



**ORANGA  
TAMARIKI**  
Ministry for Children

# **SERVICE SPECIFICATIONS**

**Supported Living**

# CONTENTS

<b>1: ABOUT THESE SERVICE SPECIFICATIONS</b> .....	4
Purpose .....	4
Definitions .....	4
Audience .....	4
Changes and reviews .....	4
Feedback .....	4
Family Services Directory .....	4
Further information .....	4
<b>2. WORKING TOGETHER TO PROVIDE QUALITY SERVICES</b> .....	5
Our vision and purpose .....	5
The Oranga Tamariki Act 1989 .....	6
Outcomes for tamariki Māori .....	6
Purpose and principles specific to Transition to Adulthood .....	6
Transition from Care to Adulthood .....	7
Mana Tamaiti objectives .....	7
Pacific children and rangatahi .....	8
Outcomes Framework and Transitions .....	9
Implications of new legislative provisions .....	9
Working together to provide quality care services .....	9
<b>3. THE SUPPORTED LIVING SERVICE</b> .....	11
Service purpose .....	11
Service description .....	11
Social Sector Accreditation Standards .....	11
Who is the service for? .....	11
Transition outcomes .....	12
Evaluation .....	12
<b>4. PROVIDER REQUIREMENTS</b> .....	13
Employing and supporting a Supported Living Worker (Support Worker) .....	13
The Support Worker’s role and capabilities .....	13
Supervision and training .....	13
Management of vacancies and back-up for Support Workers .....	14
<b>5. SERVICE ACTIVITIES AND RESPONSIBILITIES</b> .....	15

Partnership principles .....	15
Service referral and initiation .....	15
Roles and responsibilities .....	16
<b>6. REPORTING REQUIREMENTS .....</b>	<b>18</b>
The importance of data collection .....	18
Reporting that Oranga Tamariki requires.....	18
Monthly Service Report .....	18
Monthly Incident Report.....	18
<b>7. PARTICIPATION AND THE VIEWS OF TE RANGATAHI.....</b>	<b>19</b>
Access to independent services .....	19
Information sharing.....	19
<b>APPENDIX 1: DEFINITIONS .....</b>	<b>20</b>
<b>APPENDIX 2: PROVIDER FEEDBACK FORM .....</b>	<b>22</b>
<b>APPENDIX 3: TRANSITION OUTCOMES .....</b>	<b>23</b>
<b>APPENDIX 4: SERIOUS AND SIGNIFICANT ISSUES .....</b>	<b>26</b>
<b>Process for reporting serious and significant issues - while rangatahi is still in the care of Oranga Tamariki .....</b>	<b>26</b>
<b>Table 2: Process for reporting serious and significant incidents .....</b>	<b>26</b>
<b>APPENDIX 6: PROVIDER RETURN REPORTS .....</b>	<b>28</b>
<b>(A) Monthly Service Report.....</b>	<b>28</b>
<b>(B) Monthly Incident reports .....</b>	<b>29</b>
<b>APPENDIX 7: REFERRAL PROCESS .....</b>	<b>30</b>

# 1: ABOUT THESE SERVICE SPECIFICATIONS

---

## Purpose

The purpose of these Service Specifications is to describe the **Supported Living** service delivery requirements (the Service). These Service Specifications describe:

- The legislation and Oranga Tamariki policy and procedures which guide the provision of quality care services, including the Service, to all rangatahi (tamariki);
- The relationship principles on which Oranga Tamariki and Providers will work together to provide quality care to tamariki; and
- Service delivery and reporting requirements.

## Definitions

In these Service Specifications, unless the context requires otherwise, words or phrases beginning with capital letters are defined in [Appendix 1](#).

## Audience

These Service Specifications are for Providers contracted by Oranga Tamariki to deliver a range of specialist therapeutic intervention and/or day to day care and support services for rangatahi who are in, or have been in, the custody of the Chief Executive of Oranga Tamariki (Chief Executive).

## Changes and reviews

These Service Specifications are a living document that will be reviewed and updated as required. In the short term, regular change is anticipated due to learnings from Oranga Tamariki and Providers as to the implementation of the Service and new legislative obligations become known.

Wherever feasible, changes which impact on the delivery of the Service will be undertaken in consultation with Providers. In some cases consultation may not be possible, for example where an urgent change is required to address an immediate risk to the wellbeing of rangatahi.

Oranga Tamariki will keep the Provider informed of any changes, in accordance with provisions contained within the Outcome Agreement with the Provider.

## Feedback

Feedback on these Service Specifications, including any changes made to them, is welcome at any time using the Provider Feedback Form contained in [Appendix 2](#).

## Family Services Directory

Through the term of the Outcome Agreement with Oranga Tamariki, Providers must ensure that their organisation is listed on the Ministry of Social Development's [Family Services Directory](#) and that necessary information is updated when required.

## Further information

For further information on these Service Specifications, please contact your Oranga Tamariki Partnering for Outcomes Advisor identified in your Outcome Agreement.

## 2. WORKING TOGETHER TO PROVIDE QUALITY SERVICES

---

The purpose of this section is to describe:

- Our vision and purpose;
- Key legislation and Oranga Tamariki policy and procedures which provide clear expectations for the provision of consistently high quality transition services to all eligible rangatahi in the custody, or who have been in the custody of, the Chief Executive;
- The implications of the legislation and policy for Providers who partner with Oranga Tamariki to provide quality transition services, and;
- The partnership principles which guide how Oranga Tamariki and Providers will partner to jointly deliver quality transition services.

### Our vision and purpose

Our vision is that New Zealand values the well-being of tamariki above all else.

Our purpose is to ensure that all tamariki are living with loving whānau and in communities where oranga tamariki can be realised.

These Service Specifications support our vision and purpose through our six core values the Oranga Tamariki Way. These values have been developed by rangatahi, and reflect what they want from Oranga Tamariki – how we work with them, their whānau, our partners and each other.

Figure 1: The Oranga Tamariki Way



We know that we will only achieve the vision and purpose if we continue to engage more directly with our partners, our communities and all New Zealanders who share our goals. This means early involvement of our partners in planning processes, sharing learning about what works, combining resources so that we can provide genuine tamariki-centred support; and, continually challenging each other to do better for all rangatahi.

