

SERVICE SPECIFICATIONS AND ADDENDUM

Statutory Care and Social Work



**ORANGA
TAMARIKI**
Ministry for Children

ADDENDUM TO SERVICE SPECIFICATIONS

Statutory Care and Social Work

CONTENTS

PURPOSE OF THIS ADDENDUM	3
NEW SERVICE REQUIREMENTS.....	4
Mana tamaiti, whakapapa and whanaungatanga.....	4
National Care Standards	4
Allegations of abuse.....	5
Transition to independence.....	7
New monitoring and reporting requirements	11

PURPOSE OF THIS ADDENDUM

This Addendum is an update to the Service Specifications for Statutory Care and Social Work. It reflects legislative changes that come into effect on 1 July 2019. The key changes that have an impact on the Service Specifications for Statutory Care and Social Work are:

- A new purpose of the Oranga Tamariki Act 1989 (the Act), recognising mana tamaiti (tamariki), whakapapa, and the practice of whanaungatanga for Children and Young People who come to the attention of Oranga Tamariki (section 4(1)(g)), and a new duty of the Chief Executive to recognise and provide a practical commitment to the Treaty of Waitangi (te Tiriti o Waitangi) (section 7AA)
- New regulations, the Oranga Tamariki (National Care Standards and Related Matters) Regulations 2018 (National Care Standards), which clearly set out what Children and Young People can expect when they are in care or custody. The National Care Standards signal a commitment to lifting the quality of care by setting minimum standards for practice and the support provided to Children and Young People and their Caregivers. The National Care Standards are available online at: <http://www.legislation.govt.nz/regulation/public/2018/0111/latest/LMS56030.html>.
- New duties of the Chief Executive of the Purchasing Agency to provide support to young people moving from care to independence (sections 386AAA – 386AAG and 386A - C of the Act)

This Addendum outlines new requirements for the provision of Statutory Care and Social Work services from 1 July 2019.

The existing Service Specifications will remain in force, along with this Addendum, until fully revised Service Specifications are released. In the case of any conflict between the existing requirements of the Service Specifications and those outlined in this Addendum, the requirements in this Addendum will take precedence over those in the existing Service Specifications.

NEW SERVICE REQUIREMENTS

Mana tamaiti, whakapapa and whanaungatanga

The Purchasing Agency is required to ensure that its policies and practices have regard to mana tamaiti, whakapapa and whanaungatanga. When providing Statutory Care and Social Work under these Service Specifications, the Provider must also have regard to mana tamaiti, whakapapa and whanaungatanga for Children and Young People in care.

Mana tamaiti (tamariki) – means the intrinsic value and inherent dignity derived from a Child's or Young Person'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 Young Person

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

Whanaungatanga, 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.

In providing Care and Permanency, the Provider should seek to reduce disparities for tamariki Māori. For example, this may include:

- Ensuring that tamariki Māori and their whānau (hapū or iwi) participate in decisions affecting them at the earliest opportunity
- Placing tamariki Māori (including their siblings) where possible with members of their wider whānau, hapū, iwi or family group, and ensure support and assistance to meet their needs
- Establishing, maintaining and strengthening the cultural identity of tamariki Māori and their connections to whānau, hapū and iwi
- Supporting, strengthening and assisting tamariki Māori and their whānau to prepare for their return home or transition into the community

National Care Standards

In providing the Statutory Care and Social Work service, the Provider is subject to the National Care Standards. Under these Service Specifications, the Provider is required to take all reasonable and practicable steps to comply with the National Care Standards from 1 July 2019. The Provider will be aware that the

National Care Standards include transitional provisions for meeting specific obligations. These include up to twelve months from 1 July 2019 for all Children and Young People currently in care to receive holistic needs assessments and support plans.

The Provider will also be aware of their obligation to monitor their own compliance with the National Care Standards by having systems in place for continuous improvement that identify and address areas of practice that require improvement (as per Part Six of the National Care Standards). Under these Service Specifications, the Provider is required to provide evidence of this self-monitoring activity to the Purchasing Agency. At the Provider's request, the Purchasing Agency will provide peer support for the development of a plan to satisfy this requirement. The Provider may choose to use the quality improvement plan template provided by the Purchasing Agency, or to use its own format. Any advice and assistance provided by the Purchasing Agency will be without prejudice.

