

# SERVICE SPECIFICATIONS

*Parenting Education Programmes*



**ORANGA  
TAMARIKI**  
Ministry for Children

# CONTENTS

<b>1. ABOUT THESE SERVICE SPECIFICATIONS.....</b>	<b>4</b>
Who are these specifications for? .....	4
What is the purpose of these specifications? .....	4
How should these specifications be used?.....	4
Will these specifications be revised?.....	4
Where can you go for further information? .....	5
<b>2. RELATIONSHIPS .....</b>	<b>6</b>
What are the principles that underpin the relationship between the Purchasing Agency, the Provider and the client? .....	6
Cultural awareness.....	6
Accessibility.....	6
<b>3. ABOUT PARENTING EDUCATION PROGRAMMES .....</b>	<b>7</b>
What is the history of Parenting Education Programmes? .....	7
What are Parenting Education Programmes about? .....	7
Who is the client group for Parenting Education Programmes? .....	7
What are Parenting Education Programmes seeking to achieve? .....	8
What are Parenting Education Programmes core principles? .....	9
How do Parenting Education Programmes work?.....	9
Who are the people involved in Parenting Education Programmes? .....	10
Social Sector Accreditation Standards.....	11
<b>4. PARTICIPATION AND VIEWS OF CHILDREN AND YOUNG PEOPLE.....</b>	<b>11</b>
Person responsible .....	12
Access to independent services .....	12
<b>5. SERVICE DELIVERY .....</b>	<b>14</b>
Where do Providers fit in the big picture? .....	14
Referral to other Agencies .....	14
What activities do Parenting Education Programmes focus on? .....	15
Reporting Concerns.....	17
<b>6. MEASURING RESULTS AND REPORTING .....</b>	<b>18</b>
How do we know if Parenting Education Programmes are working? .....	18

What data needs to be collected for reporting? ..... 18

Where can we find more information about Results Based Accountability?..... 18

What reports are required by the Purchasing Agency? ..... 19

Family Services Directory ..... 19

**7. DEFINITIONS.....21**

**APPENDIX ONE .....23**

    Provider Return Monthly Report .....23

**APPENDIX TWO.....25**

    Provider Feedback Form.....25

# 1. ABOUT THESE SERVICE SPECIFICATIONS

## Who are these specifications for?

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

Outcome Agreements with Providers for these Services require that they are delivered in accordance with these Service Specifications. These Service Specifications are a living document and may be varied at the discretion of the Purchasing Agency. The Purchasing Agency will inform the Provider of any variation to be made.

## What is the purpose of these specifications?

The specifications provide:

- a set of commonly agreed practice principles and values to guide 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 specifications be used?

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

## Will these specifications be revised?

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

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

### **Where can you go for further information?**

For further information on these Specifications please contact your Purchasing Agency's Contract Manager as identified in your Outcome Agreement.

## 2. RELATIONSHIPS

### What are the principles that underpin the relationship between the Purchasing Agency, the Provider and the client?

For the relationship to be successful, it is essential that all parties collaborate to ensure the Services are effective and accessible. The following principles guide all dealings under 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 others' 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 PARENTING EDUCATION PROGRAMMES

## What is the history of Parenting Education Programmes?

The Fresh Start package has improved and extended the current range of options for dealing with the most serious, repeat young offenders. Parenting Education Programmes are part of this group of interventions which are aimed at addressing the underlying causes of their offending.

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

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

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

## What are Parenting Education Programmes about?

Parenting Education Programmes will typically focus on:

- building knowledge and skills around parenting
- communication
- fostering attachment and positive relationships
- managing behaviour
- resolving conflict
- adolescent development.

## Who is the client group for Parenting Education Programmes?

The client group for Parenting Education Programmes are:

- Parents/Guardians or Other Caregivers having the care of the Young Person under the age of 18 where parenting has been identified as a need and forms part of a Family Group Conference Plan.
- Parents/Guardians or Other Caregivers who are subject to a Parenting Education Order pursuant to section 283(ja) of the Oranga Tamariki Act 1989.

## What are Parenting Education Programmes seeking to achieve?

Parenting Education Programmes seek to achieve the following vision, long-term outcomes and results:

### **Vision:**

Parenting Education Programmes will provide effective strategies and support to Parents/Guardians or Other Caregivers to encourage positive changes in parenting behaviour and family/whānau interactions.

