

SERVICE GUIDELINES

Specialist Youth Corps Programme



**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 THE SPECIALIST YOUTH SERVICES CORPS PROGRAMME	7
What is the Specialist Youth Services Corps Programme about?	7
Who is the client group for the Specialist Youth Services Corps Programme?	7
What is the Specialist Youth Services Corps Programme seeking to achieve?	7
What are the Specialist Youth Services Corps Programme core principles?	8
Social Sector Accreditation Standards	9
How does the Specialist Youth Services Corps Programme work?	9
Figure 1: Specialist Youth Services Corps Programme Process	10
4. PARTICIPATION AND VIEWS OF CHILDREN AND YOUNG PEOPLE	11
Person responsible	11
Access to independent services	12
5. SERVICE DELIVERY	13
Where do Providers fit in the big picture?	13
What is the role of the referral agencies?	13
What activities does the Specialist Youth Services Corps Programme focus on?	14
Programme Delivery	14
Who is this Programme for?	14
How do Young People enter into the Programme?	15
Why is the Young Person's behaviour important?	15
What are some key elements of practice?	15
Reporting Concerns	16

6. MEASURING RESULTS AND REPORTING.....	17
How do we know if the Specialist Youth Services Corps Programme is working?	17
What data needs to be collected for reporting?	17
Where can we find more information about RBA?	17
What reports are required by MVCOT?.....	18
Family Services Directory	18
7. DEFINITIONS	19
8. APPENDIX ONE.....	20
Report Format	20
Example: Statistical Information Report	22
9. APPENDIX TWO	24
Provider Feedback Form	24

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 the Specialist Youth Services Corps (“SYSC”) Programme Services.

These guidelines replace the SYSC Programme Outcome Agreement Service Specifications. Outcome Agreements with Providers for the delivery of the SYSC Programme Service require that services are delivered in accordance with these guidelines. These guidelines form part of the Outcome Agreement. They 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 SYSC Programme work;
- detailed information about service delivery and practice;
- a resource tool to help you deliver the SYSC Programme Services consistently;
- a resource tool to assist you in meeting the desired service outcomes; and
- 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, 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 will 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 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 your Purchasing Agency 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 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 this 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 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; and

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 peoples, migrant 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

Each party recognises that increased participation is supported by enhanced accessibility and recognising the diverse needs of all people, through:

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

3. ABOUT THE SPECIALIST YOUTH SERVICES CORPS PROGRAMME

What is the Specialist Youth Services Corps Programme about?

The SYSC Programme has been developed to reduce the rate and severity of youth re-offending. It aims to hold Young People responsible for their offending and for restoration of any harm done. It also aims to improve their wellbeing.

At the centre of that process is a young person with strengths but one who is also having trouble coping with life's challenges and requires help through intervention.

Who is the client group for the Specialist Youth Services Corps Programme?

The Young People involved in the SYSC Programme are between the ages of 15 and under 18 who are vulnerable and disengaged from their families/whānau and communities.

Young People under 16 years of age will be considered for this Programme if they have an exemption from attendance at school that has been issued by the Ministry of Education under section 71 of the Education Act 1989.

What is the Specialist Youth Services Corps Programme seeking to achieve?

The SYSC Programme will achieve the following vision, long-term outcomes and results for Young People:

Vision:

To deliver a youth development Programme that will assist Young People to achieve positive outcomes by reaching their full potential and participate positively in society.

Long-term outcomes:

To assist Young People to acquire new skills while increasing confidence and motivation, through supporting their active participation and accessing further education, employment and training.

Results:

The Young Person is:

- able to make the transition to education, training and employment;
- able to self-manage, has an increased sense of self identify, can make positive choices, and is more skilled in dealing with life challenges; and
- equipped and personally supported to make transitions, therefore their personal development is enhanced overall.

The Young Person's:

- health and wellbeing is enhanced. They can demonstrate knowledge of having healthy, safer living practices and maintain positive practices that contribute to their personal well-being; and
- relationships, communication skills and team work skills are enhanced. There is more connection to family/whānau, community and environment, and they value contributing positively to people, their community and their environment.