Allegations of abuse

Table 1 clarifies the roles and responsibilities of the Provider and the Purchasing Agency in responding to allegations of abuse.

Table 1: Roles and responsibilities for responding to allegations of abuse

Role of the Provider	Role of the Purchasing Agency
<ul style="list-style-type: none"> • If an allegation of abuse or neglect is made while the Child or Young Person is in the care of the Provider: <ul style="list-style-type: none"> ○ Immediately inform the Purchasing Agency of any information received by calling the contact centre on 0508 326459. Also inform the Purchasing Agency Contract Manager ○ Work with the Purchasing Agency to ensure the safety of the Child or Young Person ○ Co-operate fully with the Purchasing Agency while it undertakes an investigation of the allegation. This includes providing information to the Purchasing Agency as requested ○ Consistently record all information 	<ul style="list-style-type: none"> • If an allegation of abuse or neglect is made while the Child or Young Person is in the care of the Provider: <ul style="list-style-type: none"> ○ Inform the Provider of the allegation, and work with them to ensure the safety of the Child or Young Person ○ Promptly investigate the allegation ○ Consistently record all information received and activities undertaken in the course of the investigation ○ Inform the Provider and, where appropriate, the Child or Young Person, of the outcome of the investigation and of any additional processes that arise from the investigation (for example, criminal charges), and record this in the Child or Young Person's records

Role of the Provider	Role of the Purchasing Agency
<p>received and activities undertaken in the course of the investigation</p> <ul style="list-style-type: none"> ○ If the allegation is against one of the Provider’s Caregivers (non-staff): <ul style="list-style-type: none"> ▪ Support the Caregiver during the investigation ▪ Suspend the Caregiver’s approval status if necessary, and inform the Purchasing Agency ▪ Once the Purchasing Agency has reported the outcome of its investigation to the Provider, carry out a Caregiver review process (including a review of the Caregiver’s approval status and the Caregiver support plan). Report the outcome of the review, and the outcomes of any additional processes that arise from the review, to the Purchasing Agency Social Worker carrying out the investigation, and the Purchasing Agency Contract Manager ○ If the allegation is against a member of the Provider’s staff: <ul style="list-style-type: none"> ▪ Support the staff member during the investigation ▪ Suspend the staff member if necessary, and inform the Purchasing Agency ▪ Once the Purchasing Agency has reported the outcome of its the investigation to the Provider, take 	<ul style="list-style-type: none"> •

Role of the Provider	Role of the Purchasing Agency
<p>these findings into account in completing an employment review. Report the outcome of the review, and the outcomes of any additional processes that arise from the review, to the Purchasing Agency Social Worker carrying out the investigation, and the Purchasing Agency Contract Manager</p>	

Transition to independence

The Provider is required to work with the Purchasing Agency, and with any provider of transition support services contracted by the Purchasing Agency, to help ensure Young People moving to independence are seamlessly connected to the support they require.

Table 2 outlines the roles and responsibilities of the Provider and the Purchasing Agency under these Service Specifications to help ensure coordination of their activities for Young People who are transitioning to independence:

Table 2: Roles and responsibilities to ensure coordination of activities for Young People who are transitioning to independence

Role of the Provider	Role of the Purchasing Agency
<ul style="list-style-type: none"> • Where a Young Person meets the criteria outlined in section 386AAD(1) of the Act:¹ <ul style="list-style-type: none"> ○ Before the Young Person leaves care, 	<ul style="list-style-type: none"> • Where a Young Person meets the criteria outlined in section 386AAD(1) of the Act: <ul style="list-style-type: none"> ○ When requested to do so by the Provider,

¹ 3386AAD Young persons entitled to live with caregiver up to age of 21 years

(1) This section applies to any young person (as defined in section 386AAA) who, after the age of 14 years and 9 months, is or has been, at any time for a continuous period of at least 3 months, in 1 or both of the following types of care or custody:

(a) the care or custody of the chief executive, an iwi social service, a cultural social service, or the director of a child and family support service under any agreement or order referred to in section 361(a), (c), or (d):

(b) the care of the chief executive as the agent of the court under section 33(1)(c)(ii) of the Care of Children Act 2004.