### **Long-term Outcomes:**

Parenting Education Programmes will be delivered in a manner that is consistent with the Purchasing Agency's Youth Justice aims which are to:

- reduce serious and persistent re-offending
- improve life outcomes for high risk Young People
- engage Young People in education, training or work

The Mentoring Programme will achieve the following outcomes:

- reduce serious and persistent re-offending
- improve life outcomes for high risk Young People
- engage Young People in education, training or work.

### **Results**

Parenting Programmes will deliver the following results for Parents/Guardians or Other Caregivers:

- positive improvement in relationships including improved communication, more... praise and approval and less criticism
- improved understanding of the cognitive development of teens
- improved parental ability to positively influence their Young Person's behaviour
- improved parental use of discipline including supervision and monitoring and managing misbehaviour

Achieving these results will contribute to:

- improved parent/Child relationship
- an increased skill set in managing their Young Person
- reduced likelihood of inter-generational abuse
- a reduction in the frequency and severity of offending of their Young Person.

## What are Parenting Education Programmes core principles?

Parenting Education Programmes will be based on principles of positive parenting which are holistic, strengths-focused and culturally responsive.

Cultural responsiveness is woven into all aspects of the delivery of Parenting Education Programmes including philosophy and guiding principles, engagement strategies, programme content, mode and medium of service delivery, follow-up, referral and exit.

## How do Parenting Education Programmes work?

Parenting Education Programmes will be tailored to the needs of the group or individual.

The programme may provide group session work, one-to-one sessions, or a combination of both and will reflect the identified needs of the Parent/Guardian or Other Caregiver.

The Parenting Education Programme must not exceed six months in length.

### Referral and Admission to the Parenting Education Programme

The Purchasing Agency is responsible for referring Parents/Guardians or Other Caregivers to be considered for the Parenting Education Programme.

With each proposed referral, the Purchasing Agency shall ensure that appropriate information is supplied to the Provider, which will include:

- only current and relevant information about the Parents/Guardians or Other Caregivers
- the Purchasing Agency Youth Justice Social Worker's assessment of the strengths and needs of the Parents/Guardians or Other Caregivers
- contact details for the Purchasing Agency's Social Worker responsible for the referral.

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

Upon receiving a referral, the Provider will, within three working days, determine whether to accept the Parent/Guardian or Other Caregiver into the Parenting Education Programme. The Provider has the right to accept or decline a referral. If the Provider declines a referral, the Provider must provide the Purchasing Agency, in writing, reasons for declining.

Purchasing Agency has a right to withdraw any Parent/Guardian or Other Caregiver from the programme at any time with reasons for withdrawing.

The reasons must be provided before, or no later than seven working days after, the decline or withdrawal.

### Information Provided

For this programme to be effective it is important that appropriate information (being information that should be known by the Provider) is provided to the Provider. Therefore, within seven working days prior to admission the Purchasing Agency will ensure that:

- All current and relevant case information about the Parents/Guardians or Other Caregivers is made available to the Provider to assist the Provider to deliver a Parenting Education Programme which meets individual needs.

## Who are the people involved in Parenting Education Programmes?

Providers of Parenting Education Programmes are identified as organisations that meet the following criteria:

- approved under Section 403 of the Oranga Tamariki Act 1989
- good organisational capability
- expertise in Youth justice and service delivery
- experience in managing programmes for serious high-end young offenders
- demonstrated ability to manage and develop a Parenting Education Programme
- strong stakeholder networks.

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

## Social Sector Accreditation Standards

Providers delivering Parenting Education Programmes are required to meet Level Two, Te Kāhui Kāhu specific accreditation standards. Providers are required to maintain their Accreditation Level according to the relevant Te Kāhui Kāhu 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 Parenting Education Programmes being successful. The Provider must undertake the following:

- meeting the parenting needs of Parents/Guardians or Other Caregivers
- orienting the programme to a parenting Youth justice context
- providing a flexible “menu” of support regarding cultural responsiveness and programme content
- deploying a range of delivery modes such as residential, community based, and/or home settings
- using a combination of group and one-to-one sessions as appropriate with the Parents/Guardians or Other Caregivers and their family/whānau
- utilising mediums of delivery best suited to meet the needs of Parents/Guardians or Other Caregivers
- delivering in a setting and time easily accessed by the Parents/Guardians or Other Caregivers.

#### Reporting

The Provider is to report to the Purchasing Agency on the measures agreed in any contract or individual plan. Reporting on volumes is required on a monthly basis.

#### Evaluation

The Provider agrees to participate in any evaluation of the Parenting Education Programme provisions and strategy that is undertaken by the Purchasing Agency.

### Referral 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 families/whānau receive appropriate services.

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

## What activities do Parenting Education Programmes focus on?

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

Parenting Education Programme Plans will be developed for each Parent/Guardian or Other Caregiver on the programme. The Parenting Education Plan must comply with the relevant aspects of the FGC Plan or Parenting Education Programme Order and will include goals, sessions, and follow up contacts that are required to be completed during the programme.

As the Provider of Parenting Education Programmes it is important to deliver the following content where it is appropriate to your client group and ensure it covers identified risk factors.

Parenting Education for Parents/Guardians or Other Caregivers will include:

- positive communication strategies
- cognitive development of teenagers
- influencing positive peer associations
- substance misuse
- tackling school/tech/work non-attendance
- setting and implementing boundaries
- supervising and monitoring their young Person
- managing and de-escalating conflict
- use of discipline
- developing parenting support and networks
- where to go for help.

### Leaving the Programme:

When a Parent/Guardian or Other Caregiver completes or leaves the programme, a written report will be sent to the Purchasing Agency by the Provider detailing:

- the effectiveness of the programme
- an assessment of the response to the programme by the Parent/Guardian or Other Caregiver
- if the Parent/Guardian or Other Caregiver failed to comply with the FGC Plan or Parenting Education Programme Order.

- Referral to Additional Support Services:

The Provider may make a referral to additional support services in the community, specific to the needs of the Parent/Guardian or Other Caregiver that are identified in the course of delivering the Parenting Education Programme. For example this may include (but not be limited to):

- literacy or numeracy courses
- budgeting services
- counselling services
- other community based parenting support groups.

If required, the referral to other support services must be organised before the Parents/Guardians or Other Caregivers exit the Parenting Education Programme.

#### Programme Staffing:

The Provider will ensure that appropriate numbers of suitably screened, trained and experienced parent educators are recruited to deliver the services, taking into consideration the complex factors associated with parenting within a Youth justice context. All educators are to be trained in positive parenting practices. The Provider must have at least one suitably qualified and experienced senior staff member to support and supervise parent educators.

The Provider will provide a comprehensive programme of professional development to support parent educators to gain and maintain the knowledge, skills and attitudes required to effectively teach and facilitate positive parenting practices within a Youth justice context.

The Providers will provide appropriate induction/orientation training for all parent educators directly involved in providing the Services. The Providers shall provide appropriate on-going development opportunities and training for all parent educators directly involved in providing the Services to ensure that, within their role as a parent educator, they are up to date with best practice.

#### Client Non-Compliance:

The Provider shall inform the Purchasing Agency if a Parent/Guardian or Other Caregiver does not comply with the recommendations in the FGC Plan or infringes his or her Parenting Education Programme Order.

## 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.

## 6. MEASURING RESULTS AND REPORTING

### How do we know if Parenting Education Programmes are working?

We are all interested in being able to demonstrate that Parenting Education Programmes achieve outcomes (or results) for 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 Parenting Education Programme Provider Return Reports attached to the Outcome Agreement.

### 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 Monthly Report (attached as Appendix One).

### Where can we find more information about Results Based Accountability?

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?

### Programme Reports for the Youth Court

For Parenting Education Programme Orders the Provider must review the plan and prepare a report on the results of the review for the Parents/Guardians or Other Caregivers at least seven working days prior to the Parents/Guardians or Other Caregivers completing the Parenting Education Programme. The report must be provided to the Youth Court that made the Parenting Education Programme Order.

On expiry of a Parenting Education Programme Order, the Provider must provide the Youth Court with a written report containing:

- an assessment of the effectiveness of the Parenting Education Programme Order
- an assessment of the Parents/Guardians or Other Caregiver's response to the Parenting Education Programme Order
- any other information the Provider considers relevant.

### Contract Reporting

Reporting is required to meet the contractual obligations set out in the Outcome Agreement. Reporting is necessary to ensure accountability to Government for the funding provided under that Outcome Agreement. The Purchasing Agency has agreed on the quantity and nature of the services the funding supports, and we are required to report to Government that this has been achieved.

The following reports must be completed and sent to your Purchasing Agency's Contract Manager:

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

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

## Family Services Directory

Through the term of the Outcome Agreement with the Purchasing Agency, Providers must ensure that their organisation is listed on the Family Services Directory

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

## 7. DEFINITIONS

In these specifications, unless the context otherwise requires words or phrases beginning with capital letters are defined as follows:

- “Accreditation” - Te Kāhui Kāhu 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;
- “Client” means a Parent/Guardian or Other Caregiver attending a Parenting Education Programme;
- “Family Group Conference” means a Family Group Conference convened or reconvened under Part 4 the Oranga Tamariki Act 1989;
- “Family Group Conference Plan” means a record made under section 260 of the Oranga Tamariki Act 1989 that records the decisions, recommendations, or plans agreed at a Family Group Conference;
- “Guardian” derives its meaning from the Oranga Tamariki Act 1989;
- “Other Caregiver” means any Person (other than a Parent or Guardian) having the day to day care of a Young Person;
- “Outcome Agreement” means the contract entered into by the Provider and the Purchasing Agency for these Services;
- “Parent/Guardian” means a Parent or Guardian having the care of a Young Person;
- “Parenting Education Programme” means the parenting programme described in the Outcome Agreement;
- “Parenting Education Programme Order” means an Order made by a Youth Court pursuant to section 283 (ja) of the Oranga Tamariki Act 1989;
- “Parenting Education Programme Plan” means a Client’s plan produced in accordance with the Outcome Agreement;
- “Provider” means the organisation the Purchasing Agency proposes to contract with or has contracted with to provide the Services;
- “Purchasing Agency” means Oranga Tamariki–Ministry for Children;
- “Purchasing Agency’s Social Worker” means a Person employed by the Purchasing Agency under Part 5 of the State Sector Act 1988 as a social worker;

- “Services” means the Services to be provided by the Provider, and “Service” has a corresponding meaning;
- “Young Person” means a Young Person under the age of 18 within the meaning of the Oranga Tamariki Act 1989 in respect of whom a Family Group Conference has been convened or a Youth Court hearing has been held in respect of one or more charges of criminal offending and “Young People” has a corresponding meaning; and
- “Youth Court” means the division of a District Court that has jurisdiction in respect of charges of criminal offending by young people aged 14 to under 18 years old and in respect of certain charges of offending by Children aged 12 or 13 years. It hears all cases to do with Young People, except non-imprisonable traffic offences, murder and manslaughter, or when a Young Person chooses to have a jury trial.

# APPENDIX ONE

## Provider Return Monthly Report

Provider Number: _____	Parenting Education Programmes Monthly Reports	Period: 1-Jul-16 to _____
Provider Name: _____		Signed by: _____
Agreement Number: _____		Position: _____

Service description: Parenting Education Programmes												
Totals							0	0	0	0	0	
	Name of Young Person or Parent / Caregiver	Type of order (FGC or Youth Court Order or Residence Order)	CYF Site of Referral	Date referred to Provider	Date started on programme	Actual Discharge Date	Young Person or Parent/ Caregiver has an individual implementation plan with objectives set (Yes/No)	Young Person or Parent/ Caregiver exited prior to completion (Yes/No)	Young Person or Parent/ Caregiver completed intervention (Yes/No)	Did the young person reoffend while on the programme (Yes/No)	Young Person or Parent/Caregiver successfully completed the parenting education programme with needs met (needs met = 70% of objectives met from individual implementation plan (Yes/No)	Comments
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
Total number of programmes delivered (completed):												
Young People or Parent/Caregiver pending:												
1												
2												
3												
4												
5												
Accepted but did not start:												
1												
2												
3												
4												
5												
Young People or Parent/Caregiver declined:												
1												
2												
3												
4												
5												

Parenting Education Programme Report for **(enter Provider's legal name here)**

<b>Provider Narrative Report – to support the data</b>
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.

Guidance notes:

This information could be sourced through client (or agencies) feedback forms, Provider assessments and service evaluations.

In providing the narrative, consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community e.g. knowledge, skills, attitude, behaviour and life circumstances.

# APPENDIX TWO

## Provider Feedback Form

Provider Feedback Form		
Please email to your 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:	