What are the Specialist Youth Services Corps Programme core principles?

The SYSC Programme has the following core principles that underpin practice:

- all Young People have an equal opportunity to access the Services according to their needs;
- personal privacy and dignity of Young People is respected and is appropriate to the Young Person's religious and cultural beliefs and practices, their age, gender, and any disabilities; and
- in providing programmes or services to Māori, that where appropriate:
 - Nga Tikanga Māori is integrated into the Programmes or Services; and
 - local iwi or hapu are consulted about how Nga Tikanga Māori is to be integrated into such Programmes or Services.

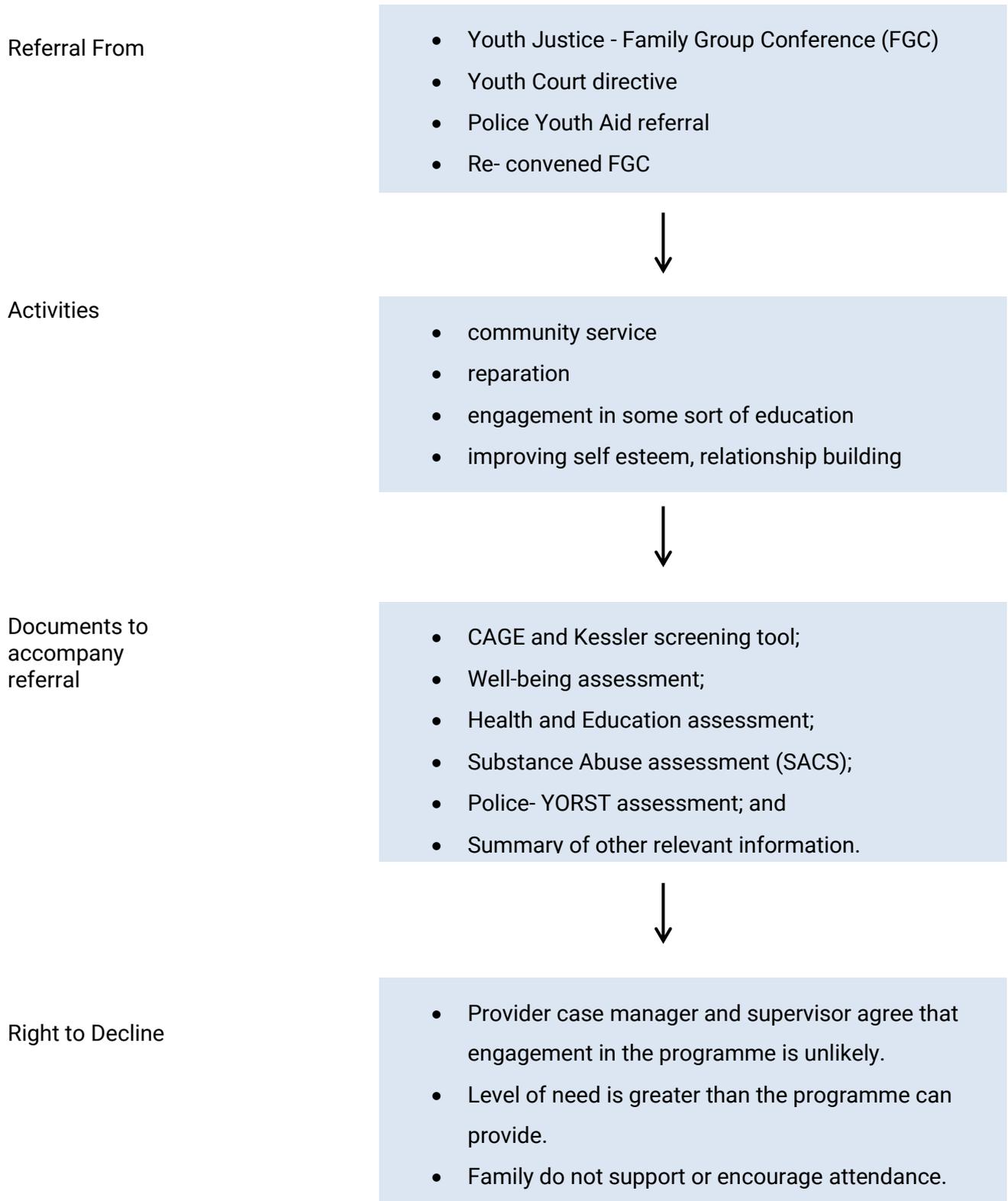
Social Sector Accreditation Standards

Providers delivering Specialist Youth service are required to meet Level Two, Ministry of Social Development (the Ministry) specific accreditation standards. Providers are required to maintain their Accreditation Level according to the Ministry's relevant Social Sector Accreditation Standards.

How does the Specialist Youth Services Corps Programme work?

The SYSC Programme referral process is shown in Figure 1. Specialist Youth Services Corps Programme Process:

Figure 1: Specialist Youth Services Corps Programme Process



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 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 Social Worker or a Family Group Conference Co-ordinator.

Access to independent services

Children and Young People that the 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 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 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 the SYSC Programme. In order to achieve positive outcomes for youth, the Provider delivers a youth development Programme for Young People. Through the Young Person actively participating in this Programme they will:

- acquire new skills;
- increase their confidence and motivation;
- actively participate in their family and community; and
- remove barriers to education, employment and training.

The Provider helps facilitate participation, inclusion and engagement, leading to achievement, awards or qualifications, long term economic and independent wellbeing. The Provider delivers Programmes that will respond to current and emerging issues locally regionally and nationally.

What is the role of the referral agencies?

The role of any referral agency is to complete the Programme referral form as well as providing any other relevant information that is appropriate.

When the Purchasing Agency is the referral agency, the Provider should be invited to attend the FGC to participate in the sharing of relevant information.

The referrer is to be available to meet to discuss each referral if required by either party to ensure that appropriate information is shared.