## **The Oranga Tamariki Act 1989**

The Oranga Tamariki Act 1989 (the Act) sets an expectation that tamariki and rangatahi in the care or custody of the chief executive receive care which is of a consistently high quality. The Act expects the care and youth justice services delivered to all tamariki, rangatahi and their whānau include a focus on their holistic wellbeing. This requires Oranga Tamariki to have full regard to identity of te rangatahi, including building and maintaining relationships with whānau, hapu and iwi.

The well-being of tamariki and rangatahi must be the paramount consideration in the delivery of the Service. All tamariki and rangatahi must be at the centre of decision-making while being considered within the context of their whānau, hapū, iwi, family groups and their community<sup>1</sup>.

Oranga Tamariki must aim for meaningful and sustainable improvement for tamariki and rangatahi Māori, whānau, hapū and iwi and incorporate Māori world views into Oranga Tamariki practice.

Specifically section 7AA of the Act includes the requirements for the chief executive to ensure:

- policies and practices that impact on wellbeing have the objective of reducing disparities by setting measurable outcomes for tamariki and rangatahi Māori and;
- regard is given to mana tamaiti, whakapapa and whānaungatanga in all policies, practices and services.

### **Outcomes for tamariki Māori**

Improving outcomes for tamariki Māori and their whānau is underpinned by section 7AA of the Act, which creates a duty to ensure all Oranga Tamariki policies, practices and services have regard to mana tamaiti, whakapapa and whanaungatanga of our tamariki.

In approaching mana tamaiti, whakapapa and whanaungatanga, the following key considerations have been identified by Oranga Tamariki:

- they are interrelated and should be considered together, not separately
- the roles and obligations of whānau, hapū and iwi are intertwined with whakapapa and whanaungatanga and therefore mana tamaiti
- they are applicable to all policies, practices and services
- they are linked to specific outcomes for tamariki Māori and we can measure and report annually on our progress towards achieving those outcomes
- they should be viewed within the context of the Act, specifically 'whānau, hapū and iwi' provisions and as such have the objective of reducing disparities between Māori and non-tamariki Māori.

### **Purpose and principles specific to Transition to Adulthood**

The purposes of sections 386AAC to 386C are:

- a) to prepare young persons to be ready to thrive as independent young adults and for the preparation for moving to independence to begin early
- b) to ensure that young persons have opportunities to have relationships with caregivers and other trusted adults that endure into adulthood

---

<sup>1</sup> Every legislative reference to whānau, hapū and iwi also includes family and family groups meaning that the objectives of the Act not only work for tamariki Māori but are applicable to all tamariki.

- c) to enable young persons to access the government and community support that they need to manage challenges and to grow and develop as adults.

The principles that specifically relate to Transition to Adulthood are:

- tamariki will increasingly lead decisions about matters affecting them and will be supported by adults to do this;
- a holistic approach will focus on the tamariki strengths and identity, and these will be built on and nurtured;
- the relationships between the tamariki and their whānau, hapū, iwi, and family group will, if appropriate, be maintained and strengthened;
- family, whānau, hapū, iwi, family groups, and communities will be supported to help the tamariki move to independence;
- the relationships between the tamariki and a caregiver, other trusted adults, and the wider community will be established, built on, and maintained;
- the tamariki will be supported, to the extent that is reasonable and practicable, to address the impact of harm and to achieve and meet their aspirations and needs, with priority to be given to supporting the stability of their education;
- assistance to the tamariki will be provided proactively, promptly, and sustained regardless of the decisions that the young person makes.

## **Transition from Care to Adulthood**

Section 386AAA through 386C of the Act sets out the legislative obligations under which the Transition to Adulthood services operate. They include the:

- entitlement for tamariki to remain or return to living with a caregiver up to the age of 21
- obligation to make reasonable efforts to maintain contact with tamariki up to the age of 21
- entitlement to request advice and assistance up to the age of 25 years.

For full legislative wording refer to [www.legislation.govt.nz](http://www.legislation.govt.nz)

## **Mana Tamaiti objectives**

With these key considerations in mind, Oranga Tamariki has developed Mana Tamaiti objectives which inform policy and practice including how Oranga Tamariki will work with Providers to achieve these. They are:

- i. ensure the participation of tamariki, whānau, hapū and iwi in decisions affecting them at the earliest opportunity to enhance their wellbeing and safety
- ii. support, strengthen and assist whānau Māori to care for their tamaiti or tamariki to prevent the need for their removal from home into care or a youth justice response
- iii. If removal from home is necessary, Oranga Tamariki will preference placements for tamariki Māori (including their siblings) with members of their wider whānau, hapū, iwi or family group who are able to meet their needs, including for a safe, stable, and loving home.
- iv. Support tamariki Māori in the custody of the chief executive to establish, maintain or strengthen their sense of belonging through cultural identity and connections to whānau, hapū and iwi.

- v. support, strengthen and assist tamariki Māori and their whānau to prepare for their return home or transition into the community.

## **Pacific children and rangatahi**

The Pacific Strategy 2018-2021 (the Strategy) describes the strategic priorities for Pacific children and rangatahi:

- loving places
- quality practice
- strategic partnerships.

The responses that support the achievement of these priorities and guide the provision of care by Oranga Tamariki and Providers that Oranga Tamariki partners with are:

- understanding the diverse cultures of Pacific children and rangatahi in the context of their families and the communities they identify with.
- hearing the voice of Pacific children when help is needed from intervention to their transition to adulthood and independent living.
- when Pacific children and rangatahi are at risk of harm and abuse, and require care, ensure they are culturally connected and, if required, their transition to a secured place of residence is well-supported.

The key focus areas in the Strategy which apply to Providers include:

- safe and secure homes for Pacific children and rangatahi in their transition to adulthood and independent living
- increase the number of transitional care placement options for Pacific children and rangatahi
- recruit, develop and train Pacific caregiver's workforce capacity and capability.

More stable and long-term strategic partnerships with our Pacific and mainstream care partners to provide high quality social services:

- strengthen the capacity and capability of 'by Pacific for Pacific'
- providers to provide social services for Pacific rangatahi to find appropriate accommodation to support their journey towards independent living
- culturally competent mainstream and Pacific practitioners/workforce
- build, support and encourage the cultural competence of mainstream NGOs to work with Pacific children, rangatahi and their families
- identify and invest in opportunities for joined up services amongst Pacific and mainstream providers that target areas with a high proportion of Pacific children and rangatahi and provide youth services that support independent living, accommodation and transition to adulthood.

## Outcomes Framework and Transitions

The Oranga Tamariki [Outcomes Framework](#) sets out the main services we provide and how they will be provided and measured to determine how we are making a difference for tamariki and whānau. The Outcomes Framework includes the Transition Service outcomes described [here](#).

## Implications of new legislative provisions

When a rangatahi is referred to a provider for the Transition to Adulthood service, the chief executive of Oranga Tamariki remains accountable for ensuring te rangatahi is receiving all relevant legislative entitlements, including those under section 7AA, within the Act. While Oranga Tamariki retains accountability for ensuring the legislative provisions are met through the Service, Providers are responsible for delivering the Service, i.e. ensuring a transition worker is proactively maintaining contact with the rangatahi. As a result, Oranga Tamariki and Providers will work in partnership to deliver the Service by the provision of different aspects of the support to the rangatahi and their family/whānau.

To clearly distinguish the activities and each party's responsibilities they have been split to have a lead responsibility and a supporting responsibility. See service activities [section five](#) for further detail.

## Working together to provide quality care services

To ensure rangatahi and their family/whānau get the support they need to achieve their goals, Oranga Tamariki is committed to working in partnership with iwi, social service provider organisations, local communities and other government agencies. Each partnership will be tailored depending on the particular need, vision or capabilities of the respective partners and of the rangatahi they serve.

In general partnership principles include:

- ensuring people and organisations can contribute to the best possible outcomes for rangatahi and their whānau
- building on a shared vision to improve outcomes for rangatahi through improving their access to the services they need
- staying in touch about matters that are important to the relationship
- inviting involvement throughout the commissioning of services - we want our partners to be part of identifying problems and developing ideas
- keeping things working well and making all those involved feel included
- being transparent and demonstrating a commitment to joint problem solving.

When working in partnership Oranga Tamariki will also:

- acknowledge and value the place of tikanga Māori and the Tiriti (Treaty) Partnership.
- acknowledge our history and the past work achieved by hapū, iwi, communities and governments to strengthen relationships
- value the voice of rangatahi, whānau, hapū and iwi as experts of their own experience.
- respect and value the many cultures and diversity of the communities of Aotearoa.

In particular, Oranga Tamariki is committed to building strategic partnerships with iwi and Māori organisations to:

- provide opportunities to, and invite innovative proposals from iwi and Māori organisations, to improve outcomes for tamariki Māori and their whānau

- agree on actions to improve outcomes for tamariki Māori and set expectations and targets to achieve those actions
- enable robust, regular and genuine exchange of information
- provide opportunities to delegate functions under the Act
- support cultural competency as a best-practice feature of the Oranga Tamariki workforce.

## 3. THE SUPPORTED LIVING SERVICE

---

### Service purpose

The Service will support Oranga Tamariki to achieve the [transition outcomes](#) by supporting rangatahi to develop life skills in a safe and stable living environment, providing a more gradual transition from fully supported care to independent living.

### Service description

Providers are responsible for the delivery of safe, stable, supported accommodation for rangatahi and facilitating the development of life skills and interpersonal skills needed for shared living.

Providers will support eligible care and youth justice experienced rangatahi on their path to independence and long-term wellbeing. Providers will support these rangatahi to:

- increase their knowledge and skills in how to live independently
- provide opportunities to try, test and learn in a safe environment
- learn how to manage a tenancy
- find accommodation when it is time to leave the Supported Living service.

Providers are responsible for the delivery of:

- safe accommodation
- goal setting with rangatahi to identify the skills they need to develop or build on
- mentoring / social work support to meet those goals and facilitate the learning of life skills.

Oranga Tamariki continues to hold responsibility for all statutory social work duties for rangatahi and their whānau, whilst te rangatahi is still in the care or custody of the chief executive. The Service is not intended to replace or hold responsibility for any statutory obligations.

### Social Sector Accreditation Standards

Providers delivering the Supported Living Service 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.

### Who is the service for?

The target group for this service is rangatahi who are transitioning from care to young adulthood and are aged from 18 – 21 years.

Some 16 and 17 year olds who are still under the care or custody of Oranga Tamariki may be referred if the Oranga Tamariki site have assessed and approved an [independent living arrangement](#)<sup>2</sup>

---

<sup>2</sup> This link will be updated with the external facing site

To be eligible, te rangatahi will have been in one or more of the following, for a continuous period of at least three months after the age of 14 years and 9 months:

- a care and protection placement
- a residential youth justice placement (including remand) or Police custody
- under remand or a prison sentence in the adult justice system before turning 18.

### **Transition outcomes**

Oranga Tamariki has identified the following seven transition outcomes which will determine if a difference is being made for rangatahi as they transition from care or a youth justice residential placement to adulthood:

- more rangatahi have safe and stable living arrangements
- more rangatahi have the life skills they need to thrive as adults
- more rangatahi are healthy and recovering from trauma
- more rangatahi have a trusted adult in their lives and are engaged with family, whānau, cultural and community groups
- more rangatahi are in education, employment or volunteering
- reduced disparities in outcomes and experiences for tamariki Māori and their whānau
- more rangatahi feel listened to and understood.

[Appendix 3](#) outlines a description of each outcome and who leads or supports for the delivery of each outcome (noting that this differs for rangatahi still under the care or custody of the chief executive) to that of rangatahi who are no longer under the care or custody of the chief executive of Oranga Tamariki .

### **Evaluation**

The Provider agrees to participate in any evaluation of the Supported Living Services that is undertaken by Oranga Tamariki provided the design(s) of these evaluations are mutually agreeable to the Provider and Oranga Tamariki.

## 4. PROVIDER REQUIREMENTS

---

### **Employing and supporting a Supported Living Worker (Support Worker)**

To support the delivery of the Service, the Provider is responsible for employing skilled Support Workers. The Provider is required to attend to all employment matters including the recruitment, supervision, management, training and professional development.

### **The Support Worker's role and capabilities**

Supported Living is to provide a more gradual and supported transition for rangatahi from care, to help them get a good start to their adult lives.

The role of the Support Worker is to assist rangatahi in the development of skills and knowledge over time, support them to develop and learn from their experiences, with a focus on building competence and confidence to manage their own independent accommodation.

Support Workers will take a youth-led approach that empowers the rangatahi to have more say and increasing responsibility for themselves.

Support Workers may come from a range of backgrounds. They will share a passion for working with rangatahi and also be empathic, resourceful and have a 'can-do' attitude.

Support Workers should have:

- experience working with youth or vulnerable people
- ability to build rapport and trust with rangatahi and whānau
- ability to build and maintain positive relationships with professionals to support access to services for rangatahi
- an understanding of the impact of trauma, adolescent brain development and youth development approaches
- an understanding of disability, mental health, substance abuse and the impact these can have on the life of te rangatahi
- cultural competency and demonstrable knowledge and skill about kaupapa Māori, te reo Māori, Te Tiriti o Waitangi and Pacific protocols.
- behaviour management/conflict resolution skills.

Support Workers will maintain their registration with the appropriate professional body, as required.

### **Supervision and training**

The Provider is responsible for the quality of professional supervision, the support the Support Worker receives and their access to appropriate training and development opportunities.

Supervision is a compulsory requirement of the Service as outlined below:

- All Support Workers must receive no less than one hour per fortnight of formal, one-to-one professional supervision.
- For new workers, supervision and/or mentoring should be weekly for at least the first six months of their employment.

- Professional supervision must be provided by a qualified and experienced staff member with proven skills and experience in supervision. It is preferable that the supervisor also holds a supervision qualification in social services that has been awarded by a registered and accredited education provider, or is working towards this. If a supervisor does not have a supervision qualification, they are required to provide evidence of their skills and experience in providing social work supervision as part of the Social Sector Accreditation process.

### **Management of vacancies and back-up for Support Workers**

The Provider will ensure professional back-up of the Service if the Support Worker is on leave, is undergoing training or there is an unfilled position.

The Provider will ensure that the back-up strategy and contact person will be communicated to te rangatahi, the Oranga Tamariki social worker (if applicable) and Transition Worker (if applicable).

The Provider will ensure that any Support Worker vacancy is suitably and promptly filled.

Oranga Tamariki may seek to recover funding from a Provider if a vacancy of more than six continuous weeks occurs – a determination on whether recovery is appropriate will be situation dependant and undertaken in consultation with the Provider.

## 5. SERVICE ACTIVITIES AND RESPONSIBILITIES

---

This section provides detailed information on service activities, the roles and responsibilities required to be undertaken by Providers and Oranga Tamariki and how both parties will partner to deliver the Service.

### Service principles

Supported Living has the following core principles:

- Rangatahi transitioning to adulthood have the right to learn the skills required for independent living where they can try, test and fail in a safe environment.
- Positive, respectful relationships with rangatahi are fundamental to effective service delivery.
- Rangatahi transitioning to adulthood require networks of support to help them in their adult life – this includes connections to families/whānau and their community.
- Rangatahi are enabled to become empowered and independent as a result of the support provided whilst in Supported Living placements.
- The culture and identity of te rangatahi is respected and strengthened during their time in Supported Living.

### Partnership principles

For a description of Oranga Tamariki partnership principles, refer [here](#).

### Activities

Alongside the provision of safe accommodation, rangatahi will require a range of support as they develop in their skills and confidence for independent living. This may be in the form of:

- goal setting with rangatahi to identify their aspirations and the skills, knowledge and confidence they need to move into independent living;
- mentoring / social work support to meet those goals and facilitate the learning of life skills;
- supporting rangatahi to take responsibility for their lives – with a focus on choices and consequences in a real world context;
- supporting rangatahi with conflict resolution and the development of the interpersonal skills required for shared living;
- supporting rangatahi to connect with their families/whānau and their community;
- supporting rangatahi to move into their next accommodation on exit from Supported Living service.

### Service referral and initiation

Rangatahi can be referred to the service through Oranga Tamariki or Transition Service Providers, through the agreed [Referral Process for Supported Living](#).

## Roles and responsibilities

<b>Summary of Oranga Tamariki responsibilities</b>	
✓	Provide appropriate referral information to the provider including a current life skills assessment and copy of the transition plan
✓	Has the <b>lead responsibility</b> for providing financial support to meet the needs of te rangatahi <b>whilst in care or custody</b> . <ul style="list-style-type: none"> <li>- Responsible for paying the agreed rent / board amount.</li> <li>- Responsible for covering all day to day living expenses either directly to te rangatahi or through the provider to cover expenses such as food, personal items, toiletries, cleaning products, local day to day travel, and routine medical costs.</li> <li>- Responsible for ensuring rangatahi receive pocket money and clothing allowance entitlements.</li> </ul>
✓	Has the <b>lead responsibility</b> for all assessment activities of te rangatahi (including the life skills assessment) <b>whilst still in care or custody</b> .
✓	Has the <b>lead responsibility</b> for all planning including transition planning and coordination of Transition FGC or other agreed planning hui process (including obtaining official documentation, bank account, accommodation and ensuring te rangatahi is aware of their entitlements) <b>whilst still in care or custody</b>
✓	Liaise closely and in a timely manner with the Provider with regards to any issues which may affect te rangatahi
<b>Summary of Transition to Adulthood Service Provider responsibilities</b>	
✓	Provide appropriate referral information to the provider including a current life skills assessment and copy of the transition plan
✓	Has the lead responsibility for transition planning and any required assessments, <b>once te rangatahi is no longer in the care or custody of Oranga Tamariki</b> <ul style="list-style-type: none"> <li>- Responsible for developing, implementing, monitoring and reviewing transition plans.</li> </ul>
✓	Has the <b>lead responsibility</b> for providing financial assistance to support the transition plan, <b>once te rangatahi is no longer in the care or custody of Oranga Tamariki</b>
✓	Has the lead responsibility for supporting rangatahi to find safe and stable accommodation, <b>once te rangatahi is no longer in the care or custody of Oranga Tamariki</b>
<b>Summary of Supported Living Provider responsibilities</b>	
✓	Has the <b>lead responsibility</b> for providing safe accommodation to rangatahi in the Service
✓	Responsible for accepting rangatahi referred to the service by Oranga Tamariki or Transition to Adulthood Service Providers (unless there are compelling reasons regarding the impact on existing tenants due to the needs of te rangatahi referred)
✓	Responsible for developing a plan to support rangatahi whilst in Supported Living. This will include identifying the skills and knowledge they need to develop to assist them to manage their own tenancy in the future
✓	Has the <b>lead responsibility</b> for delivering support, as per the plan, to assist rangatahi to develop and grow the skills needed for adulthood
✓	Responsible for liaising with the Oranga Tamariki social worker (if in care or custody) and the Transition Worker (where one is allocated) to ensure that support provided to rangatahi during the time they are in the accommodation is coordinated and cohesive
✓	Responsible for supporting rangatahi to move into their next accommodation on exit from Supported Living service
✓	Responsible for ensuring that the service delivery aligns with the core principles outlined in the Service Specifications
✓	If te rangatahi is still under care orders: <ul style="list-style-type: none"> <li>- Work closely with Oranga Tamariki social worker around the plan for te rangatahi, including any areas of risk</li> </ul>

- Provide regular feedback to the Oranga Tamariki social worker
- Provide 24 hour back up support to te rangatahi and staff
- Cooperate with any court plans and access participate in the review of any court plans
- Report any serious or significant incidents as per process outlined in [Appendix 4](#)

✓ If te rangatahi is no longer in the care or custody of the chief executive of Oranga Tamariki and is not engaged with the Transition to Adulthood Service, then the Provider will also have responsibility for assisting rangatahi to access financial support from Work and Income or Studylink, and to access health services they may require.

## 6. REPORTING REQUIREMENTS

---

### The importance of data collection

To determine if the Service is making a difference Oranga Tamariki requires the Provider to collect data that will help to inform how well the service did and the outcomes that were achieved for rangatahi was better off.

### Reporting that Oranga Tamariki requires

Reporting by Providers is necessary to meet contractual obligations and ensure accountability to Government for the funding provided under the Outcome Agreement.

All reporting by Providers (unless specified differently e.g. Incident Reporting) is to be sent to the Contract Manager as specified in the Outcome Agreement. The following reports are required:

- A. Monthly Service Report
- B. Monthly Incident Report

### Monthly Service Report

The Provider agrees to complete a monthly service report as set out in [Appendix 6 \(A\)](#). A copy will also be made available to the Provider electronically. This Report will be sent to Oranga Tamariki, within five working days of the start of the month following the month in which the service was supplied.

### Monthly Incident Report

The Provider agrees to complete a monthly Incident report as set out in [Appendix 6 \(B\)](#). This report will be sent to Oranga Tamariki, within five working days of the start of the month following the month in which the Service was supplied.

This will cover serious or significant incidents that include:

- death of a rangatahi
- serious injury or illness of a rangatahi requiring hospitalisation
- rangatahi charged with a serious offence
- serious injury to an employee from rangatahi
- allegation of inappropriate behaviour against a rangatahi, by an employee.
- allegation of inappropriate behavior against an employee by rangatahi

For rangatahi no longer in the care or custody of the chief executive the [National Contact Centre](#) must be informed within 24 hours.

For rangatahi still in care or custody the Provider will also notify all the individuals in accordance with the process described in [Appendix 4 table 1](#) of any serious or significant incidents and in particular any that might compromise the eligibility of te rangatahi to remain with the Service.

## 7. PARTICIPATION AND THE VIEWS OF TE RANGATAHI

---

It is expected that the Provider will work to actively receive feedback on their services from rangatahi they are working with. The voice of te rangatahi in the development, delivery and review of services is vital to ensure that services continue to adapt to meet their emerging needs.

### **Access to independent services**

Rangatahi have a right to access independent services and support to express their views about matters important to them relating to their own circumstances and general matters relating to the processes and services they have experienced under the Act.

The Provider and the Oranga Tamariki Social Worker/Co-ordinator must ensure that te rangatahi knows about the relevant independent services and how to access them and has the support they need to express their views.

Independent services include the Oranga Tamariki [Feedback mechanism](#), connection and advocacy service VOYCE - Whakarongo Mai and the Children's Commissioner's Child Rights Advice Line.

It's also important to note that if te rangatahi are in care or custody they will have a lawyer.

Resources have been developed to support understanding and implementation of the changes. These can be viewed online with the [legislation reform information](#).

### **Information sharing**

In line with the Privacy Act principles, and a consent-based approach, the Provider and rangatahi will discuss and document what information can be shared with other agencies, including the level and type of information for sharing. The focus will be on ensuring that the needs and goals of the rangatahi are known and understood, and that agencies can collaborate in the supports they provide to the rangatahi.

# APPENDIX 1: DEFINITIONS

In these Service Specifications, unless the context requires otherwise, 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 Oranga Tamariki Act 1989) are synonymous and may be used interchangeably.
- “Caregiver” means a person providing care to a child or young person, whilst in care or custody, or a young adult under a support arrangement from 18 – 21 years.
- “Child” and “young person” derive their meanings from Oranga Tamariki Act 1989, and “children” and “rangatahi” shall be construed accordingly (see tamariki below).
- “Identity and cultural needs” means things that help establish and develop the identity of rangatahi including cultural identity, whakapapa, gender identity, sexual orientation, disability needs, spirituality or religion and their language knowledge and practise (National Care Standards, (s)5, 1989).
- “Lead responsibility” means overall responsibility for ensuring the activity happens as required. Other parties may be involved or undertake the activity on behalf of the lead party; however accountability remains with the lead responsible party.
- “Mana tamaiti” means the intrinsic value and inherent dignity derived from a rangatahi’s whakapapa (genealogy) and their belonging to a whānau, hapū, iwi or family group, in accordance with tikanga Māori or its equivalent in the culture of the child or rangatahi.
- “Oranga Tamariki” means Oranga Tamariki—Ministry for Children, which is the Purchasing Agency under the Outcome Agreement.
- “Oranga Tamariki Social Worker” means a person employed by Oranga Tamariki under the Government workforce policy and personnel provisions (Part 5) of the State Sector Act 1988 as a social worker.
- “Provider” means the party given in point 2 under Parties to the Outcome Agreement.
- “Rangatahi” means any young person aged between 15 and up to 25 years of age.
- “Service” means the service as described in these service specifications.
- “Support Worker” means a person employed by the Provider to deliver support to rangatahi whilst they reside in the supported accommodation.
- “Tamariki” means children less than 14 years of age.
- “Transition to Adulthood Service Provider” means a provider contracted by Oranga Tamariki for the delivery of relationship-based transition support services to rangatahi leaving care or youth justice, through the provision of Transition Workers to work alongside rangatahi as they transition to adulthood.
- “Transition Worker” means a person employed by a Transition to Adulthood Service Provider to support rangatahi as they transition from care or custody to adulthood. Transition Workers are available to support rangatahi from age 16 – 21 years.

- “Transition Plan” means a plan developed with te rangatahi by the Social Worker (whilst in care or custody) or the Provider (once discharged) that details the goals te rangatahi would like to achieve, what support they need, how this will be provided, who will take responsibility and the timeline required to achieve the outcome.
- “Whakapapa” in relation to a person means the multi-generational kinship relationships that help to describe who the person is in terms of their mātua (parents), and tūpuna (ancestors), from whom they descend
- “Whānaungatanga” in relation to a person means (a) the purposeful carrying out of responsibilities based on obligations to whakapapa: (b) the kinship that provides the foundations for reciprocal obligations and responsibilities to be met: (c) the wider kinship ties that need to be protected and maintained to ensure the maintenance and protection of their sense of belonging, identity, and connection.

## APPENDIX 2: PROVIDER FEEDBACK FORM

Provider Feedback Form		
Please email 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:

## APPENDIX 3: TRANSITION OUTCOMES

These activities largely relate to the role of the transition workers serviced through the Transition to Adulthood (T2A) providers, however some of these responsibilities may be shared between the T2A and SLP support and transition workers. These roles should be negotiated and clarified between T2A and SLP providers for each young person they work with.

Transition Outcomes	Lead Role <sup>3</sup>	Description	Supporting role <sup>4</sup>	Description
More rangatahi have safe and stable living arrangements	<b>Under care or custody CE</b>			
	Oranga Tamariki	Lead responsibility for ensuring that appropriate placements are available which meet the needs of rangatahi.	Providers	N/A
	<b>No longer under the care or custody of the chief executive of Oranga Tamariki</b>			
	Providers	Lead responsibility for supporting rangatahi to find appropriate accommodation.	Oranga Tamariki	Will support Providers by working to identify and address barriers to access and service gaps, across government and community services.
More rangatahi have the life skills they need to thrive as adults	<b>Under care or custody of chief executive of Oranga Tamariki</b>			
	Oranga Tamariki	Lead responsibility for the needs assessment, life skills assessment, transition planning and the provision of services, resources etc to meet the needs of te rangatahi.	Providers	Will support Oranga Tamariki to coordinate and enable rangatahi to access the services, resources etc that meet their needs as described in their transition plan.
	<b>No longer under the care or custody of the chief executive of Oranga Tamariki</b>			
	Providers	Lead responsibility for the ongoing transition planning and support to develop lifeskills.	Oranga Tamariki	Respond to requests for support or providing this function in lieu of service providers being available to provide the transitions to adulthood service.
More rangatahi are healthy and recovering from trauma	<b>Under care or custody of the chief executive of Oranga Tamariki</b>			
	Oranga Tamariki	Lead responsibility for the provision of services, resources etc to meet the needs of rangatahi.	Providers	Will support Oranga Tamariki to coordinate and enable rangatahi to access the services, resources etc that meet their needs as described in their plan.
	<b>No longer under the care or custody of the chief executive of Oranga Tamariki</b>			
	Providers	Lead responsibility for connecting rangatahi to the services, resources etc to meet their needs.	Oranga Tamariki	Will support Providers by working to identify and address barriers to access and service gaps, across government and community services.

<sup>3</sup>Lead role: Overall responsibility for achieving this outcome.

<sup>4</sup>Supporting role: Supports the partner, who has the lead role to achieve the outcome.

More rangatahi have a trusted adult in their lives and are engaged with family, cultural and community groups	<b>Under care or custody of the chief executive of Oranga Tamariki</b>			
	Oranga Tamariki	Lead responsibility for supporting relationships between te rangatahi and their family, whānau, hapū, iwi, and family group to be maintained and strengthened.  Lead responsibility for supporting relationships between te rangatahi, caregiver, other trusted adults, and the wider community to be established, built on and maintained.	Providers	Will support Oranga Tamariki to establish, build and maintain positive connections for te rangatahi to family (whanau, hapu, iwi), culture and community.
	<b>No longer under the care or custody of the chief executive of Oranga Tamariki</b>			
	Providers	Lead responsibility for supporting relationships between te rangatahi and their family, whānau, hapū, iwi, and family group to be maintained and strengthened.  Lead responsibility for supporting relationships between te rangatahi, caregiver, other trusted adults, and the wider community to be established, built on and maintained.	Oranga Tamariki	No unless responding to a request for support or providing this function in lieu of NGO provider availability.
More rangatahi are in education, employment or volunteering	<b>Under care or custody of the chief executive of Oranga Tamariki</b>			
	Oranga Tamariki	Lead responsibility for meeting the educational and vocational needs of te rangatahi.	Providers	Will support Oranga Tamariki to co-ordinate and enable rangatahi to access the services, resources etc that meet their needs to achieve their education and employment goals.
	<b>No longer under the care or custody of the chief executive of Oranga Tamariki</b>			
	Providers	Lead responsibility for supporting rangatahi to achieve their educational and employment goals.	Oranga Tamariki	Will support Providers by working to identify and address barriers to access and service gaps, across government and community services.

Reduced disparities in outcomes and experiences for rangatahi Māori and their whānau	<b>Under the care or custody of the chief executive of Oranga Tamariki</b>			
	Oranga Tamariki	Lead responsibility for ensuring the service is equitable for all rangatahi Māori and delivers the same outcomes for rangatahi Māori and their whānau.	Providers	Will support Oranga Tamariki in providing an equitable service to rangatahi Māori and their whānau.
	<b>No longer under the care or custody of the chief executive of Oranga Tamariki</b>			
	Providers	Lead responsibility for ensuring the service is equitable for all rangatahi Māori and delivers the same outcomes for rangatahi Māori and their whānau.  Lead responsibility for providing information to Oranga Tamariki to enable it to carry out its reporting and monitoring functions.	Oranga Tamariki	Lead responsibility for reporting and monitoring the outcomes of the service including being able to report by ethnicity to evidence a reduction in disparities.
More rangatahi feel listened to and understood	<b>Under the care or custody of the chief executive of Oranga Tamariki</b>			
	Oranga Tamariki	Lead responsibility for ensuring the voice of rangatahi is collected and included as a key input to ongoing service design and improvement.  Lead responsibility for providing opportunities for rangatahi to freely express their views on matters affecting them, and ensuring any views expressed are taken into account.	Providers	Will support Oranga Tamariki in passing on feedback from rangatahi if provided.  Will support rangatahi to have an active say in matters affecting them.
	<b>No longer under the care or custody of the chief executive of Oranga Tamariki</b>			
	Providers	Lead responsibility for ensuring the voice of te rangatahi is collected and included as a key input to ongoing service design and improvement.	Oranga Tamariki	Lead responsibility for providing opportunities for rangatahi to freely express their views on matters affecting them, and ensuring any views expressed are taken into account.

## APPENDIX 4: SERIOUS AND SIGNIFICANT ISSUES

### Process for reporting serious and significant issues - while rangatahi is still in the care of Oranga Tamariki

Table 1: Process for reporting incidents	
Contacts for Incident Reporting	Provider Responsibility
<p>Oranga Tamariki contact details for incident reporting are:</p> <ul style="list-style-type: none"> <li>✓ Oranga Tamariki Social Worker for each rangatahi (whose contact details will be in the referral documentation and the Transition Plan)</li> <li>✓ Oranga Tamariki Social Worker’s Supervisor, (whose contact details will be in the referral documentation)</li> <li>✓ Oranga Tamariki Executive Manager (whose contact details have been provided to you by your Partnering for Outcomes (PFO) Advisor)</li> <li>✓ The PFO Advisor (whose contact details are in the Outcome Agreement).</li> <li>✓ Oranga Tamariki High &amp; Complex Needs Manager</li> </ul>	<p>The Provider will:</p> <ul style="list-style-type: none"> <li>• nominate a person or people to be the contact for the Services in relation to incident reporting. A contact must be available to Oranga Tamariki 24 hours each day</li> <li>• ensure that incidents involving actual or potential harm to rangatahi and staff members are investigated promptly, the results documented and reported to Oranga Tamariki without delay.</li> <li>• notify all of the individuals listed in table 1 of all significant incidents and in particular any that might compromise rangatahi eligibility to remain in the Services within 24 hours of that significant event occurring.</li> </ul>

Table 2: Process for reporting serious and significant incidents		
Serious Incidents	Incident Category	Who must the Provider contact
<ul style="list-style-type: none"> <li>• Death of any rangatahi</li> <li>• Where te rangatahi go missing and there are concerns that relate to their safety and likely to result in danger or risk to themselves or to the community</li> <li>• Any serious assault (violence and/or sexual) committed (or alleged to be committed) by rangatahi</li> <li>• Any other serious offence committed (or alleged to be committed) by rangatahi</li> <li>• Use or supply of class A drugs</li> </ul>	<b>A</b>	<p>Within one hour of any of these listed incidents occurring:</p> <ul style="list-style-type: none"> <li>• The Police, and Oranga Tamariki via the National Contact Centre (0508 FAMILY)</li> <li>• The Executive Manager, Manager High Needs Services and the Contract Manager, within 24 hours of incident occurring</li> <li>• Complete an incident report form and email to Oranga Tamariki Executive Manager, Social Worker and the Contract Manager within 24 hours of event occurring</li> </ul>
<ul style="list-style-type: none"> <li>• Attempted suicide</li> <li>• Allegations of assault against rangatahi</li> </ul>	<b>B</b>	<ul style="list-style-type: none"> <li>• Reporting as Category A but do not include the Police</li> </ul>

Significant Incident	Incident Category	Who must the Provider notify and when
<ul style="list-style-type: none"> <li>• Inappropriate sexual behaviour</li> <li>• Suicidal ideation or self-harm not requiring hospitalisation</li> <li>• Medical illnesses or conditions or injuries to te rangatahi requiring hospitalisation</li> <li>• Serious damage to property caused by te rangatahi</li> <li>• Any use of force by employees or caregivers</li> <li>• Hunger strikes</li> <li>• Occasions that necessitate calling upon emergency services for assistance</li> <li>• Where te rangatahi go missing and not reported under serious incidents and any other absences that cause concern</li> <li>• Any incident referred to above likely to attract media attention (report within one hour)</li> </ul>	<b>C</b>	<p>Within 24 hours of event occurring:</p> <ul style="list-style-type: none"> <li>• Report incident to Oranga Tamariki Social Worker</li> <li>• Incident Reported as part of Monthly Reporting to Contract Manager.</li> </ul> <p>Exception is any incident that is likely to attract media attention this should be reported within one hour to:</p> <ul style="list-style-type: none"> <li>• Manager High Needs</li> <li>• Executive Manager</li> <li>• Contract Manager</li> </ul>

For rangatahi not currently in the care of Oranga Tamariki, the National Contact Centre must be informed within 24 hours.

For rangatahi still in the care or custody of OT, the Provider will also notify all the individuals in accordance with the process described in Appendix 4 table 1 of any serious or significant incidents and in particular any that might compromise the eligibility of the young person to remain with the Service.

# APPENDIX 6: PROVIDER RETURN REPORTS

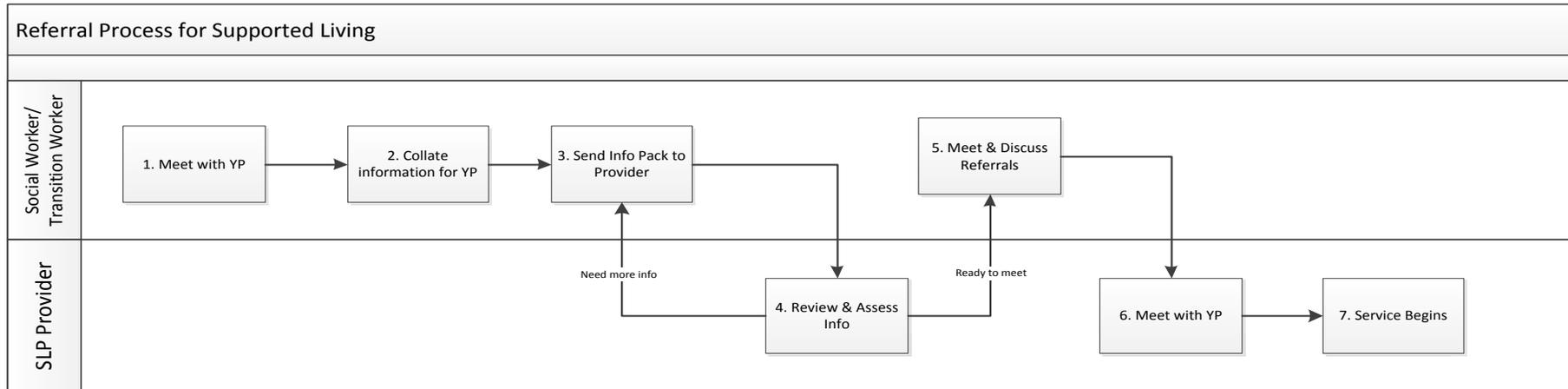
## (A) Monthly Service Report

Supported Living Monthly Report F19											
Provider Number:								Period:			
Provider Name:								Signed:			
Agreement Number:								Position:			
<b>Service description:</b>											
<i>Supported Living Service - The Service is to provide a stable and safe living environment to support the development of life skills, and to aid in a more gradual transition from fully supported care to independent living. Providers are responsible for providing safe, semi-supported accommodation for young people, and facilitate the learning of independent living skills alongside interpersonal skills for shared living.</i>											
<b>Volume pla:</b> 6											
	Client ID/Name of Young Person	Age at entry to residence?	Referral source/OT site?	Date of entry to residence?	NEET status on entry?	YP has plan in place?	Date of exit?	Accommodation post residence?	NEET status at exit?	Has YP provided feedback?	Comments (refer to service specifications for aims of the supported living service)
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											
Young People Declined					Young People Pending						
	Name of Young Person	Referral source/OT site?	Date referred to Provider	Reason for decline?		Name of Young Person	Referral source/OT site?	Date referred to Provider	Comment		
1						1					
2						2					
3						3					
4						4					
5						5					
6						6					
7						7					
8						8					
9						9					
10						10					
11						11					

**(B) Monthly Incident reports**

<b>Provider:</b>			<b>MONTHLY: (e.g. 1 July 2019 to 31 July 2019)</b>	
<b>Name of Rangatahi</b>	<b>Date</b>	<b>Significant or Serious Incidents</b>	<b>Action taken</b>	<b>Other relevant information</b>

## APPENDIX 7: REFERRAL PROCESS



### Steps:

1. Social worker must make time to meet with the YP (preferably face to face) and discuss the service. The YP needs to confirm that they wish to consider the service and progress towards next steps.
2. Social worker needs to ensure all relevant documentation such as plans and assessments are made available to the provider
3. The Info Pack needs to include the referral form, plans, assessments and any other relevant information that will assist the providers in provided tailored and targeted help to the young person.
4. Service provider needs to have the time to review documents and assess that all relevant information has been provided
5. Key purpose of this meeting is to discuss the referral and ask questions where relevant
6. The service provider needs to have the opportunity to meet the YP and complete their own assessments, to ensure that their services/environment will benefit and meet the needs of the YP. The service provider may also at this point ask for more information and have other questions regarding the YP.
7. At this step all key stakeholders, most importantly the YP is fully engaged in the service and is clear on expectations.

### Our Values:

- We put tamariki first - We will challenge when things aren't right for the child.
- We respect the mana of people - We listen, we don't assume, and we create solutions with others.
- We believe aroha is vital - It keeps us focused on what is right.
- We value whakapap - Tamariki are part of a whanau and a community.
- We are tika and pono - We do what we say we'll do.
- We recognise that oranga is a journey - We understand the long-term impact of our actions today.

### Mana Tamaiti Objectives:

- i. ensure the participation of tamariki, whānau, hapū and iwi in decisions affecting them at the earliest opportunity to enhance their wellbeing and safety
- ii. support, strengthen and assist whānau Māori to care for their tamaiti or tamariki to prevent the need for their removal from home into care or a Youth Justice response
- iii. If removal from home is necessary, Oranga Tamariki will preference placements for tamariki Māori (including their siblings) with members of their wider whānau, hapū, iwi or family group who are able to meet their needs, including for a safe, stable, and loving home.
- iv. Support tamariki Māori in the custody of the chief executive to establish, maintain or strengthen their sense of belonging through cultural identity and connections to whānau, hapū and iwi.
- v. support, strengthen and assist tamariki Māori and their whānau to prepare for their return home or transition into the community.