Role of the Provider	Role of the Purchasing Agency
<p>advise them that they are entitled to be supported to live with a Caregiver at any time and for any period from the age of 18 years up to the age of 21 years, and that they may request to do so at any time</p> <ul style="list-style-type: none"> ○ Talk to the Young Person about their wishes before they leave care and, if requested by the Young Person, at any time thereafter while they are still entitled to be supported to live with a Caregiver. If the Young Person wishes to live with their current Caregiver (if applicable) then, unless in the opinion of the Provider it would be likely to be detrimental to the wellbeing of the Young Person to live with that Caregiver, talk to the Caregiver to determine whether they are willing for the Young Person to continue living with them. If the Caregiver is willing, contact the Partnering for Outcomes Contract Manager, who will work with the Provider to establish the necessary contractual arrangements under the 'Entitlement to remain or return to living with a Caregiver' service ○ If the Young Person wishes to live with a Caregiver with whom they have lived previously, and if that caregiving arrangement was managed by the Provider, take the steps described above to seek to facilitate this arrangement ○ If the Young Person wishes to live with a previous Caregiver, and if that caregiving arrangement was not managed by the Provider, advise the Purchasing Agency, 	<p>work with the Provider to establish the necessary contractual arrangements under the 'Entitlement to remain or return to living with a Caregiver' service to enable a Young Person who is leaving or has left the Provider's care to live with a Caregiver under a support arrangement managed by the Provider</p> <ul style="list-style-type: none"> ○ If the Provider advises the Purchasing Agency that a Young Person wishes to return to live in a caregiving arrangement that was not managed by the Provider, with the support of the Provider take steps to facilitate that arrangement ○ If the Provider requests the Purchasing Agency to facilitate an alternative caregiving arrangement, do so with the support of the Provider ● If the Young Person is eligible for advice and assistance under section 386A of the Act: <ul style="list-style-type: none"> ○ Provide the Provider with the template to make referrals for transition support, and receive referrals from the Provider ○ Coordinate the referral process, with input from the Provider ○ Ensure that Young People referred for transition support receive the advice and assistance they require

Role of the Provider	Role of the Purchasing Agency
<p>and support the Purchasing Agency to facilitate this arrangement</p> <ul style="list-style-type: none"> ○ If, having followed these steps, no caregiving arrangement with any of the Young Person’s current or previous Caregivers is available, talk to the Young Person about their wishes. If they wish to live with another Caregiver, either seek to facilitate an appropriate alternative caregiving arrangement, or contact the Purchasing Agency and support them to seek to facilitate an alternative caregiving arrangement ● If the Young Person is eligible for advice and assistance under section 386A of the Act:² <ul style="list-style-type: none"> ○ When the Young Person turns sixteen, or six months before they leave care, whichever is sooner, carry out a referral for transition support using the template provided by the Purchasing Agency. Please contact the Partnering for 	

² **386A Advice and assistance for young persons up to age of 25 years**

(1) This section applies to any young person (as defined in section 386AAA) who, after the age of 14 years and 9 months, is or has been, at any time for a continuous period of at least 3 months, in 1 or more of the following types of care or custody:

(a) a residential placement under section 234(c)(ii) or (iii), 235, 238(1)(d), 307(4), or 311 or in Police custody under section 236 or 238(1)(e):

(b) the care or custody of the chief executive, an iwi social service, a cultural social service, or the director of a child and family support service under any agreement or order referred to in section 361(a), (c), or (d):

(c) the care of the chief executive as the agent of the court under section 33(1)(c)(ii) of the Care of Children Act 2004:

(d) under remand or a prison sentence in the adult justice system (before turning 18).

Role of the Provider	Role of the Purchasing Agency
<p>Outcomes Contract Manager for the template. This referral includes informing the Purchasing Agency of the date that the Young Person will leave care, in accordance with section 386A(3) of the Act</p> <ul style="list-style-type: none"> ○ Participate in the referral process to the transition support service. This process will be coordinated by the Purchasing Agency, and will also involve providers of transition support services ○ When a transition service provider is identified, meet with the transition worker assigned to the Young Person to discuss the support the Young Person requires ○ Prepare the Young Person for transition to independence in accordance with the Provider's obligations under section 386A(2) of the Act and Part Five of the National Care Standards. This includes providing a copy of the assessment carried out under section 386A(2)(a) to the Purchasing Agency ○ Provide a copy of the assessment carried out under section 386(2)(a) to the Young Person's transition worker ○ In accordance with section 386A(6), if a Young Person who has left the care of the Provider requests any support or further support, the Provider must refer the request to the Purchasing Agency 	

New monitoring and reporting requirements

Table 2 includes a new requirement for reporting to the Purchasing Agency regarding the date that Young People in the care of the Provider will be leaving care, in accordance with the Provider's obligations under section 386A(3) of the Act. Additional reporting requirements to enable the Purchasing Agency to meet its obligations under the Act may be included in future releases of the Service Specification for Statutory Care and Social Work.