The referrer should receive an individual outcome report on the Young Person's progress and achievements upon completion of the Programme.

The referrer is to be contacted about significant incidents, as soon as possible and within the required timeframes as described on page 10 and 11 of these SYSC guidelines.

What activities does the Specialist Youth Services Corps Programme focus on?

In order to achieve the aims of this Programme it is important that the Provider and all the other parties associated with the SYSC Programme get involved, and carry out a number of actions and functions.

Programme Delivery

For the Programme to be successful for Young People the following will occur:

- Each Programme will be made up of a 20 week day Programme. There will also be a 40 week post-Programme follow up period to support the Participant and assist them to maintain goals set while on the Programme.
- Each Programme will have a minimum of six participants and a maximum of ten participants.
- Each Programme will have two supervising staff and a case manager.
- Upon completion of the 20 week Programme there will be a post-Programme assessment that will update the individual plan (including goal setting). Young People will have access to a Youth Worker in the 40 week follow up post-Programme period when required, to ensure the plan remains relevant.
- There is a minimum of 25 hours per week of Participant contact through the delivery of the structured curriculum and one hour per fortnight of individual contact time with each Participant over the period of the Programme.

Who is this Programme for?

This Programme is for Young People aged 15 to under 18 years or who may turn 18 years during the time they are attending the Programme.

Persons aged younger than 15 years will be considered provided that they have an appropriate school exemption from the Ministry of Education.

The Programmes are for Young People who are committing moderately serious offences, and the rate of offending is perhaps regular but not frequent. It is not for Young People where offending is escalating in seriousness or frequency.

How do Young People enter into the Programme?

For the Young Person to be in this unique Programme they must also demonstrate that they meet two or more of the following:

- be at risk of suspension or expulsion from school and/or have not achieved academically;
- have an exemption certificate for Ministry of Education (to attend the Programme, Young People legally required to attend school must be “exempted”);
- require assistance to obtain employment (for those 16 year and over);
- either not involved in or have little involvement in pro-social activities such as sports, recreation, hobbies or other activities where pro-social peer relationships can be developed; and/or
- have parents, guardians or care-givers who are unable to control the Young Person.

Why is the Young Person’s behaviour important?

A Young Person’s behaviour will affect what results are achieved through attending such a Programme. Therefore it is important that the Young People have the ability to cope with a demanding Programme, as well as being able to deal with the Programmes various expectations. It is important to note that for this Programme to be successful the Young People must:

- be considered suitable and able to cope with overnight stays in a group setting; and
- be able to perform outdoor duties and engage in recreational activities as per the Programme content.

And do not:

- demonstrate uncontrollable outbursts of anger or violence that may put themselves or others at risk of harm; and/or
- require high levels of supervision and monitoring.

What are some key elements of practice?

Successful Programme delivery will involve:

- completing individual needs assessments;
- developing, implementing, and monitoring individual youth plans;

- reviewing the Young Persons achievements on the Programme and ensure they are reflected in the Programme review;
- developing and delivering a Programme curriculum that meets the needs of Young Persons. This includes an annual review of the Programme content to ensure it is current and engaging;
- involving the Young Person in community projects and activities; and
- networking and working in partnership with other Providers of social services locally, regionally and nationally.

Reporting Concerns

If the Provider considers that a Young Person have any of the following issues or their behaviour gives cause for concern it is appropriate to talk to the Young Person's caregiver and the Purchasing Agency 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 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 Young Person's site.

Issues of concern are listed below but this is not an exhaustive list. A 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 Young Persons caregiver and the Purchasing Agency Social Worker
- has a pattern of missing planned sessions – contact the Young Person's caregiver and the Purchasing Agency Social Worker
- displaying behaviour that is concerning – contact the Young Persons caregiver and the Purchasing Agency Social Worker
- appear to be under the influence of drugs or alcohol – contact the Young Persons caregiver or the Purchasing Agency Social Worker and supervise till someone comes for them
- have suicidal ideation or reveal they have self-harmed – contact the Young Persons caregiver and the Purchasing Agency Social Worker

- become seriously unwell – contact the Young Persons caregiver and apply / seek appropriate medical assistance.

6. MEASURING RESULTS AND REPORTING

How do we know if the Specialist Youth Services Corps Programme is working?

We are all interested in being able to demonstrate that the SYSC Programme achieves outcomes (or results) for Young People. 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 SYSC Programme Provider Return Reports 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; and
- 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 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 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 Contract Manager:

- Statistical report (refer to Service Outcome Agreement for reporting frequency)
- Narrative report (refer to Service 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 Ministry of Social Development's Family Services Directory (<https://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.
- “Individual Implementation Plan” includes the contact details for all parties related to the Young Person as well as the goals and objectives that have been set out and agreed to by the Young Person and the Provider.
- “Outcome Agreement” means the contract entered into by the Provider and the Purchasing Agency for these Services;
- “Participant” means the Young Person accepted onto the Programme.
- “Programme” means the planned activities that are part of the Service to be delivered to the Young People by the Provider.
- “Provider” means the organisation that the Purchasing Agency has contracted with to provide these Services;
- “Purchasing Agency Supervisor” means the nominated person who represents the Purchasing Agency. Contact details included in the Individual Implementation Plan.
- “Services” means the Services to be provided under the Outcome Agreement, and “Service” has a corresponding meaning.
- “Young People” or “Young Persons” means people aged between 15yrs and under 18yrs of age or those that do not fit in this age group that have been accepted onto the SYSC Programme due to having an Ministry of Education exemption.

8. APPENDIX ONE

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-DateDescription 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				

Narrative section: [If the narrative report is not required on the dates above, insert one of the following as appropriate:]

[To be completed twice per year - due 10 October and 5 December]

[To be completed once per year – due 10 July]

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. •

Example: Statistical Information Report

Name of Young People accepted on the Programme.	Male	Female

Name of Young People completing the Programme.	Male	Female	Outcomes achieved

Number and nature of incidents

Name of Young Person	Briefly describe each incident	Outcome

(See Page 10 of this document “How are SYSC Programme significant incidents Reported to the Purchasing Agency?”)

Transition service (40 week post programme)

Name of Young Person	Described transition services provided (type and frequency)	Outcomes achieved

9. 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: