

SERVICE SPECIFICATION

Supported Bail



**ORANGA
TAMARIKI**
Ministry for Children

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

Will these specifications 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 specifications, as it forms part of the Outcome Agreement. Feedback on the specifications is welcome at any time and can be sent to the Purchasing Agency national office using the attached Feedback Form (see Appendix Two).

Where can you go for further information?

For further information on these specifications please contact your MVCOT 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 this Outcome Agreement. The parties agree to:

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

This 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

Each party recognises that 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 SUPPORTED BAIL

What is the history of Supported Bail?

For many years Providers have been delivering this Service to Children and Young People on bail who have committed serious offences. The Supported Bail programme is guided by the Supported Bail Operating Protocols. Amendments to the Oranga Tamariki Act 1989 that came into effect on 1 October 2010, extended the age range to include 12 and 13 year olds. The Supported Bail Operating Protocols were updated in December 2010 to include, amongst other updates, these legislative changes.

As with all Youth Justice initiatives, the objective is to improve and extend the range of options for dealing with the most serious, repeat Young offenders. Supported Bail is part of this suite of interventions and is aimed at providing a credible community based option as an alternative to a Child or Young Person being held on remand in a Youth Justice Residence.

What is Supported Bail?

Supported Bail encompasses the Child or Young Person's bail conditions and enables the Child or Young Person to remain in the community during the remand period. It is a community-based alternative for Children and Young People who would otherwise be detained on remand in the Purchasing Agency Youth Justice Residences.

The Supported Bail programme provides intensive community-based support and services. This is a six week programme that aims to:

- assist Children and Young People to comply with bail conditions during the remand period
- assist family/whānau to ensure they are able to monitor and supervise their Child or Young Person
- minimise potential risks to the community.

If deemed appropriate the programme may be extended for an additional six weeks. This is to be done in consultation with the relevant Purchasing Agency site and will be considered a new intake.

Who is the client group for Supported Bail?

The client group for this Service is Children and Young People between the ages of 12 and under 18 years old. The Child or Young Person is eligible for consideration for the Supported Bail programme if they have been brought before the Youth Court, and not denied the charge and the Police have opposed bail under s238(1)(b) of the Oranga Tamariki Act 1989. It is likely that the Child or Young Person will have some or all of the following as part of their case history:

- has previously breached bail multiple times (on current or previous charges)
- has a history of failing to appear in the Youth Court
- demonstrates an escalation in the rate and/or severity of their offending
- is currently or has previously been, detained in the custody of the Purchasing Agency or Police pending determination of youth justice matters under s238(1)(d) or (e) of the Oranga Tamariki Act 1989
- has failed to comply with an order under s283 of the Oranga Tamariki Act 1989.

What is Supported Bail seeking to achieve?

Supported Bail Services seek to achieve the following vision and results for Young offenders:

Vision:

Support Children and Young People to comply with bail conditions during the remand period and minimise potential risks to the community.

Results:

Supported Bail Services will deliver the following results for Children and Young People

- assist and engage Children and Young People to successfully comply with their bail conditions
- reduce the risk of re-offending during the remand period
- positive programme activities where educational or vocational links are made
- encourage family/whānau relationships, and participation in cultural and other pro-social activities
- mandatory assessments and pre-existing appointments are attended by the Child or Young Person
- assist families/whanau to supervise and monitor the Child or Young Person to

comply with their bail conditions

- provide a community-based alternative to Children and Young People being detained in Police custody, or on remand in Youth Justice residences
- reduce the number of Children and Young People who breach bail or re-offend because of inadequate community support and safeguards
- change behaviours in a positive way
- reduce the risk to the community due to the Child's or Young Person's negative behaviour
- gather and contribute information to the Child or Young Person's Family Group Conference (FGC).

What are Supported Bail core principles?

Supported Bail has the following core principles that underpin practice:

- a supportive relationship between the Provider, the Child or Young Person and their family/whānau
- trust and respect between all parties
- positive engagement of the Child or Young Person.

How does Supported Bail work?

As outlined in the Supported Bail Operating Protocols, a Youth Worker is employed by the Provider to work with the Child or Young Person on a one-to-one basis (where practicable) for 28 to 32 hours weekly. The Provider's Youth Worker must implement the Child or Young Person's Individual Programme Plan and assist the family/whānau to develop strategies to supervise and monitor the Child or Young Person's compliance with their bail conditions.

This includes after-hours support where a Child or Young Person is assessed as being at risk of non-compliance with their bail conditions and at critical times, such as evenings or weekends. Where after-hours support is indicated, it must be identified in the Child or Young Person's Individual Programme Plan and agreed to by the Provider.

Providers will ensure that the Child or Young Person receives an intensive, one-to-one (where practicable), intervention of up to six weeks from a Youth Worker. This will include:

- links into educational / vocational training/employment
- addressing physical and emotional health and well-being
- developing positive attitudes

- encouraging cultural, spiritual and pro-social activities
- addressing outstanding offending accountabilities
- encouraging family/whānau engagement.

These interventions will:

- provide for that Child or Young Person's individual needs
- assist the Child or Young Person to comply with her or his bail conditions
- ensure that the Child or Young Person is substantially occupied, fully supervised and monitored at all times whilst on Supported Bail
- involve a structured day where the Child or Young Person has a regular routine and activities appropriate to his or her age and skill level, and is consistent with his or her Individual Programme Plan
- include coaching and guidance in the basic skills that any Child or Young Person would be expected to learn as they grow up, for example, family and life skills, and maintenance of Personal hygiene.

Who are the People involved in Supported Bail?

The Provider

Providers of Supported Bail Services are identified as organisations that meet the following criteria:

- approved under section 396 and/or 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 Children and Young People
- demonstrated ability to manage and develop a Supported Bail programme
- strong stakeholder networks.

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

Purchasing Agency

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

- monitor service delivery and financial management by the Provider

- make referrals and provide information where the Service is specifically contracted for referrals from the Purchasing Agency.

Social Sector Accreditation Standards

Providers delivering Supported Bail Services are required to meet Level Two, Ministry of Social Development ('MSD') specific accreditation standards. Providers are required to maintain their Accreditation Level according to MSD's relevant Social Sector Accreditation Standards.

4. PARTICIPATION AND VIEWS OF CHILDREN AND YOUNG PEOPLE

Legislative changes to Sections 7 and 11 of the Oranga Tamariki Act 1989 means that:

- Children and Young People have a right to participate in, and express their views in and/or about:
 - court proceedings under the Oranga Tamariki Act 1989
 - Family Group Conferences (convening and proceedings)
 - planning (preparation of a plan and review of a plan)
 - any other action or decision that significantly affects them.
- Children and Young People must be:
 - encouraged and assisted to participate to a degree appropriate for their age and maturity, unless the person responsible (see below for definition) considers their participation to be inappropriate
 - given reasonable opportunities to freely express their views on matters affecting them, and any views that they express (either directly, or through a representative) must be taken into account.

If Children and Young People require assistance to express their views or to be understood, support must be provided to assist them. Support can come from a family/whānau member, another person, a specialist service provider, or any other service. A support person is entitled to be present at a meeting or proceeding at which the Child or Young Person is present (including a Family Group Conference), for the purposes of providing support, unless the person leading the process (the person responsible) considers it impractical or inappropriate.

Person responsible

The following people are responsible for ensuring Children and Young People have been encouraged and assisted to participate, given reasonable opportunities to freely express their views, and given the support necessary to overcome difficulties in expressing their views or being understood:

- for proceedings before a court - the judge, or other person presiding, and the barrister or solicitor representing the Child or Young Person
- for the convening and proceedings of a Family Group Conference - the person responsible for convening the conference (ie, the Care and Protection or Youth Justice Co-ordinator)
- for planning processes - the person directed by the court to prepare or review the plan (ie, the Chief Executive's delegate, usually the Purchasing Agency 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 Supported Bail Services being successful. In consultation with the Purchasing Agency and Police, the Youth Court will remand on bail all Children and Young People to the Supported Bail Programme where placements are available.

Referrals for Supported Bail will be accepted by the Provider if:

- the Parties have agreed, in consultation with the Police, that the Child or Young Person's needs can be met within the Supported Bail Programme
- the referral is made in accordance with the programme referral and admission protocol, as documented in the Supported Bail Operating Protocols.

The Provider is expected to be responsible for the following

The Provider will ensure that each Child or Young Person who is admitted to the Supported Bail Programme is introduced to the Supported Bail Youth Worker in accordance with the referral and admission protocol as documented in the Supported Bail Operating Protocols.

The Provider will ensure that any Supported Bail Services provided:

- receive appropriate consent of the Child or Young Person and his or her family/whānau, and are identified in the Child or Young Person's Individual Programme Plan
- address risks and needs identified in the assessments of the Child or Young Person undertaken prior to referral
- are culturally appropriate in their principles, methodology and delivery
- are within a framework of comprehensive case management practises
- are agreed by the Supported Bail Youth Worker and the Child or Young Person and his or her family/whānau
- are meaningful, participatory, holistic, and congruent with the Individual Programme Plan goals for the Child or Young Person.

Recruitment and Management of Supported Bail Youth Workers

The Provider will be responsible for employing the appropriate numbers of suitably qualified and experienced Youth Workers to deliver Supported Bail. When appointing Youth Workers,

the Provider will give due consideration to the potentially challenging nature of Children and Young People's behaviour.

The Provider shall ensure that Youth Workers are responsible for the day-to-day support and supervision of Children and Young People, and that they:

- develop and review each Child or Young Person's Individual Programme Plan
- have daily contact with the Child or Young Person and her or his family/whānau, as specified in the Child or Young Person's Individual Programme Plan
- liaise with the Purchasing Agency Social Worker and Police in relation to each Child or Young Person.

Recruitment of staff

When recruiting staff, the Provider will:

- receive and assess the written application from each applicant
- co-ordinate and conduct a panel interview with each applicant
- complete and obtain a satisfactory police criminal check on each applicant
- contact all character and professional referees and receive, check and hold on file their written comments
- request information about the applicant from the Purchasing Agency's client management tool CYRAS (requests to be sent to NGO Caregiver Vetting Services, MSD HR Shared Services team, PO Box 1556, Wellington 6140; Email: NGO_Caregiver_Vetting@msd.govt.nz) with the fully informed consent of the applicant using the Authority to Release Information form, which can be obtained from your Purchasing Agency's Contract Manager.
- complete a disclosure statement which requires the Person to disclose all circumstances in which they have been involved in the care or supervision of Children or Young People (including sports coaching, youth group involvement, and teacher aide work) and authorise the Provider to obtain information from former employers or organisations
- contact a range of the organisations where the applicant was employed.

The Provider shall ensure that no applicant is employed if:

- he or she has a conviction for physical violence or sexual offences (including any record held in the Youth Court) and/or

- there is information from the Purchasing Agency, character or professional referees, or a Police criminal check that indicates they would be inappropriate as a staff member working with Young People.

The Provider will undertake Police vetting reports on each employee every three years to ensure that they are able to continue to be involved in a position that requires the care and supervision of Young People.

Staff Training and Support

The Provider will make appropriate induction training available for all staff directly involved in providing the Supported Bail Programme to ensure that, prior to commencing their position as a staff member, that staff have suitable knowledge of the following areas:

- safe and effective interventions with Children and Young People
- the likely characteristics of Children and Young People being referred
- the Provider and the Purchasing Agency's requirements and expectations of staff recruited to Supported Bail Programme
- the Provider's culture, protocols, and policies
- legal obligations, particularly under the Oranga Tamariki Act 1989 principles and Youth Justice provisions and the Privacy Act 1993.

The Provider is to have at least one suitably qualified and experienced senior staff member available to:

- support and supervise less experienced staff
- provide professional development and practice supervision
- to support staff in gaining and maintaining knowledge on effective practice with Children and Young People.

Safe Engagement

Safe engagement depends on the skills of Provider staff in engaging and building rapport with the Child or Young Person and, where appropriate, their family/whānau in a non-threatening, professional way.

The Provider is to have an initial meeting with the Child or Young Person and their Parents/Guardians to:

- discuss the programme components, goals, intended activities and sessions of the Supported Bail Programme, as well as answer any questions
- give the family/whānau the Provider organisation contact details

- discuss and where necessary clarify the expectations of the Provider, the Child or Young Person and their family/whānau
- explain escalation processes and the consequences of non-attendance.

Family/Whānau contact and consultation

The Provider will ensure the Child or Young Person is supported to maintain appropriate contact with his or her family/whānau, consistent with the Child or Young Person's right to that contact.

The Provider shall support the Child or Young Person's family/whānau and assist them to develop strategies to effectively monitor and supervise the Child or Young Person to comply with her or his bail conditions.

Non-compliance and Offending

The Provider will keep the Youth Justice Coordinator or the Purchasing Agency's Social Worker informed of the Child or Young Person's attendance and progress during the Supported Bail Programme.

The Provider shall ensure that it deals appropriately with any Child or Young Person who commits an offence while receiving Supported Bail, as outlined in the Supported Bail Operating Protocols and in accordance with the general principle that the offending behaviour is not acceptable.

The Supported Bail Youth Worker must report any bail breaches to the Police and liaise with the Purchasing Agency's Social Worker and Police in developing strategies and actions to be taken in relation to that Child' or Young Person's offending.

Offending by a Child or Young Person while on Supported Bail will be treated in accordance with Police practice for Children and Young People released on bail conditions into the community.

Individual Programme Plans

Within the first 72 hours of a Child or Young Person's acceptance onto the Supported Bail Programme, or as soon as reasonably practicable after, the Provider and the Purchasing Agency's Social Worker will jointly finalise that Child or Young Person's Individual Programme Plan. A copy of the plan, and any subsequent amendments, must be given to the Police so they can conduct appropriately timed bail checks. Each Individual Programme Plan must:

- be consistent with the Child or Young Person's bail conditions
- be comprehensive, recording the strengths and needs of the Child or Young Person and her or his family/whānau and the Child or Young Person's linkages with her or his community

- be within the Supported Bail framework
- specify appropriate resources, for services and programmes required to meet the identified needs of the Child or Young Person and her or his family/whānau.

The Provider shall ensure that the following People consent to each Child or Young Person's Individual Programme Plan and any subsequent changes to an Individual Programme Plan, made as a result of a review, in accordance with the Outcome Agreement:

- the Purchasing Agency Social Worker
- the Child or Young Person
- the Child or Young Person's family/whānau (in accordance with the requirement for family consent specified in the Individual Programme Plan).

Where Supported Bail Services specified in the Individual Programme Plan are of a professional, therapeutic or counselling nature, the Provider will ensure that they are delivered only by individuals or organisations that are:

- full members of a professional body (for counsellors or therapists); or
- employed by an organisation approved by the Purchasing Agency; or
- approved as sexual abuse counsellors by Accident Compensation Corporation (ACC);
or
- approved under the Domestic Violence Act 1995; or
- delivering services funded by the Ministry of Health or a District Health Board.

Reporting

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

Evaluation

The Purchasing Agency may engage an independent evaluator to evaluate a Provider's performance under the Outcome Agreement, including both the Purchasing Agency's and the Provider's responsibilities under the Outcome Agreement. The Purchasing Agency's will give the Provider advance notice in writing of any such evaluation.

The Provider shall participate in any evaluation or research into their performance under the Outcome Agreement and shall comply with all reasonable requests for information made by the Purchasing Agency.

The Provider shall ensure that Individual Programme Plans and case management records are made available to the evaluator for analysis.

The Purchasing Agency will make the results of the outcome of the evaluation available to the Provider for consideration and comment.

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 does Supported Bail focus on?

The Supported Bail Programme is to be based on the Child or Young Person's identified risks and needs, and must include Outcome Agreements made in a custodial Family Group Conference and conditions set by the Youth Court and recorded in the Child or Young Person's Individual Programme Plan.

The Programme is intended to safely manage a Child or Young Person in the community (as opposed to in custody) during the period they are on bail. This includes working with the Purchasing Agency, the Purchasing Agency Social Worker and other organisations, such as the Ministry of Education and the Ministry of Health, to provide integrated case management and ensure the Child or Young Person does not re-offend whilst on bail.

It is important that the Supported Bail Provider work with the family/whānau towards developing a supportive network who can continue to work with the Child or Young Person post Supported Bail.

What are some of the key elements of Practice?

The Purchasing Agency's Responsibilities

The Purchasing Agency is committed to work with the Provider and will support the Provider to achieve positive outcomes for Children and Young People by:

- providing accurate, complete and timely information in relation to each Child or Young Person's strengths and needs as part of the referral and admission protocols, as documented in the Supported Bail Operating Protocols
- discussing issues in relation to each Child or Young Person and her or his placement on Supported Bail, prior to referral
- ensuring each Child or Young Person has an appropriate status in relation to the Youth Court
- working with the Provider, Police and family/whānau to develop innovative Individual Programme Plans that address each Child or Young Person's strengths and needs
- liaising with each Child or Young Person and her or his family/whānau as the Parties agree and as specified in the Child or Young Person's Individual Programme Plan
- ensuring that a discharge plan is in place for each Child or Young Person prior to the discharge of that Child or Young Person (who may be transitioning to a Family Group Conference approved plan or formal Youth Court Orders)
- supporting and working cooperatively with the Provider to maximise the achievement of Supported Bail's objectives and intended outcomes.

Referral and Admission to Supported Bail

Supported Bail is intended for Children and Young People for whom Police have opposed bail under section 238(1)(b) and who are at risk of breaching their bail conditions if they are released into the community due to inadequate support or safeguards available. The Youth Court, in consultation with the Purchasing Agency and Police where applicable, will refer Children and Young People to Supported Bail where there are placements available.

Referrals will be accepted provided:

- the Parties have agreed, in consultation with the Police that the Child or Young Person's needs can be met within Supported Bail
- the referral is made in accordance with the programme referral and admission protocol, as documented in the Supported Bail Operating Protocols.

The Provider will ensure that each Child or Young Person who is admitted to the Supported Bail Programme is introduced to Supported Bail Youth Workers in accordance with the referral and admission protocol as documented in the Supported Bail Operating Protocols.

Education

The Provider shall ensure that, as consistent with the Education Act 1989 and the Oranga Tamariki Act 1989, all Children and Young People of compulsory school age or Children or

Young People who wish to continue their education, are enrolled at a registered school and receive their full education entitlement. All such Children and Young People must be taught the New Zealand curriculum. The programme is intended to ensure that each Child or Young Person is maintained in mainstream schooling. Alternative arrangements may be made for a Child or Young Person's educational requirements where those arrangements have been approved by the Ministry of Education, the Purchasing Agency and the Child or Young Person's family/whānau.

The Provider may request that the Purchasing Agency apply to exempt a Child or Young Person from attending school under section 22A of the Education Act 1989. This application must be made in consultation with the Child or Young Person, her or his family/whānau, and the Purchasing Agency Social Worker. This option is only to be considered when all other educational options have been fully explored and trialled.

[Ongoing assessment and evaluation of the Child or Young Person](#)

During attendance on a Supported Bail Programme the Provider will ensure the Supported Bail Youth Worker reviews the Child or Young Person's Individual Programme Plan and undertakes ongoing assessments of each Child or Young Person's strengths and needs, including:

- assessing her or his social, familial, educational, medical and vocational strengths and needs
- maintaining her or his case record including all pertinent information relating to activities
- monitoring Individual Programme Plan activities
- reviewing, at least each fortnight, the effectiveness and relevance of the Service being delivered pursuant to the Individual Programme Plan, and making such changes as required, subject to Outcome Agreement as described above.

Discharge

The Provider is not permitted to discharge a Child or Young Person from Supported Bail, as discharge must be in accordance with the discharge protocol as outlined in the Supported Bail Operating Protocols.

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 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 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 Social Worker
- has a pattern of missing planned sessions – contact the Child or Young Persons caregiver and the Purchasing Agency Social Worker
- displaying behaviour that is concerning – contact the Child or Young Persons caregiver and the Purchasing Agency Social Worker
- appear to be under the influence of drugs or alcohol – contact the Child or 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 Child or Young Persons caregiver and the Purchasing Agency Social Worker
- become seriously unwell – contact the Child or Young Persons caregiver and apply / seek appropriate medical assistance.

Missing Child or Young Person

Definitions

Missing Child or Young Person: is any Child or Young Person:

- whose whereabouts are unknown and
- there are genuine fears for the safety or concerns for the welfare of that Person.

Child or Young People will be considered missing until they are located and their wellbeing or otherwise is established.

Unauthorised absence: is when a Child or Young Person has run away from their home for a short period and then returns. In these instances their whereabouts is known or can be quickly established through contact with the Child or Young Person or by speaking to their family/whānau and/or friends.

Process

These processes apply to all Children and Young People in the custody of the Chief Executive of Oranga Tamariki—Ministry for Children.

When a Child or Young Person is placed with a section 396 approved care provider the same definitions and processes apply with areas of responsibility set out in the table below.

Information on the full process can be obtained from the Purchasing Agency's Contract Manager.

It is important that there is good communication and planning between the Provider, the Purchasing Agency Social Worker and the Police. It is important that you do not leave voicemail messages for MVCOT staff regarding missing Children or Young People. If the Purchasing Agency Social Worker is unavailable then please contact the supervisor or call the Purchasing Agency and ask for the duty Social Worker or after hours a Social Worker at the National Contact Centre (0508 FAMILY).

Table 3: Missing Child or Young Person		
	Action	Purchasing Agency and Provider Responsibilities
1	Risk assessment completed to determine if the Child or Young Person is an unauthorised absence or a missing Person and what response is required.	The initial assessment can be completed by the Provider or the Provider in consultation with MVCOT. Business Hours: Purchasing Agency Social Worker for Child or Young Person After Hours: National Contact Centre.
2	Decision is made that the Child or Young Person is an unauthorised absence, a case note is recorded on CYRAS and the status is regularly reviewed.	The Provider to regularly liaise with the Purchasing Agency. Purchasing Agency Social Worker records and keeps updated the CYRAS record. Business Hours: Purchasing Agency Social Worker for Child or Young Person. After Hours: National Contact Centre.
3	Decision is made that the Child or Young Person is missing.	The Provider in consultation with Purchasing Agency. Business Hours: Purchasing Agency Social Worker for Child or Young Person After Hours: National Contact Centre.
3b	Urgent response required: <ul style="list-style-type: none"> Call Police 111. Missing Person report (POL 67) is completed and emailed to missing_persons@ot.govt.nz. 	The Provider to call Police via 111 and then complete the Missing Person Report and email it to missing_persons@ot.govt.nz, copying in the Purchasing Agency Social Worker for Child or Young Person. If it is after hours also advising the National Contact Centre. A photo should be included, where available.

3b	<p>Routine response required:</p> <ul style="list-style-type: none"> Missing Persons form is completed and emailed to: missing_persons@ot.govt.nz 	<p>Provider to complete the Missing Person Report, and email it to missing_persons@ot.govt.nz, copying in the MVCOT Social Worker for Child or Young Person.</p> <p>If it is after hours also advising the National Contact Centre.</p> <p>A photo should be included, where available.</p>
4	<p>The Child or Young Person's family/whānau are advised.</p>	<p>Purchasing Agency to contact the family/whānau.</p> <p>Business Hours: Purchasing Agency Social Worker for Child or Young Person.</p> <p>After Hours: National Contact Centre.</p>
5	<p>If the Child or Young Person is located and they are not being returned to their previous placement i.e. there is a change of placement.</p>	<p>Purchasing Agency will advise/consult with the Provider.</p> <p>Business Hours: Purchasing Agency Social Worker for Child or Young Person</p> <p>After Hours: National Contact Centre.</p>
6	<p>The 'Missing Person Located' form (POL 67a) is completed and emailed to: missing_persons@mvcot.govt.nz</p>	<p>The Provider to complete the Missing Person Located form, and email it to missing_persons@ot.govt.nz, copying in the Purchasing Agency Social Worker for Child or Young Person, and if it is after hours, advising the National Contact Centre.</p>
7	<p>The Child or Young Person is interviewed.</p>	<p>Discussion between MVCOT and the Provider as to purpose of the interview and who is most appropriate Person to complete this.</p>
8	<p>If the Child or Young Person is a repeat missing Person a review of their management is required.</p>	<p>Jointly by MVCOT and the Provider and including Police as appropriate.</p>

6. MEASURING RESULTS AND REPORTING

How do we know if Supported Bail Services are working?

We are all interested in being able to demonstrate that Supported Bail Programmes achieve outcomes (or results) for individuals. The Purchasing Agency does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and are reflected in Supported Bail Programmes 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 to be 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 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 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:

- Provider Return Monthly Report (refer to the Outcome Agreement for reporting frequency)
- Narrative report (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 and that necessary information is updated when required.

<http://www.familyservices.govt.nz/directory>

7. DEFINITIONS

In these Service Specifications, 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
- "Chief Executive" means the Chief Executive of Oranga Tamariki—Ministry for Children
- "Child" means a boy or girl of or over the age of 12 years and under the age of 14 years at the time of the offending who is referred to a Supported Bail Programme;
- "Children" has a corresponding meaning to the term "Child"
- "Family Group Conference" means a meeting convened or reconvened under either Part 2 or Part 4 of the Oranga Tamariki Act
- "Family Group Conference Plan" means a plan that records the actions/remedies agreed at a Family Group Conference under section 260 of the Oranga Tamariki Act
- "Individual Programme Plan" means a record made under section 260 of the Oranga Tamariki Act that records the decisions, recommendations, or plans agreed at a Family Group Conference
- "MSD" means the Ministry of Social Development
- "Purchasing Agency Social Worker" means a Person employed by the Purchasing Agency under Part 5 of the State Sector Act 1988 as a Youth Justice Social Worker
- "Purchasing Agency" means 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 proposes to contract with or has contracted with to provide the Services
- "Services" means Services to be provided by the Provider, and Service has a corresponding meaning
- "Service Specifications" mean the Services to be provided under this Outcome Agreement

- “Supported Bail” means a Supported Bail under Section 238 of the Oranga Tamariki Act; “Young Person” derives its meanings from the Oranga Tamariki Act and “Young People” shall be construed accordingly
- “Supported Bail Operating Protocols” means the protocols for stakeholder relationship process details and necessary instruction for implementation
- “Youth Justice” means the provisions of the Oranga Tamariki Act 1989, Part Four Youth Justice
- “Youth Justice Residence” means a residence for Young People established under section 364 of the Oranga Tamariki Act
- “Youth Worker” means a Youth worker employed by the Provider to deliver the Services.

APPENDIX ONE

Provider Return Monthly Report

Supported Bail Monthly Report															
Provider Number		<input type="text"/>									Period	1 July to	<input type="text"/>		
Provider Name:		<input type="text"/>								Signed by:		<input type="text"/>			
Agreement Number:		<input type="text"/>								Position:		<input type="text"/>			
Service Description: Supported Bail															
Totals									0	0	0	0	0	0	
	Name of Young Person	Order	Oranga Tamariki Site of Referral	Date referred to Provider	Date started on programme	Actual Discharge Date	Total number of one week programmes	Young Person has an individual implementation plan with objectives set (Yes/No)	Young Person exited prior to completion (Yes/No)	Young Person completed intervention (Yes/No)	Did the Young Person reoffend while on the programme (Yes/No)	Young Person successfully completed with needs met (needs met = 70% of objectives met from individual implementation plan (Yes/No)	Young Person reported positive transition to education, training or employment during reporting period (Yes/No)	Comments	
1															
2															
3															
4															
5															
6															
7															
8															
9															
10															
11															
12															
13															
14															
15															
16															
17															
18															
19															
20															
Total number of programmes provided (completed):							0								
Young People pending:															

Supported Bail Narrative Return Report for (enter Provider's legal name here)

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
7. During reporting period have any of the following outcomes occurred? <ul style="list-style-type: none">• increased engagement in positive activities• increased cultural/spiritual connections• improved relationship with whānau/family• improved/increased relationship with pro-social peers improved attendance/achievement at school.

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.

8. APPENDIX TWO

Provider Feedback

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:	