SERVICE SPECIFICATIONS

Statutory Care and Social Work Service



**ORANGA
TAMARIKI**
Ministry for Children

CONTENTS

1. ABOUT THESE SERVICE SPECIFICATIONS	3
Who are these Service Specifications for?	3
How did these Service Specifications come about?	3
What is the purpose of these Service Specifications?	3
How should these Service Specifications be used?	3
Will these Service Specifications be revised?	4
Where can you go for further information?	4
2. RELATIONSHIPS	5
What are the principles that underpin the relationship between the Purchasing Agency, the Provider and the client?	5
Cultural awareness	5
Accessibility	5
3. ABOUT STATUTORY CARE AND SOCIAL WORK	6
What is Statutory Care and Social Work about?	6
Who is the Client Group?	6
What does Statutory Care and Social Work seek to achieve?	7
Vision:	7
Long-term outcomes:	7
Results:	7
What are the Statutory Care and Social Work core principles?	7
How does Statutory Care and Social Work Service work?	8
Obligations of the Parties	9
Complaints and Allegations against a Provider's Caregivers	10
Social Sector Accreditation Standards	10
4. PARTICIPATION AND VIEWS OF CHILDREN AND YOUNG PEOPLE	11
Person responsible	11
Access to independent services	12
5. SERVICE DELIVERY	13
Where do Providers fit in the big picture?	13
What are some of the key elements of the Service?	13
What activities does Statutory Care and Social Work focus on?	13
Key Element One: Social Work and Supervision	13
Key Element Two: Caregiver Recruitment and Training	15
Key Element Three: Care	16
Key Element Four: Individual Needs	16
Key Element Five: Court reports and orders	17
Key Element Six: Permanency Establishment and Post Permanency Support	17
6. REPORTING	19
What reports are required by the Purchasing Agency?	19
Monthly Service Reports	19
Quarterly Service Reports	19
Financial Reports	19
Family Services	20
7. DEFINITIONS	21
8. APPENDIX ONE	23
Purchasing Agency Monthly Bednights Usage Form:	23
9. APPENDIX TWO	24
Statutory Care and Social Work Quarterly Report Form	24
10. APPENDIX THREE	25
Provider Feedback Form	25

1. ABOUT THESE SERVICE SPECIFICATIONS

Who are these Service Specifications for?

These Service Specifications are for the Provider that Oranga Tamariki—Ministry for Children (Purchasing Agency) contracts with to provide Statutory Care and Social Work Services.

How did these Service Specifications come about?

These Service Specifications replace the previous Statutory Care and Social Work Service Specifications. Outcome Agreements with Providers for these Services require that they are delivered in accordance with these specifications. These Service Specifications are a living document and may be varied at the discretion of the Purchasing Agency. The Service Specifications form part of the Outcome Agreement.

What is the purpose of these Service Specifications?

The Service 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 Service 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 Service Specifications be used?

These Service Specifications should be seen as setting the minimum standard, from which Providers can develop a service that reflects their organisation's philosophical base, incorporating local need and the culture within which it works. You should use them to assist you to competently deliver the Service according to the Outcome Agreement requirements.

Will these Service 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 your Purchasing Agency's Contract Manager using the attached Feedback Form (see Appendix Three).

Where can you go for further information?

For further information on these Service Specifications please contact your Contract Manager as identified in your Outcome Agreement.

2. RELATIONSHIPS

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

For the relationship to be effective, it is essential that all parties collaborate to ensure the Services are effective and accessible. The following principles guide all dealings under the Outcome Agreement. The parties agree to:

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

The Outcome Agreement does not constitute a partnership in the legal sense nor does it mean that the Provider is an employee or agent of the Purchasing Agency.

Cultural awareness

Each party recognises the needs of all people, including Māori, Pacific and ethnic communities and all other communities to have services provided in a way that is consistent with their social, economic, political, cultural and spiritual values.

Accessibility

Increased participation is supported by enhanced accessibility and recognises the diverse needs of all people, through:

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

3. ABOUT STATUTORY CARE AND SOCIAL WORK

What is Statutory Care and Social Work about?

Under section 19 of the Oranga Tamariki Act 1989 an Iwi Social Service, Cultural Social Service and a Child and Family Support Service (“Provider”) is able to refer a case to a care and protection co-ordinator, who may convene a Family Group Conference (FGC) under section 20 Oranga Tamariki Act 1989. The funding for the FGC outcomes is held within the Purchasing Agency and the Outcome Agreement is the mechanism to ensure the Provider is able to carry out its duties under the Oranga Tamariki Act 1989 in respect of any FGC outcome.

The Provider and the Purchasing Agency may wish to record in these Service Specifications:

- how their relationship will work to achieve payment for Services to Children and Young People
- how the Chief Executive will provide financial assistance as required by any Services Orders.

Who is the Client Group?

Those Children or Young People from birth to 18 years whom the Provider is working with and believes are in need of care and protection and has referred for an FGC under section 19 of the Oranga Tamariki Act 1989.

What does Statutory Care and Social Work seek to achieve?

Vision:

To keep Children and Young People safe and thriving in strong families and communities.

Long-term outcomes:

By providing Services under the Outcome Agreement Providers contribute towards the Purchasing Agency's care and protection outcomes of:

- keeping Children safe from child abuse and neglect
- preventing the insecurity of care
- addressing the effects of harm
- restoration or improvement of well-being and/or

Youth Justice outcomes of:

- reducing the rate and severity of Child and Young Person re-offending
- holding Young People to account for offending
- restoration and improvement of the Young Person's well-being.

Results:

Children and Young People are safe and they are:

- returned home or
- placed permanently with family/whānau
- placed permanently with non-family Caregivers
- supported to planned independence.

What are the Statutory Care and Social Work core principles?

We want all Children and Young People to reach their potential. Children and Young People achieve their greatest potential in homes where they are safe, secure and feel that they belong. Through the provision of the Statutory Care and Social Work Service the Provider needs to ensure there is opportunity for a Child or Young Person to:

- feel safe
- develop healthy attachment patterns and strong, stable attachments with people who care about them so they can learn to trust others
- be cared for in a nurturing family/whānau providing a safe, structured and loving home
- develop strong connections with whānau and receive support within the wider community.

Wherever possible we need to support their family/whānau to care safely for them, and to support extended whānau to provide care when Children and Young People are unable to live with their parents. This includes working in partnership with family and whānau, supporting their participation in decision-making, and the provision of safe and secure care of their Children.

When it is not possible to return a Child or Young Person to the care of their parents, the Provider will work to find them a home for life where they will feel loved, wanted and valued. Creating a home for life for these Children and Young People is the key to establishing a sense of belonging and promoting their wellbeing.

How does Statutory Care and Social Work Service work?

After inquiry, when a Provider believes that Children and Young People for whom it cares or provides services for are in need of care or protection on one or more grounds specified in section 14(1) of the Oranga Tamariki Act 1989. It has referred those Children and/or Young People to a Care and Protection Co-ordinator. The Care and Protection Co-ordinator has convened an FGC in accordance with section 20 of the Oranga Tamariki Act 1989. As an outcome of the FGC the Provider has agreed to provide Services to the Children and/or Young People. These Services will be funded under this Outcome Agreement.

The Service to be provided can include the provision of care by one of the Provider Caregivers. The Provider shall arrange day-to-day care for each Child and Young Person with approved Caregivers. The Caregivers have no relationship with the Purchasing Agency.

Children and Young People in the care of the Provider may also be the subject of Services Orders made under section 86 of the Oranga Tamariki Act 1989 where the Court has ordered the Chief Executive or the Provider to provide financial assistance. These orders are covered under this Service.

Obligations of the Parties

Providers agree to:

- provide the Services in accordance with the components set out under 'Service Delivery' on page nine of this Service Specification
- arrange for Caregivers approved as described under 'Service Delivery' on page nine of this Service Specification, to provide care, supervision and upbringing for Children and Young People to the standards documented in their Approval documentation
- prepare the Individual Care Plan that sets out the needs of each Child and Young Person and how those needs are to be met
- meet the costs of day-to-day care for each Child and Young Person
- arrange for approved Caregivers to provide care, supervision, and upbringing for Children and Young People
- monitor the placement of each Child and Young Person with the respective approved Caregiver no less than every 28 days by meeting separately with the Child or Young Person and their respective Caregiver to ascertain the safety and stability of the care that is being provided to each Child and Young Person
- comply with all the conditions of any court order in respect of any Child or Young Person
- meet the costs of assessment, recruitment, training, supervision and support of Caregivers
- ensure that the rates of payment specified by the Chief Executive under section 363(1) of the Oranga Tamariki Act 1989 are made to the Caregivers who provide the day-to-day care of the Children and Young People
- have the level of indemnity insurance that it deems necessary to meet potential future claims from Children and Young People and, when requested by the Purchasing Agency, the Provider must produce a copy of the indemnity policy.

The Purchasing Agency agrees to:

- set the rates of payment under section 363(1) of the Oranga Tamariki Act 1989 and ensure Providers receive this information
- abide by the obligations that the Purchasing Agency has under the Oranga Tamariki Act 1989 provide all other information to assist the Provider where appropriate
- meet on a quarterly basis to review the Outcome Agreement, in particular, the number of Children and Young People who have come under the Outcome Agreement and the costs to the Provider. This does not mean that the Purchasing Agency will agree to pay more money as a result of the review
- pay the Outcome Agreement Price according to the provisions of the Outcome Agreement.

The Purchasing Agency acknowledges that the Provider can make notifications to the Purchasing Agency under section 15 of the Oranga Tamariki Act 1989 if it believes a Child or Young Person is in need of care and protection.

Complaints and Allegations against a Provider's Caregivers

Please see pages 5 - 7 of the Addendum to this Service Specification.

Social Sector Accreditation Standards

Providers delivering Statutory Care and Social Work service are required to meet Level One, 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
- 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 Child or Young Persons' 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 will deliver Statutory Care and Social Work in a manner that is characterised by the key features of effective Services. Essential to this is a strong home for life understanding by the Provider and its staff to ensure good timely outcomes achieved for all Children and Young People who come under this Service.

What are some of the key elements of the Service?

Statutory Care and Social Work Services include:

- social work and supervision
- Caregiver recruitment and training
- arranging and monitoring care
- providing reasonable needs
- Court reports and orders
- permanency establishment and post permanency support.

What activities does Statutory Care and Social Work focus on?

Key Element One: Social Work and Supervision

The Provider agrees that it has full case responsibility for each Child and Young Person including:

- receiving and processing referrals of Children and Young People, completing needs and health assessments
- ensuring that recent medical examinations (including, where appropriate, psychiatric, psychological and parental assessments) of each Child or Young Person have been completed as part of the needs assessment
- managing the ongoing medical needs of Children and Young People
- developing and reviewing an Individual Care Plan based on achieving identified permanency goals and other identified outcomes, addressing the specific needs of each Child or Young Person

- the Child or Young Person must be encouraged and assisted to participate and express their views in the development and review of their Individual Care Plan, practical examples of achieving this is by: encouraging them to attend, providing an opportunity and support to express their views prior to such meetings or having support to attend or express their views
- involving the Caregiver in the development of the Individual Care Plan
- making the Individual Care Plan available to Caregivers with whom a Child or Young Person is placed, within five Working Days
- carrying out assessments of the Social Workers and Caregivers (including police, health and referee checks, and interview regarding suitability and capability to perform caregiving tasks)
- providing 24-hour back-up and problem solving facilities
- ensuring the admission and discharges of Children or Young People from care follow formal policies and procedures
- reviewing and evaluating cases of placement breakdown or threatened placement breakdown with Caregivers and finding alternative placement in the event of a placement breakdown
- working with each Child or Young Person, Caregivers and significant others toward planned outcomes
- monitoring the Individual Care Plan
- maintaining records of each Child's or Young Person's history, including life story book
- assisting with Family Group Conferences and Court processes
- registering Accident Compensation Corporation sensitive claim for a Child or Young Person if required
- preparing a post-placement support plan – including developing, monitoring and implementing a detailed and timely care exit plan consistent with the Child or Young Person's permanency goal

- for those transitioning to independence ensure their transition plans include living arrangements, networks of support, health and welling being and life-skills
- ensure all caregivers moving to home for life with a Child or Young Person should be registered with the Permanent Caregiver Support Service
- ensure the post permanency support plan is approved by the Permanent Caregiver Support Service prior to the discharge or orders to the permanent caregiver
- supporting all people involved to resolve any complaints or disputes they may have regarding the placement and case management
- managing the discharge process in a planned consultative manner with interested parties
- ensuring that professional and administrative supervision is provided to Social Workers.

