

SERVICE GUIDELINES

Enhanced Caregiver Support



**ORANGA
TAMARIKI**
Ministry for Children

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1. ABOUT THESE GUIDELINES

Outcome Agreements with Providers for the development and delivery of the Enhanced Caregiver Support require that services are delivered in accordance with these guidelines. These guidelines are therefore a legal part of the outcome agreement.

2. WHAT IS ENHANCED CAREGIVER SUPPORT

ABOUT?

Enhanced Caregiver Support funding provides enhanced support, advocacy, advice and training for approved s396 Caregivers through already established umbrella groups. The funding is aimed at the recruitment and retention of quality, safe Caregivers to ensure there are sufficient placements available for children/young people in need of care.

Who is the Enhanced Caregiver Support client group?

The client group for Enhanced Caregiver Support are individual Caregivers and the organisations that recruit and train Caregivers.

What is Enhanced Caregiver Support seeking to achieve?

Enhanced Caregiver Support is intended to promote awareness of Caregivers to aid recruitment and to provide a supportive framework to help retain Caregivers. The intended outcome being an increased number of Caregivers who are well trained and well supported.

What activities does Enhanced Caregiver Support focus on?

In order to achieve the aims of this service it is important that you as the Provider and all the other parties associated with Enhanced Caregiver Support get involved and carry out a number of actions and functions. For example:

- provide information, advice, advocacy and support to individual Caregivers and member agencies/organisations
- identify key issues and advocate for changes and improvements for Caregivers
- consult and cooperate with Government and other National Government Organisation's in development and review of law, policy and procedure relating to Caregivers
- work towards increased Caregiver resources and a semi-professional model
- encourage and assist members to complete work based NZQA foster care qualifications
- development, distribution and evaluation of good practice training resources from ideas generated by members.

Social Sector Accreditation Standards

Providers delivering Enhanced Caregiver Support Service are required to meet Level Four, 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.

3. MEASURING RESULTS AND REPORTING

The following reports must be completed and sent to your designated Oranga Tamariki– Ministry for Children (Purchasing Agency) Contract Manager:

- Provider Return Report (template attached to your Outcome Agreement)
- Narrative Report on agreed objectives (template attached to your Outcome Agreement).

Family Service 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.

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