be made by Oranga Tamariki or other health, education, or social service providers. Referrals to MASSiSS are made with the consent of rangatahi and where possible, their family/whānau.

*Please note that further detail regarding service delivery, including roles and responsibilities of the parties, is provided in the MASSiSS Service Specifications.*

The **Strengths and Difficulties Questionnaire (SDQ)** consists of three questionnaires that are filled out by the:

* teacher (where required or requested), or another trusted adult
* student and
* whānau.

They have the same questions for each respondent, just asked in different ways. Each questionnaire consists of 25 single-sentence questions, plus 5 (pre) and 7 (post) impact supplement questions. The SDQ questionnaire generally takes between 5 and 15 minutes per rangatahi to complete.

The SDQ enables Oranga Tamariki to assess the MASSiSS service through the use of an internationally validated tool. SDQ findings are also used to plan appropriate interventions with the rangatahi MASSISS social/youth workers work with to get the best outcomes.

### Referrals to Oranga Tamariki (Reports of Concern)

A process for making referrals to Oranga Tamariki should be agreed as part of the Partnering Agreement. A consultation process between each school and the service provider should be agreed.

General principles relating to reports of concern to Oranga Tamariki include:

* all reports of concern should be considered on a case-by-case basis, within each provider’s Child Protection Policy and wherever possible, be informed by professionals involved with the rangatahi within the school
* all relevant people within the school should be fully informed of any Oranga Tamariki involvement with rangatahi and their family/whānau
* MASSiSS will be prepared to work collaboratively with Oranga Tamariki and accept referrals from Oranga Tamariki to provide on-going community support to rangatahi and their family/whānau. This will only occur with the consent of the family/whānau

When the MASSiSS social/youth worker is dealing with the rangatahi and/or family/whānau:

* the MASSiSS social/youth worker may be considered the most appropriate person to make the Report of Concern
* where it is decided that the school will make the Report of Concern and the family/whānau is known to the MASSiSS service, the school should always advise Oranga Tamariki of MASSISS involvement
* the MASSiSS social/youth worker should supply Oranga Tamariki with a report of their assessment of the family/whānau situation as a supporting document
* If MASSiSS have been working with rangatahi and their family/ whānau prior to a Report of Concern being made, wherever possible this support should continue alongside Oranga Tamariki intervention, and as part of the whānau plan.

### Hosting and support of MASSiSS within schools

All MASSiSS schools must provide a private and appropriate room or non-teaching space (or shared room/space) for the MASSiSS social/youth worker. This location must be able to support therapeutic activity as well as being suitable for meeting with rangatahi and families/whānau when at the school.

* *Please see the MASSiSS Service Specifications for further information about school responsibilities for hosting MASSiSS as well as information on property/non-teaching spaces as additionally supplied by your MASSiSS provider/Oranga Tamariki. Advice on property requirements, jointly developed by the Ministry of Education and Oranga Tamariki, is available as a PDF on request.*

**Assets**

The Parties identify the following responsibilities for supply, installation and maintenance of MASSiSS assets (***please add to*** ***this list as required within each school context***).

|  |  |
| --- | --- |
| **Asset** | **Party responsible** |
| Dedicated office | School |
| Furniture, heater etc. | School |
| Laptop computer with case management records | Service Provider |
| Insurance – details of items insured and responsibility for these items | School (for office furniture etc.)  Service Provider (for laptop, cell phone etc.) |
| Mobile telephone and applicable charges | Service Provider |
| Transport | Service Provider |
| Access to fixed line telephone in school | School |
| **Etc…** |  |

**MASSiSS Service Support**

*The Parties identify the following responsibility for service support (****please add to this list as required****).*

|  |  |
| --- | --- |
| **Service support** | **Party responsible** |
| Promotion of the MASSiSS service such as via website, newsletters or presentations to staff | Service Provider  School |
| Referral system set up and maintained in each school | Service Provider  School |
| Services such as cleaning, heat, light and water, security within school | School |
| Supplies for MASSiSS office (discuss how this will work in each school) | Service Provider  School |
| Access to school facilities including photocopiers and fax, staffroom kitchen and toilets | School |
| Internet access | Service Provider (at their office)  School (at school) |
| **Etc…** |  |

### Resolving Differences

The Parties agree to resolve any differences which arise during the term of this Agreement*.* Issues should be notified and addressed in a timely way to minimise the impact these may have on the service to rangatahi and families/whānau. In general, Oranga Tamariki regional advisory staff (Advisors – Partnering for Outcomes) should be involved as the first point of contact for any school-provider dispute notification or resolution process.

The principles of issues resolution should reflect the Partnering Principles outlined in Section 5 of this document.

|  |  |  |  |
| --- | --- | --- | --- |
| **Issue concerning:** | **Made by** | **Procedure to use** | **Where to if the issue is not able to be resolved?** |
| MASSiSS | Client | Provider’s internal complaints process | Advisor-Partnering for Outcomes, Oranga Tamariki |
| MASSiSS | School | Provider’s internal complaints process | Advisor-Partnering for Outcomes, Oranga Tamariki |
| School | Client | School’s complaints process | BOT / MoE |
| School | Multi Agency Support Services in Secondary Schools | School’s complaints process, with support of MASSiSS supervisor/manager | BOT / MoE |
| Provider | School | Provider’s internal complaints process | Advisor-Partnering for Outcomes, Oranga Tamariki |
| School | Provider | School’s complaints process | Advisor-Partnering for Outcomes, Oranga Tamariki / MoE |

### Signatories to this Partnering Agreement

(additional signature panels can be added, e.g. for MOE or OT regional representatives, as required)

**School Principal**

School Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**MASSiSS Provider Chief Executive Officer or Manager**

Organisation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***For further detail, the MASSiSS Service Specifications should be referred to alongside this Partnering Agreement, either by physically attaching to this document following the signature blocks or by reference to the following link on the Oranga Tamariki website (where the most current version will be maintained):***

[**https://www.orangatamariki.govt.nz/working-with-children/information-for-providers/service-guidelines/**](https://www.orangatamariki.govt.nz/working-with-children/information-for-providers/service-guidelines/)