Key Element Two: Caregiver Recruitment and Training

The Provider agrees to ensure the recruitment, assessment, approval and training of Caregivers by:

- having in place recruitment processes including advertising, meetings, appeals, dissemination of information and pamphlets
- carrying out Caregiver approval including checking of the Caregiver in accordance with their policies. Checking must include all people who are 17 years of age or over and are residing at the address of the Caregiver (including Caregiver's family/whānau)
- 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.
<http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/ngo-caregiver-vetting/cri-form-may-2015-final.docxcompleting>

- Caregiver approval status reviews within the first six months and thereafter annually. Then every three years Police, CYRAS and medical reviews (including review of ongoing suitability and capability and of other people residing at the address of the Caregiver)
- providing induction training and opportunities for ongoing Caregiver training and development
- providing a recruitment programme for permanency placements, including the selection and preparation of the new family/whānau.

Key Element Three: Care

The Provider agrees to provide care by:

- providing a safe and emotionally nurturing living environment in which the Child or Young Person's developmental needs can be met
- providing food, clothing, shelter and management of health needs for each Child or Young Person
- ensuring each Child or Young Person is actively occupied and supervised, including access to education as required under the Education Act 1989
- ensuring each Child's or Young Person's daily programme is compatible with her or his Individual Care Plan
- ensuring the Caregivers' homes is managed according to the systems, policies and procedures approved by Ministry for Social Development Approval review
- ensuring the daily operation of Caregivers' homes runs smoothly
- ensuring 24 hour back-up and adequate relief Caregivers are available
- ensuring that supervision and support is provided to Caregivers
- monitoring the quality of care provided by the Caregivers
- managing the administrative functions of Caregivers and relief Caregivers
- ensuring Caregivers are paid no less than the current board rate and related allowances as determined by the Chief Executive under section 363 of the Oranga Tamariki Act 1989.

Key Element Four: Individual Needs

The Provider agrees to provide Children and Young People with the following individual needs including but not limited to:

- all allowances as determined by the Chief Executive under section 363 of the Oranga Tamariki Act 1989

- reasonable clothing – including where appropriate toiletries brushes/combs, nappies, bottles and formula, school uniform, recreational clothes, age appropriate “good” outfit, nightwear, shoes, socks and rain gear
- education needs – including books, stationery, school fees, school trips/camps, travel to the school, extra out-of-school tuition and special education needs through the Special Education (GSE) services
- recreational needs – including club fees, sports clothing and sports equipment/gear
- medical, optical and dentistry – including routine medical care (doctor’s visits, prescriptions, x-rays, ambulance), spectacles, routine dentistry and orthodontic work
- Social Worker services – including routine contact with family/whānau to maintain contact with Children or Young People, social work supervision of the placement, reports on the care of the Child or Young Person for Family Group Conferences and Court reviews
- counselling unless covered by Accident Compensation Commission.

Key Element Five: Court reports and orders

The Provider, when required, will at its cost instruct its own legal counsel for the completion of appropriate Court reports and orders relating to Children or Young People receiving Services.

Key Element Six: Permanency Establishment and Post Permanency Support

- The Provider agrees to provide Permanency Establishment Support (PES) and social work to Children and Young People who move to permanency during the term of the Outcome Agreement or are currently being provided with this support at the commencement of the Outcome Agreement.
- The PES can include but is not limited to the following:
 - legal costs to discharge or move orders for the Child or Young Person
 - counselling for the Child or Young Person and family/whānau members to support the psychological adjustment to the permanency arrangement and to promote continuity and stability
 - social work to support the permanent care arrangement and to promote continuity and stability.
- The Provider may be required by Court Orders or by agreement to provide post permanency supports to Children and Young People who move to permanency during the term of the Outcome Agreement or who are subject to Court Orders for support at the commencement of the Outcome Agreement.

- Post permanency supports are usually, but not always, identified in Court Orders such as Services Orders and Support Orders.
- Any respite care should not be included in the bednight return but listed as a cost.

6. REPORTING

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 the Outcome Agreement.

The following reports must be completed and sent to your Contract Manager:

Monthly Service Reports

The Provider agrees to complete a monthly service report (example attached as Appendix One to these Specifications). A copy will also be made available to the Provider electronically. This Report will be sent to the Purchasing Agency, within five Working Days of the start of the month following the month in which the Service was supplied.

Quarterly Service Reports

The Provider shall provide a quarterly report (example attached as Appendix Two to these Specifications) covering the following aspects of the Service:

- overall financial situation and any anticipated extraordinary needs of Children and Young People in the Service
- permanency planning and progress, particularly noting any blocks to this being achieved
- casework issues
- outcomes achieved for Children and Young People with regard to their Individual Care Plans
- matters of interest or concern to either party.

The quarterly report must be supplied within 10 Working Days of the start of the calendar month following the end of the quarter.

Financial Reports

The Provider is required to present independently audited annual financial statements as part of the ongoing Approval process. Those annual financial statements must show:

- the money received under the Outcome Agreement as a separate income item
- the money received under the Outcome Agreement has been expended in the provision of the Statutory Care and Social Work Service.

Family Services

Through the term of the Outcome Agreement with the Purchasing Agency, Providers must ensure that their organisation is listed on the Ministry of Social Development's Family Services Directory and that necessary information is updated when required.

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

7. 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 the Oranga Tamariki Act 1989) are synonymous and may be used interchangeably.
- “Care and Protection Co-ordinator” means a person appointed by the Chief Executive under section 423 of the Oranga Tamariki Act 1989
- “Caregiver” means a person trained by the Provider to provide the care for a Child or Young Person placed in his or her care for and on behalf of the Provider, and “Caregivers” has a corresponding meaning
- “Chief Executive” means the Chief Executive of the Ministry for Vulnerable Children, Oranga Tamariki
- “Child” and “Young Person” derive their meanings from the Oranga Tamariki Act 1989, and “Children” and “Young People” shall be construed accordingly
- “Family Group Conference” means a meeting convened or reconvened under the Oranga Tamariki Act 1989
- “Family Group Conference Plan” means a plan that records the actions/remedies agreed at a Family Group Conference
- “Individual Care Plan” means a plan developed by the Provider which includes an analysis of the assessed needs of the Child or Young Person and their family/whānau, the planned outcomes, the interventions and strategies used to implement the plan, and the timeline required to achieve the outcomes
- “The Purchasing Agency Site Manager” means the manager responsible for the budget and the Purchasing Agency Social Workers in a given geographic location
- “Services” means the services to be provided by the Provider as described in the Outcome Agreement

- “Services Order” means a services order made by the Court pursuant to section 86 of the Oranga Tamariki Act 1989
- “Social Worker” means a social worker employed or engaged by the Provider to carry out the Services under the Outcome Agreement

8. APPENDIX ONE

Purchasing Agency Monthly Bednights Usage Form

Oranga Tamariki Monthly Bednight Usage Form For: Statutory Care and Social Work

Provider No: XXXX
Contract No: XXXX

Date From: 1 July 2018
Date To: 30 June 2019

Signed By:
Position:

Provider Name: XXXXX

Financial Year: F2019

Default OT Site of Referral:

NO:	Child/Young Person Name	OT/Act Sec	Orange Tamariki Site of Referral	Date first in Care	Discharge Date	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	SW Initials	Comments:
CYP						Total Bednights:	0	0	0	0	0	0	0	0	0	0	0	0		
1																				
2																				
3																				
4																				
5																				
6																				
7																				

9. APPENDIX TWO

Statutory Care and Social Work Quarterly Report Form

S19 QUARTERLY REPORT FORM

Provider No:

Date From: 1/07/20XX

Agreement No:

Date To: 30/06/20XX

Provider Name: Location

Financial Year: F20XX

NO: C/YP	Child/Young Person Name	CYF/Act Sec	Date first in Care	Discharge Date	Permanency Goal	Timeframe	Financial costs non bednight	Extraordinary costs	Any other issues	Next Family Court Review Date	Comments: Brief outline of care plan and any issues.
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											

10. APPENDIX THREE

Provider Feedback Form

Provider Feedback Form		
Please email to your Purchasing Agency's Contract Manager		
Name of service		
Summary of, and reasons for, suggested change		
Topic	Reference (section/page)	Suggested change/description
Contact name:		Position:
Provider name:		
Provider email:		
Provider phone:		Date submitted: