



# SERVICE SPECIFICATIONS

Transition to Adulthood

# CONTENTS

<b>1: ABOUT THESE SERVICE SPECIFICATIONS</b> .....	5
Purpose .....	5
Definitions .....	5
Audience .....	5
Changes and reviews.....	5
Feedback.....	5
Family Services Directory .....	5
Further information .....	5
<b>2. WORKING TOGETHER TO PROVIDE QUALITY SERVICES</b> .....	6
Our vision and purpose .....	6
The Oranga Tamariki Act 1989 .....	7
Outcomes for tamariki Māori .....	7
Mana Tamaiti objectives.....	8
Purpose and principles specific to Transition to Adulthood .....	8
Transition from Care to Adulthood .....	9
Implications of new legislative provisions .....	9
Pacific children and young people.....	9
Outcomes framework and transitions .....	10
Working together to provide quality care services .....	10
<b>3. THE TRANSITION TO ADULTHOOD SERVICE</b> .....	12
Service purpose .....	12
Who is the service for? .....	12
Transition outcomes .....	13
Evaluation.....	13
Social sector accreditation standards .....	13
<b>4. PARTNER REQUIREMENTS</b> .....	14
Employing and supporting a Transition Worker .....	14
The Transition Worker’s role and capabilities.....	14
Supervision and training .....	16
Management of vacancies and back-up for Transition Workers .....	16
Case loads .....	16
<b>5. SERVICE ACTIVITIES</b> .....	17

Roles and responsibilities .....	17
Service referral and initiation .....	17
Needs assessment and transition planning.....	17
Advice and assistance .....	19
Brokerage activities .....	19
Specialist programmes .....	19
Application form for Specialist Programme funding attached as Appendix 7.....	20
Financial assistance.....	20
Placements and accommodation .....	22
Remaining / returning to live with a caregiver .....	22
Maintaining contact .....	23
Department of Corrections .....	24
Exiting the Service .....	24
<b>6. REPORTING REQUIREMENTS AND INFORMATION SHARING .....</b>	<b>26</b>
What data needs to be collected for reporting? .....	26
Information sharing .....	26
What reports are required by Oranga Tamariki? .....	27
Monthly Incident Report .....	27
Quarterly Expenditure Report.....	28
Quarterly Provider Return Report .....	28
Annual rangatahi feedback .....	<b>Error! Bookmark not defined.</b>
Reporting concerns.....	28
National Contact Centre .....	29
<b>7. PARTICIPATION AND THE VIEWS OF RANGATAHI .....</b>	<b>29</b>
Access to independent services .....	29
Information sharing .....	29
<b>APPENDIX 1: DEFINITIONS.....</b>	<b>30</b>
<b>APPENDIX 2: PROVIDER FEEDBACK FORM .....</b>	<b>32</b>
<b>APPENDIX 3: TRANSITION OUTCOMES .....</b>	<b>33</b>
<b>APPENDIX 4: SERVICE STAGES.....</b>	<b>36</b>
<b>APPENDIX 5: REFERRAL FORM .....</b>	<b>41</b>
<b>APPENDIX 6: TRANSFER FORM.....</b>	<b>45</b>
<b>APPENDIX 7: SPECIALIST PROGRAMME FUNDING APPLICATION FORM .....</b>	<b>48</b>

<b>APPENDIX 8: FINANCIAL ASSISTANCE HANDY GUIDE AND DECISION-MAKING FRAMEWORK .....</b>	<b>51</b>
<b>APPENDIX 9: SERVICE CLOSURE FORM .....</b>	<b>54</b>
<b>APPENDIX 10: PROVIDER RETURN REPORTS .....</b>	<b>58</b>
(A) Monthly Incident report .....	58
(B) Quarterly Expenditure Reports .....	59
(C) Quarterly Provider Return Reports .....	61
(D) Data Dictionary .....	63
Total number of rangatahi receiving service .....	63
Total number of rangatahi that opted out during the reporting period .....	63
Total number of rangatahi actively engaged in education, training, employment or volunteering .....	63
Total number of rangatahi in safe and stable living arrangements .....	64
Total number of rangatahi in Custody .....	65
Total number of rangatahi that are a parent .....	65

# 1: ABOUT THESE SERVICE SPECIFICATIONS

---

## Purpose

The purpose of these Service Specifications is to describe the **Transition to Adulthood** 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;
- The relationship principles on which Oranga Tamariki and Partners will work together to provide quality care to rangatahi;
- Service delivery requirements
- Financial entitlements and management responsibilities (Oranga Tamariki and Partners) 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 Partners contracted by Oranga Tamariki to deliver a range of specialist therapeutic intervention and/or day to day care and support services for young people 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 Partners as to the implementation of the Service and new legislative obligations.

Wherever feasible, changes which impact on the delivery of the Service will be undertaken in consultation with Partners. 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 young people.

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

## Feedback

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

## Family Services Directory

Through the term of the Outcome Agreement with Oranga Tamariki, Partners 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 Relationship Manager 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 young people in the custody, or who have been in the custody of, the Chief Executive;
- The implications of the legislation and policy for Partners who partner with Oranga Tamariki to provide quality transition services, and;
- The partnership principles which guide how Oranga Tamariki and Partners 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 young people, 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 that 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 young people.

## 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 a young person's identity including building and maintaining relationships with whānau, hapū 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;
- having regard to mana tamaiti, whakapapa and whanaungatanga in all policies, practices and services.

## Outcomes for tamariki Māori

Improving outcomes for tamariki Māori and their whānau is underpinned by s7AA 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.

---

<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.

## 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 Partners 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.

## Purpose and principles specific to Transition to Adulthood

The purpose and principles should be considered alongside the Mana Tamaiti objectives as they need to be delivered together through the service.

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 adulthood to begin early
- b) to ensure that young persons have opportunities to have relationships with caregivers and other trusted adults that endure into adulthood
- 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:

- the young person will increasingly lead decisions about matters affecting them and will be supported by adults to do this;
- a holistic approach will focus on the strengths and identity of young person, and these will be built on and nurtured;
- the relationships between the young person and their family, 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 young person move to adulthood;
- the relationships between the young person and a caregiver, other trusted adults, and the wider community will be established, built on, and maintained;
- the young person 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 young person will be provided proactively, promptly, and sustained regardless of the decisions that the young person makes.

### **Transition from Care to Adulthood**

Sections 386AAA through 386C of the Act set out the legislative obligations under which the Transition to Adulthood services operates. They include the:

- entitlement for rangatahi to request to at any time to remain or return to living with a caregiver at any time and for any period from the age of 18 years and up to the age of 21
- obligation to maintain contact with a rangatahi up to the age of 21
- entitlement for a rangatahi 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)

### **Implications of new legislative provisions**

When a rangatahi is referred to a Partner for the Transition to Adulthood service the Chief Executive of Oranga Tamariki remains accountable for ensuring the rangatahi is receiving all relevant legislative entitlements, including having regard to the mana tamaiti objectives within s7AA within the Act. While Oranga Tamariki retains accountability for ensuring the legislative provisions are met through the Service, Partners 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 Partners 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.

### **Pacific children and young people**

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

- 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 Partners that Oranga Tamariki partners with are:

- understanding the diverse cultures of Pacific children and young people in the context of their families and 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 young people are at risk of harm and abuse, and require care, ensure they are culturally connected and their transition to a secure place of residence is well-supported.

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

- safe and secure homes for Pacific children and young people in their transition to adulthood and independent living
- increase the number of transitional care placement options for Pacific children and young people
- recruit, develop and train Pacific caregivers' 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'
- Partners to provide social services for Pacific children, young people and their families to find appropriate accommodation 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, young people and their families
- identify and invest in opportunities for joined up services amongst Pacific and mainstream Partners that target areas with a high proportion of Pacific children and young people 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 young people and whānau. The Outcomes Framework includes transition outcomes described [here](#).

### **Working together to provide quality care services**

To ensure young people and their whānau get the support they need to achieve their goals, Oranga Tamariki is committed to working in partnership with iwi, Māori organisations, 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.

In general partnership principles include:

- ensuring people and organisations can contribute to the best possible outcomes for tamariki and their whānau
- building on a shared vision to improve outcomes for tamariki 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 we 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 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 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
- 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 TRANSITION TO ADULTHOOD SERVICE

#### Service purpose

The Service will support Oranga Tamariki to achieve the [transition to adulthood outcomes](#) by supporting rangatahi to prepare for their transition from long-term care or youth justice residential placement. Partners will provide proactive contact and respond to the needs of rangatahi as they establish themselves and further develop their skills to help them achieve their independence. Partners will support eligible young people on their path to adulthood and long-term well-being.

Partners are responsible for the delivery of:

Relationship based support	Rangatahi will be supported by people they can trust to be there for them, and who will respect and enhance their culture and identity. <sup>2</sup>
Practical and emotional support	Rangatahi will receive both practical and emotional support to develop the skills and knowledge needed to manage their lives after care, especially ensuring they have the ability to connect with their hapū and iwi if they wish and support to learn from their mistakes and continue to develop.
Advice and assistance Financial Assistance	Rangatahi will know about and receive their entitlements. Young people will receive financial assistance from Transition Partners - Transition Partners have a flexible fund of \$7,500 per FTE Transition Worker per year – to be used to provide Financial Assistance to young people they are actively working with.
Brokerage to services	Rangatahi will receive help to access the services they need, including services that strengthen their connections to whānau, hapū and iwi.
Help to find accommodation	Rangatahi will receive help to find and negotiate accommodation that is safe and appropriate to their wishes and needs.
A workforce that is passionate about working with young people	Rangatahi will receive support from people that they can relate to, who respect them and won't give up on them.

[Section 5](#) further outlines the summary of responsibilities for both Oranga Tamariki and the Partner.

#### Who is the service for?

All eligible rangatahi will be referred to the Transition to Adulthood services.

To be eligible, 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; or
- under remand or a prison sentence in the adult justice system before turning 18.

Most rangatahi referred to the Service will be aged 16 and 17. Exceptions may be made for care-experienced younger people aged 15 who have made the decision to live independently (and have been deemed capable to do so).

<sup>2</sup> This will give regard to mana tamaiti principle (iv)

Young adults older than 21 years are entitled to advice and assistance up to the age of 25. This may trigger engagement with the Service to address particular needs.

### **Transition outcomes**

Oranga Tamariki has identified the following seven “Transition to Adulthood” 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, cultural and community groups
- More rangatahi are in education, employment or volunteering
- Reduced disparities in outcomes and experiences for tamariki Māori and their whānau
- Tamariki and rangatahi feel more 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 have been fully discharged<sup>3</sup>.

### **Evaluation**

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

### **Social sector accreditation standards**

Partners delivering the Transition to Adulthood service are required to meet level two, Ministry of Social Development (MSD) specific accreditation standards. Partners are required to maintain their accreditation level according to MSD’s relevant social sector accreditation standards.

---

<sup>3</sup> Some of these rangatahi will have post care or custody court orders that will need to be considered eg Guardianship or Supervision orders.

## 4. PARTNER REQUIREMENTS

---

### Employing and supporting a Transition Worker

To support the delivery of the Service, the Partner is responsible for employing skilled Transition Worker(s). The Partner attends to all employment processes including the recruitment and employment processes, supervision and management and training and professional development.

### What the FTE rate has been costed to include

The types of costs expected to be covered in the FTE rate includes:

- Salary for Transition Worker
- Recruitment and employment costs
- Hui costs
- Incidental costs incurred while working with rangatahi i.e. food, entry fees to activities etc
- Travel and accommodation
- Training and professional development (of Transition Worker)
- Supervision and management (of Transition Worker)
- Organisational overheads

### The Transition Worker's role and capabilities

The Transition Worker's role is to provide a more gradual and supported transition for rangatahi from long-term care or youth justice residential placement, to help them get a good start to their adult lives.

The role will 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 and strengthening a network of support<sup>4</sup>, which can endure into their adult lives. For rangatahi Māori especially, this role will actively support them to develop their cultural identity through a variety of avenues.

Transition Workers will take a youth-led approach that provides the support and access to resources to enable rangatahi to increasingly lead decisions about things that affect them and have increasing responsibility for themselves.<sup>5</sup>

Transition 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.

Transition Workers should have:

- a relevant qualification e.g. social work, youth work, health, teaching or human services (Level 6 or above)
  - exceptions may be made for people with significant relevant experience
- experience working with youth or vulnerable people
- ability to build rapport and trust with rangatahi and whānau
- demonstrable knowledge and skill about tikanga Māori, te reo Māori, Te Tiriti o Waitangi
- ability to build and maintain positive relationships with professionals to support access to services for rangatahi

---

<sup>4</sup> This will give regard to mana tamaiti principle (iv)

<sup>5</sup> This will give regard to mana tamaiti principle (i)

- 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 a rangatahi.
- behaviour management/conflict resolution skills.
- An ability to recognise and respond to concerns regarding abuse and neglect, along with a knowledge and understanding of the Oranga Tamariki Act.

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

### **Recruitment of staff**

When recruiting staff, the Provider will ensure appropriate safety checking of all staff in accordance with the [Children's \(Requirements for Safety Checks of Children's Workers\) Regulations 2015](#). As part of this process, the Provider will:

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

The Provider shall ensure that no applicant is employed if:

- the applicant has a conviction for a specified offence under Schedule 2 of the [Children's Act 2014](#) (unless a core worker exemption is held in accordance with the Children's Act 2014)
- there is information from the Purchasing Agency, character or professional referees, or a Police criminal check that indicates they would be inappropriate as a staff member working with Children or Young People.

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

## **Supervision and training**

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

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

- all Transition 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 person with proven skills and experience in supervision. It is preferable that the supervisor also holds a supervision qualification in a field of social services that has been awarded by a registered and accredited education Partner, 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 Transition Workers**

The Partner will ensure professional back-up of the Service if the Transition Worker is on extended leave, is undergoing training or there is a vacancy.

The Partner will ensure that the back-up strategy and contact person is communicated to the rangatahi and Oranga Tamariki Social worker (if applicable).

The Partner will ensure that any Transition Worker vacancy is suitably and promptly filled.

Oranga Tamariki may seek to recover funding from a Partner 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 Partner.

## **Case loads**

The average case load per FTE is expected to be 15 rangatahi<sup>[1]</sup>. This ratio will likely fluctuate with some rangatahi wanting or requiring higher than average input, while others will be lower. In the case of rangatahi with high and very high needs, we would expect them to have a Transition Worker allocated to them, with a lower-case load ratio to provide enough time for the additional support that may be required. To ensure the appropriate level of service is provided and maintained, we expect partners employing Transition Workers to have on-going dialogue with Oranga Tamariki about caseloads and level of need of referred rangatahi.

Should your Transition Workers be coming to capacity please let your Partnering for Outcomes Advisor know.

A significant and on-going case load that is higher or lower than the average would provide an opportunity to review caseloads and the number of FTE funded.

<sup>[1]</sup> Based on the average across the need spectrum

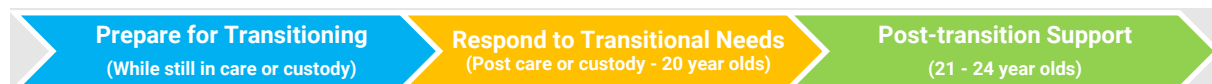


## 5. SERVICE ACTIVITIES

This section provides detailed information on service activities (referral/admission, assessment, planning, advice and assistance etc.), the roles and responsibilities required to be undertaken by Partners and Oranga Tamariki and how both parties will partner to deliver the Service.

### Roles and responsibilities

The service model supports tamariki to achieve independence and can be broken down into three stages:



[Appendix 4](#) provides an overview of Oranga Tamariki and Partners' roles and responsibilities during the referral, admission, placement and transition stages. Oranga Tamariki and Partners will work in partnership to successfully implement this process. Click [here](#) for a description of Oranga Tamariki partnership principles.

**NOTE:** The activities highlighted with an \* in the tables in this section are required to meet the legislative requirements of sections 386AAA to 386C, and s7AA – refer [www.legislation.govt.nz](http://www.legislation.govt.nz).

Oranga Tamariki activities described in this section will also meet Oranga Tamariki policy, operational guidance and practice guidance.

Partner activities described in this section will meet Partners' policy and practice standards.

### Service referral and initiation

Rangatahi are referred to the Service from the Oranga Tamariki site through the Regional Referral Process<sup>6</sup> to determine who is best placed to support them. See referral form attached as [Appendix 5](#).

Rangatahi transferring between Partners will be referred via the Transitions Support Service Contact Centre, who will then refer back through the appropriate regional referral process.

See transfer form attached as [Appendix 6](#).

### Needs assessment and transition planning

Needs assessment is required to identify the needs of the rangatahi and strengths and aspirations. The purpose of transition planning is to assist the rangatahi in care or a long-term youth justice residential placement over 15 years to acquire the knowledge, skills, resources and supports they need to thrive as they become increasingly independent young adults.

A life skills assessment must be completed for rangatahi over the age of 15. This will help them and the people supporting them to learn which life skills they are strong in, and those that need to be developed. This assessment must take into account any developmental, cultural or disability issues.

The outcome of the life skills assessment must be recorded, and the steps that are needed to strengthen their life skills and how they will be supported to do this will be recorded in their transition plan (planning towards adulthood).

Transition plans should reflect the goals of the rangatahi, aspirations and needs. Plans will include:

<sup>6</sup> Each region will determine the appropriate referral process that will suit the particular geographical requirements

- life skills
- living arrangements
- health and wellbeing
- networks of support including whānau, cultural and community groups
- education , training, employment or volunteering
- contact and support arrangements.

Plans will be goal-oriented, task-focused and time-framed.

Planning is an ongoing process, reflecting changes to the needs of the rangatahi and their evolving goals and aspirations. Plans will be reviewed and updated as appropriate with them at least every six months, or more often as required.

<b>Summary of Oranga Tamariki responsibilities</b>	
✓	Has the <u>lead responsibility</u> for all rangatahi needs assessment activities (including the life skills assessment) whilst still in care or custody of the Chief Executive
✓	Has the <u>lead responsibility</u> 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 the tamariki is aware of their entitlements) to identify transition needs whilst rangatahi are still in care or custody of the Chief Executive
✓	Responsible for ensuring Transition Workers are invited to transition planning, including the FGC or planning hui
✓	Has the <u>lead responsibility</u> for monitoring and reviewing plans whilst still in care or custody of the Chief Executive
✓	Has the <u>lead responsibility</u> for facilitating whānau, caregivers and significant others participation in the assessment and planning processes whilst still in care or custody of the Chief Executive <sup>7</sup>
<b>Summary of Partner responsibilities</b>	
✓	Supports any assessment and transition planning activity whilst the rangatahi is still in care, including: <ul style="list-style-type: none"> <li>○ Supporting the rangatahi to participate in assessment and planning processes and helping to facilitate them to have an active say in their plans and decisions that relate to them.<sup>8</sup></li> <li>○ Supporting implementation of the transition plan, by assisting rangatahi to access services, providing practical support and skills development.<sup>9</sup></li> </ul>
✓	Assisting rangatahi to build, strengthen and maintain connections with whānau, hapū, iwi and a broader network of supportive adults (*s7AA <sup>10</sup> )
✓	Has the <u>lead responsibility</u> for transition planning and any required assessments, once care or custody orders are discharged <sup>11</sup> . <ul style="list-style-type: none"> <li>○ Responsible for developing, implementing, monitoring and reviewing transition plans.</li> <li>○ Where further assessment is required to inform the plan, then the Transition Worker will support the rangatahi to access the appropriate service and assessments.</li> </ul>

<sup>7</sup> This will give regard to mana tamaiti principle (i)

<sup>8</sup> This will give regard to mana tamaiti principle (i)

<sup>9</sup> This will give regard to mana tamaiti principle (v)

<sup>10</sup> This will give regard to mana tamaiti principle (iv)

<sup>11</sup> Statutory orders are discharged, so the rangatahi is no longer in the care or custody of the Chief Executive

## Advice and assistance

Advice and assistance includes:

- the delivery of information to rangatahi on their entitlements and support to access these entitlements (such as transition support entitlements from Oranga Tamariki, Work and Income and those that are available to all New Zealanders through other government agencies such as enrolment with a Primary Health Organisation, Housing New Zealand, DHB-funded mental health services, etc.)
- service coordination and brokerage, and
- delivery of specialist programmes to meet needs of rangatahi.

## Brokerage activities

Brokerage is linked to the implementation of what is documented in Transition Plans and service coordination, and is a mechanism for supporting the achievement of goals of the rangatahi. It is the process of identifying and arranging access to a range of supports and services, and in some cases extends to direct purchasing services on behalf of the rangatahi.

Brokerage activities include:

- advocating for and supporting a rangatahi to navigate and gain access to services and existing entitlements
- negotiating and contracting with a provider to deliver a service that is not available through publicly funded sources, or not available in a timely manner (e.g. the publicly available service has a six-month waiting list).

## Specialist programmes

The Partner may develop courses and programmes that are not available in the community and are relevant to the rangatahi referred to the Service. Specialist programmes may consist of a range of services and activities in which the rangatahi and, where relevant, their whānau can participate, which are designed to support them to achieve goals identified in their transition plan.

The programmes may vary in type and mode of delivery and may include, but not be limited to:

- group programmes
- training and support for developing financial literacy and key life skills
- cultural programmes or activities to reinforce positive cultural identity and connection of the rangatahi to their culture<sup>12</sup>
- support to develop appropriate and accessible networks
- recreational programmes to build on strengths and aspirations.

The principles that underpin the Specialist programmes are:

- based within the community in which the rangatahi is living
- flexible and match the changing needs of the rangatahi
- designed to build pro-social relationships
- build skills, interests and enjoyment of the rangatahi

---

<sup>12</sup> This will give regard to mana tamaiti principle (iv)

- contribute to their learning
- culturally appropriate in their methodology and delivery
- strengths-based, participatory, holistic and congruent with the transition plan of the rangatahi.

Summary of Oranga Tamariki responsibilities	
✓	Whilst in care or custody of the Chief Executive Oranga Tamariki has the <u>lead responsibility</u> for ensuring the rangatahi is supported to receive the advice and assistance necessary to become increasingly independent.
✓	<p>Has the <u>lead responsibility</u> for ensuring that the advice and assistance provided before a rangatahi leaves care or custody of the Chief Executive includes:</p> <ul style="list-style-type: none"> <li>• a copy of the record relating to important events and achievements in their life when they leave care or a long-term youth justice residential placement, and information about where they can access that record in the future; and</li> <li>• assistance to develop any life skills that the rangatahi may need to help them become independent; and</li> <li>• assistance to obtain official documentation before they reach the age of 18 years, including–                             <ul style="list-style-type: none"> <li>- photo identification (for example, a passport or a driver’s licence); and</li> <li>- a certified copy of their birth certificate; and</li> <li>- an IRD number; and</li> <li>- a bank account; and</li> <li>- verifying their identity online to enable them to access key government services; and</li> </ul> </li> <li>• information to ensure that the rangatahi is aware of the legal requirement to enrol on the General or Māori Electoral Roll once they reach the age of 18 years; and</li> <li>• information and assistance before the age of 18 to understand how to access health, housing, employment, financial, and legal services independently after they leave care or custody.</li> </ul>
Summary of Partner responsibilities	
•	<p>Once discharged the Partner has the <u>lead responsibility</u> for the provision of advice and assistance (*s386B(1)(a) and (b)) to enable the rangatahi to become increasingly independent, including:</p> <ul style="list-style-type: none"> <li>- providing emotional support</li> <li>- promoting cultural identity</li> <li>- mentoring, role-modelling</li> <li>- brokerage and navigation of services as per transition plan</li> <li>- supporting rangatahi to learn how to identify and access services themselves</li> <li>- advocating with agencies for the rangatahi to ensure access to services they need.</li> </ul>
✓	Report quarterly on specialist programmes delivered and associated costs

Application form for Specialist Programme funding attached as [Appendix 7](#).

### Financial assistance

Rangatahi (or, if appropriate, their caregiver or other person) may be provided with financial assistance needed to achieve independence, but only after considering what other financial

assistance is available to them and giving particular consideration to any high or complex needs. Payments of financial assistance are limited to the funds allocated under this agreement.

Transition Workers will assess each request/need of the rangatahi on an individual basis, and:

- give special consideration to any high or complex needs
- assess current financial entitlements
- comply with any operational policy, practice guidance and delegation limits provided by Oranga Tamariki
- guide their decision-making on granting or declining the request of the rangatahi for financial assistance by using the handy guide and **Financial Decision Making Framework** attached as [Appendix 8](#).

As per the legislation (s386 B (4)) the payment MUST be made directly to the rangatahi, unless the Transition worker considers it appropriate to pay all or any of it to the caregiver of the rangatahi or another person.

***What happens if the rangatahi spends their allocation on non-compliant costs?***

Rangatahi may make poor choices and each individual situation will need to be assessed on a case by case basis. Transition Workers must continue to support rangatahi regardless of any poor decisions they make, and help them to learn from their mistakes. The Transition Worker should use their discretion and judgement in these types of situations and look for ways to provide support that reduces the risk of the rangatahi misusing the funds.

***What if we need to fund something that exceeds allocation?***

Your funding will be calculated per FTE. However, the amount actually required will vary depending on the rangatahi. You may purchase anything that meets the criteria as per the [Financial Decision Making Framework](#) until you have exhausted your funds.

Should this be the case then you may apply to Oranga Tamariki (through your PFO Advisor) for further funding, or to bring your payments forward if you run out within a quarter. This will be reviewed on a case by case basis noting that additional on-going funding cannot be guaranteed.

**The Partner will document all requests for assistance, the circumstances, amount, and the decisions taken - and report on these quarterly - Link to report templates [HERE](#).**

Summary of Oranga Tamariki responsibilities	
✓	Has the <u>lead responsibility</u> for meeting the needs of the rangatahi and providing financial assistance to support the transition plan, whilst still in care or custody of the Chief Executive
✓	Must provide the \$1,500 discharge grant to support the purchase of essential items for independent living (Before leaving care rangatahi are entitled to receive a discharge grant of at least \$1,500 which remains accessible to them through to their 21st birthday). Note, this grant does not pertain to rangatahi who are solely on Youth Justice orders
✓	Has the <u>lead responsibility</u> for providing financial assistance to the rangatahi to the age of 25 through the Transition to Adulthood team at the Contact Centre that request support (and are not actively engaged with a Partner)
Summary of Partner responsibilities	
✓	Has the <u>lead responsibility</u> for providing financial assistance (*s386B(b)) to the rangatahi, who are discharged from care or custody and that are actively engaged with the Service (as per the Financial Decision Making Framework)

✓ Support the rangatahi to spend their discharge grant to purchase the essential items they need to live independently
✓ Report quarterly on financial assistance delivered and associated costs (as per Appendix 10 (B)).

### Placements and accommodation

Whilst under orders Oranga Tamariki has lead responsibility for placements and accommodation of the rangatahi. The transition plan of the rangatahi prior to being discharged from care or a long-term youth justice placement should outline where they will live when they leave care and any support they will receive in relation to their accommodation.

Once discharged Partners have the lead responsibility for supporting the rangatahi to find and negotiate accommodation that is appropriate to their wishes and needs. This may be living with family, a boarding arrangement or flatting in housing provided by private landlords and social housing Partners.

### Remaining / returning to live with a caregiver

An eligible care-experienced rangatahi can choose to remain living with their existing, or another agreed caregiver, after their 18th birthday. This must be mutually agreed with the caregiver and approved by Oranga Tamariki. In addition, rangatahi have the entitlement to return to living with an approved caregiver up to their 21st birthday even if they have decided to live independently once they turn 18 years of age. This living arrangement must be formalised in a 'Living Arrangement Agreement'. Oranga Tamariki is responsible for recruiting and supporting approved caregivers and monitoring Living Arrangement Agreements.

The Transition Worker will help the rangatahi to negotiate a Living Arrangement Agreement (using the template supplied by Oranga Tamariki) with their approved caregiver. The Transition Worker will then encourage the rangatahi to meet their on-going obligations under the Living Arrangement Agreement e.g. paying board at agreed intervals, maintaining house rules etc.

Summary of Oranga Tamariki responsibilities
✓ Has the <u>lead responsibility</u> for placements / accommodation for rangatahi whilst under statutory care or custody of the Chief Executive
✓ Has the <u>lead responsibility</u> for advising rangatahi of their entitlements to remain / return to living with a caregiver
✓ Has the <u>lead responsibility</u> for finding an approved caregiver should the rangatahi wish to remain / return to living with a caregiver
✓ Has the <u>lead responsibility</u> for providing on-going training and support to caregivers
✓ Has the <u>lead responsibility</u> for monitoring the living arrangements against a set of agreed standards or any regulations if they exist
✓ Has the <u>lead responsibility</u> for providing financial assistance to meet the reasonable costs of the living arrangement
Summary of Partner responsibilities
✓ Has the <u>lead responsibility</u> for supporting rangatahi to find safe and stable accommodation, once they have been discharged

- ✓ Support the rangatahi to negotiate a Living Arrangement Agreement (\*s386AAE) with the caregiver and support them to meet their obligation under the arrangement

### Maintaining contact

The Partner must take reasonable steps to maintain contact with the rangatahi until they reach 21 years of age to ensure they can receive their advice and assistance entitlements and become increasingly independent.

When determining the level of contact it is important to consider:

- if a rangatahi wants contact
- the needs of the rangatahi
- the age and maturity of the rangatahi.

The Partner must aim to meet the rangatahi face to face at least once every two weeks<sup>13</sup>, unless otherwise agreed with the rangatahi. A conversation must be held with a rangatahi to identify their wishes about the level of contact, before changes in frequency/forms of contact occur. Where there are sound reasons for less frequent contact (such as age, maturity, needs or wishes of the rangatahi), the reasons must be recorded in a Transition Plan. Between face-to-face meetings, regular contact can be maintained through channels such as text messaging, phone calls, Facebook Messenger and email as agreed with the rangatahi.

The Transition Worker must record all attempts of contact made, even if contact is not established, and key information on what was discussed when contact is responded to. Rangatahi can say no to the Partner maintaining contact with them. In these circumstances the Partner must offer other options such as:

- link them to a different Transition Worker
- refer them to another Partner (where available)
- advising of the options of reducing frequency of contact
- advising of no need to respond to contact
- advising that they are OK and no further actions required
- a third-party or Transition Support Service Contact Centre to contact if they need further advice or support in the future.

**Summary of Oranga Tamariki responsibilities**

- ✓ Has the lead responsibility for visiting the rangatahi (while the rangatahi is still under care orders) and the caregiver separately at the frequency specified in a care plan
- ✓ Has the lead responsibility for ensuring that the final transition planning document prior to discharge outlines how contact will be maintained, who will maintain contact, consent around sharing information and alternative options that might be needed to make contact in certain circumstances

**Summary of Partner responsibilities**

- ✓ Has the lead responsibility for making reasonable efforts to maintain contact (\*s386C(1),(2) and(3)) with rangatahi who have left care or custody to the age of 21 years

<sup>13</sup> More frequent visits may be required for higher needs young people, or young people in crisis

✓	Responsible for meeting the rangatahi face-to-face at least fortnightly, unless otherwise agreed in the transition plan. The need of the rangatahi will be a key consideration when agreeing a plan for regular contact
✓	Responsible for recording all contacts and attempts at contact made. Responsible for reporting to Oranga Tamariki when rangatahi 'opt-out' of receiving on-going proactive contact and support prior to 21 years.
✓	Must ensure, where a rangatahi is adamant they want do not want to engage in the service and want no on-going contact that the rangatahi knows they can re-engage with the service at any time up until they are 21.

## Department of Corrections

*Where rangatahi are in an adult correctional facility - Interface with the Department of Corrections.*

Some rangatahi will be under an order managed by the Department of Corrections due to their offending before they were 18. Others may also offend subsequently after their 18<sup>th</sup> birthday and either receive an adult community-based sentence, or a sentence of imprisonment (and subsequent probation services).

In both these cases, the Partner will continue to support the rangatahi. The Transition Worker will need to link with either a Case Manager or Probation Officer of the rangatahi to ensure that the needs of the rangatahi are understood and met, as appropriate, and to agree roles and responsibilities.

Transition Workers will negotiate access and frequency of access to the rangatahi if they are in prison. They will also share relevant information to ensure the rangatahi can continue their transition to adulthood during their community-based sentence or post release from imprisonment. This includes working with providers contracted by the Department of Corrections in undertaking rehabilitation and reintegration services.

## Exiting the Service

Rangatahi can exit the service in a number of ways, they may:

- have reached 21 years of age and 'graduated' from the service
- move out of area
- not wish to have any further contact ('opt-out').

Should rangatahi wish to opt out of the service prior to completion, the Partner will ensure the steps outlined in the [Maintaining Contact](#) section have been followed.

We acknowledge that individual circumstances will dictate when a Transition Partner chooses to remove a rangatahi from their caseloads and different organisations will have their own policies and procedures around this. It is up to the Transition Partners discretion how they manage this, realising that rangatahi needs will vary.

### Graduating from the service

At least six months before their 21<sup>st</sup> birthday, the Transition Worker will focus on what supports the rangatahi may need after they turn 21 and ensure the rangatahi and their support network are aware of how to access the support that they need. This will include ensuring the rangatahi knows that they can come back to Oranga Tamariki for advice and assistance up until their 25th birthday. The Partner will support the rangatahi to reflect on their progress, celebrate their achievements and reinforce the skills and knowledge they have developed. The Partner will provide a **closure form** to Oranga Tamariki prior to the rangatahi turning 21.



For a small number of rangatahi with high and complex needs and few supports in place, there is flexibility to extend the service past their 21<sup>st</sup> birthday. The Partner will refer these rangatahi to services that provide in-depth and on-going support and where appropriate may continue to hold a coordination role for a period of time to ensure that these rangatahi are receiving the services and supports that they need.

### Transfers

Should rangatahi move out of area, the Partner will seek consent to refer them to another Transition Partner. The Partner will send the [transfer request](#) along with the original [referral form](#) to the [Transition Support Service Contact Centre](#) who will facilitate the referral to an appropriate Partner. If the rangatahi does not consent to this the Partner will send a [closure form](#) to Oranga Tamariki, outlining the work undertaken with the rangatahi, goals achieved, key support people and reason for the exit.

### Closure with Transition Support Partner

The closure form provides details of the engagement between the rangatahi and the Transition Partner to Oranga Tamariki. This enables Oranga Tamariki to maintain contact with the rangatahi and to understand if there are any outstanding needs that the rangatahi may have.

When submitting a closure form, please send to the Transition Support Contact Centre at [Transitionsupport@ot.govt.nz](mailto:Transitionsupport@ot.govt.nz)

If following a closure rangatahi chooses to get back in touch with you (Transition Partner) and the Transition Worker takes them back on their case load, please let the Contact Centre Team know so that Oranga Tamariki does not continue to maintain contact.

Closure form is attached as [Appendix 9](#).

Summary of Oranga Tamariki responsibilities	
✓	Assess the Partner's summary exit report to ensure it contains all relevant information.
✓	Responsibility to update the record of the rangatahi with their exit summary, on receipt from the Partner.
✓	Facilitate the referral of a rangatahi to an appropriate Partner upon receipt of the consent of the rangatahi and referral information from the Partner where the rangatahi has moved out of the area.
Summary of Partner responsibilities	
✓	Ensure the steps outlined in the <a href="#">Maintaining Contact</a> section have been followed if the rangatahi opts out of the Service prior to completion.
✓	Responsibility to provide a summary report to Oranga Tamariki, on the exit of the rangatahi from the service outlining the work undertaken, goals achieved, key support people and reason for exit.
✓	Responsibility to provide referral information to the National Contact Centre, should the rangatahi move out of area and consent to being referred to another Partner.
✓	Responsibility to ensure the rangatahi is aware of their entitlements to request advice and assistance up until their 25 <sup>th</sup> birthday (*s386A (2) (c), s.386A (4) and s.386B)).

## 6. REPORTING REQUIREMENTS AND INFORMATION SHARING

---

### What data needs to be collected for reporting?

To determine if the Service is making a difference Oranga Tamariki requires the Partner to collect data that will tell us how much was done, how well it was done and if anyone was better off.

### Information sharing

Any information we collect on a routine basis is collected via forms, included as appendices 5, 6 & 9 & 10 of these service specifications.

### Oranga Tamariki will

- request and share information in line with the Oranga Tamariki Act information sharing provisions
- ensure that rangatahi have all the information and assistance they need to:
  - understand the type of information that will be shared about them, who it will be shared with, and in what circumstances
  - express their views about their information being shared
  - understand the consequences of the decision in relation to sharing
- ensure responsibilities for particular tasks are agreed in the plan in conjunction with rangatahi.

### Your obligations under the Privacy Act

In supplying reporting information to Oranga Tamariki, Partners are required to comply with their own obligations under the Privacy Act 2020, by ensuring that where personal information is collected from clients in the delivery of the service, the client be informed;

- That information is being collected.
- The purpose for which it is being collected.
- The intended recipients of the information.
- The agency collecting the information.
- The agency holding the information.
- If the collection of the information is authorised or required under law.
- The particular law.
- Whether it is voluntary or mandatory.
- The consequences of refusing.
- The right to access and correction of the information.

### What information is Oranga Tamariki sharing with Partners?

Oranga Tamariki will share the information as highlighted in the referral form (attached as Appendix 5) including fixed data points such as rangatahi name, date of birth and CYRAS ID and freeform data points that cannot be classified in detail, such as an All About Me plan and / or life skills assessment required to identify rangatahi for referral.

Where appropriate Oranga Tamariki will also collect and share information where required to support rangatahi transferring from (or to) Transition Partners through a transfer request form (attached as Appendix 6).

## What information is Oranga Tamariki seeking from Partners?

The Transition Support Service has a legislative obligation with the [Oranga Tamariki Act 1989](#) to provide advice and assistance [386\(b\)](#) and to maintain contact with rangatahi up to the age of 21 [386\(c\)](#).

**386 (b)** requires information sharing by way of financial assistance reporting from the Partner through sharing back with the agency the rangatahi CYRAS ID and individual spend.

**386 (c)** In order to ensure Oranga Tamariki is able to maintain contact with eligible rangatahi, Oranga Tamariki will ask for information through the closure form (attached as Appendix 9).

There may at times be a requirement to share information regarding individual rangatahi to ensure that Oranga Tamariki records remain accurate and up to date for example, rangatahi contact details and / or confirmation of Transition Worker engagement

## How will this information be stored?

Any information you give us will be stored securely in the Oranga Tamariki Client Management System.

## What reports are required by Oranga Tamariki?

To meet our obligations under the Oranga Tamariki Act 1989, reporting by Partners is required to meet contractual obligations and ensure accountability to Government for the funding provided under the Outcome Agreement.

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

- A. Monthly Incident Report
- B. Quarterly Expenditure Report
- C. Quarterly Provider Return Report

[Provider Report templates available for download HERE](#)

## Monthly Incident Report

The Partner agrees to complete a monthly Incident report as set out in [Appendix 10 \(A\)](#) This report will be sent to the 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 a rangatahi
- allegation of inappropriate behaviour against a rangatahi, by an employee.

For a rangatahi still under care or custody (or where Oranga Tamariki has guardianship), the Oranga Tamariki Social Worker must be informed immediately.

For rangatahi not currently under orders, the [National Contact Centre](#) must be informed within 24 hours.

If you do not have any incidents to report at the end of each month, you may submit the report quarterly.

### Quarterly Expenditure Report

The Partner will provide a quarterly expenditure report as set out in the Outcome Agreement (an example attached as [Appendix 10 \(B\)](#) to these Service Specifications).

The quarterly expenditure report must be supplied within ten working days of the start of the calendar month following the end of the quarter.

### Quarterly Provider Return Report

The Partner will provide a quarterly report as set out in the Outcome Agreement (an example attached as [Appendix 10 \(C\)](#) to these Service Specifications).

The data is backed up by a narrative report. A guide to writing the narrative report is found in the Provider Return Report.

The quarterly report must be supplied within ten working days of the start of the calendar month following the end of the quarter.

### Data dictionary to support reporting requirements

A data dictionary has been developed to support in defining what the measures we are collecting mean, attached as [Appendix 10 \(D\)](#)

### Reporting concerns

Whilst a rangatahi is still under care or custody (and if the Partner considers that a rangatahi has any of the following issues or their behaviour gives cause for concern) it is appropriate to talk to caregiver of the rangatahi and the Oranga Tamariki Social Worker.

Some issues of concern are listed below but this is not an exhaustive list.

Concern	Action
Not attending appointments or programmes when the Partner expect them to and there are grounds to believe they are at risk of being harmed by others, or there are mental health concerns, or they are at risk of harming themselves or others	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker
Rangatahi has a pattern of missing planned sessions	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker
Rangatahi displaying behaviour that is concerning	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker
Rangatahi appear to be under the influence of drugs or alcohol	Contact the caregiver of the rangatahi or the Oranga Tamariki Social Worker and supervise until someone comes for them
Rangatahi has suicidal ideation or reveal they have self-harmed	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker

Rangatahi become seriously unwell	Contact the caregiver of the rangatahi and apply / seek appropriate medical assistance.
-----------------------------------	---

### **National Contact Centre**

Where there is an immediate concern it is important that the Partner talks to someone directly to ensure they are aware of the concern; please do not leave a voicemail message. The Partner is responsible for determining the appropriate Oranga Tamariki Social Worker. If the Oranga Tamariki Social Worker is unavailable or is not known to the Partner then get in touch with their supervisor or call or email the National Contact Centre (0508 326 459) or [contact@ot.govt.nz](mailto:contact@ot.govt.nz) and ask for the duty Social Worker at the site of the rangatahi.

## **7. PARTICIPATION AND THE VIEWS OF RANGATAHI**

---

It is expected that the Partner will work to actively receive feedback on their services from the rangatahi they are working with. The voice of 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 Partner and the Oranga Tamariki Social Worker/Co-ordinator must ensure that the 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](#), 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 here [legislation reform information](#).

### **Information sharing**

In line with the Privacy Act principles and a consent-based approach, the Transition Worker 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/Partners have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers/Partners 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 rangatahi, whilst in care or custody, or under a support arrangement from 18 – 21 years
- “Child” and “young person” derive their meanings from Oranga Tamariki Act 1989, and “children” and “young people” 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 the whakapapa (genealogy) of a rangatahi 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
- “Missing rangatahi” means any rangatahi whose whereabouts are unknown and there are genuine fears for the safety or concerns for the welfare of that person. NB: Rangatahi will be considered missing until they are located and their wellbeing or otherwise is established
- “Oranga Tamariki” means Oranga Tamariki—Ministry for Children, which is the Purchasing Agency under the Outcome Agreement
- “Oranga Tamariki site Manager” means the manager responsible for the budget and Oranga Tamariki Social Workers in a given geographic location
- “Oranga Tamariki site Office” means the local operations site of Oranga Tamariki—Ministry for Children and “Site” has the same meaning
- “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
- “Partner” means the party named 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
- “Tamariki” means children less than 15 years of age.
- “Transition to Adulthood Service Contact Centre” – means the dedicated team that is contained within the Oranga Tamariki National Contact Centre. Dedicated number (0800 55 89 89)

- “Transition Plan” means a plan developed with the rangatahi by the Social Worker (whilst in care or custody) or the Partner (once discharged) that details the goals the 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
- “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.

## APPENDIX 2: PROVIDER FEEDBACK FORM

Provider Feedback Form		
Please email to your Relationship 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

Transition Outcomes	Lead Role <sup>14</sup>	Description	Supporting role <sup>15</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.	Partners	N/A
	<b>Discharged</b>			
	Partners	Lead responsibility for supporting rangatahi to find appropriate accommodation.	Oranga Tamariki	Will support Partners 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 of custody of CE</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 the rangatahi.	Partners	Will support Oranga Tamariki to co-ordinate and enable rangatahi to access the services, resources etc that meet their needs as described in their plan.
	<b>Discharged</b>			
	Partners	Lead responsibility for the ongoing transition planning and support to develop lifeskills.	Oranga Tamariki	Not unless responding to a request for support or providing this function in lieu of NGO Partner availability.
More rangatahi are healthy and recovering from trauma	<b>Under care or custody of CE</b>			
	Oranga Tamariki	Lead responsibility for the provision of services, resources etc to meet the needs of rangatahi.	Partners	Will support Oranga Tamariki to co-ordinate and enable rangatahi to access the services, resources etc that meet their needs as described in their plan.
	<b>Discharged</b>			
	Partners	Lead responsibility for connecting rangatahi to the services, resources etc to meet their needs.	Oranga Tamariki	Will support Partners by working to identify and address barriers to access and service gaps, across government and community services.

<sup>14</sup>Lead role: Overall responsibility for achieving this outcome.

<sup>15</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 CE</b>			
	Oranga Tamariki	Lead responsibility for supporting relationships between the rangatahi and their family, whānau, hapū, iwi, and family group to be maintained and strengthened. Lead responsibility for supporting relationships between the rangatahi, caregiver, other trusted adults, and the wider community to be established, built on and maintained.	Partners	Will support Oranga Tamariki to establish, build and maintain positive connections for the rangatahi to family, culture and community.
	<b>Discharged</b>			
	Partners	Lead responsibility for supporting relationships between the rangatahi and their family, whānau, hapū, iwi, and family group to be maintained and strengthened. Lead responsibility for supporting relationships between the rangatahi, caregiver, other trusted adults, and the wider community to be established, built on and maintained.	Oranga Tamariki	Not unless responding to a request for support or providing this function in lieu of NGO Partner availability.
More rangatahi are in education, employment or volunteering	<b>Under care of custody of CE</b>			
	Oranga Tamariki	Lead responsibility for meeting the educational and vocational needs of the rangatahi.	Partners	Will support Oranga Tamariki to coordinate and enable rangatahi to access the services, resources etc that meet their needs to achieve their education and employment goals.
	<b>Discharged</b>			
	Partners	Lead responsibility for supporting rangatahi to achieve their educational and employment goals.	Oranga Tamariki	Will support Partners 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 care of custody of CE</b>			
	Oranga Tamariki	Lead responsibility for ensuring the service is equitable for all Māori rangatahi and delivers the same outcomes for rangatahi Māori and their whānau.	Partners	Will support Oranga Tamariki in providing an equitable service to rangatahi Māori and their whānau.
	<b>Discharged</b>			
	Partners	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.
Rangatahi feel more listened to and understood	<b>Under care of custody of CE</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.	Partners	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>Discharged</b>			
	Partners	Lead responsibility for ensuring the voice of the 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: SERVICE STAGES

### Overview of referral, admission, placement and transition stages

Stage	Activity	Oranga Tamariki	Partner
<b>Referral to the Service</b>	Referral of rangatahi to the Service	Provide appropriate referral information via Oranga Tamariki regional process.	Provide appropriate referral information via the National Contact Centre should the rangatahi move to another area or wish to change Partners.
	Referral discussions and allocation	Oranga Tamariki and Partner joint process to review referral information, seek more information where required and allocate to Partner best placed to meet the needs of the rangatahi, where there is more than one Partner in the region. Where there is only one Partner this would be a direct referral discussion.	
	Initiation of Service	Confirmation and recording of Partner details. Social Worker to meet with Transition Worker to provide any further information needed and make initial introduction to rangatahi.	Confirmation of referral, allocation of Transition Worker. <ul style="list-style-type: none"> <li>• Initiates contact with social worker to organise acceptance meeting.</li> <li>• Meet with rangatahi to introduce service and role.</li> </ul>
<b>Preparation</b> <i>(in care or custody)</i>	Assessment and Planning	Lead responsibility for assessment and planning, including the life-skills assessment.  Lead responsibility for all planning including transition planning and coordination of FGC (including obtaining official documentation, banks account, and accommodation and ensuring the rangatahi is aware of their transition entitlements).  Responsible for ensuring Transition Workers are invited to transition planning, including the FGC or planning hui.  Lead responsibility for monitoring and reviewing plans.	Support rangatahi's voice and participation in assessment and planning processes.  Support implementation of transition plan.

IN-CONFIDENCE

Stage	Activity	Oranga Tamariki	Partner
		Lead responsibility for facilitating whānau, caregivers and significant others participation in the assessment and planning processes.	
	Advice and Assistance	Lead responsibility for ensuring the rangatahi is supported to receive the advice and assistance necessary to become increasingly independent (as per Care Standards Regulation 75).	Support access to services, provide practical support and skill development to rangatahi, as per transition plan  Assist rangatahi to build, strengthen and maintain connections with whānau, hapū, iwi and a broader network of supportive adults.
	Placements	Lead responsibility for placements / accommodation for rangatahi whilst under statutory care or custody of the Chief Executive.  Supporting the rangatahi to establish where they will live immediately after care or custody orders are discharged.	
	Financial Assistance	Lead responsibility for meeting needs of rangatahi and providing financial assistance to support transition plan.  (Before leaving care rangatahi are entitled to receive a discharge grant of at least \$1,500 which remains accessible to them through to their 21st birthday)  Note, this grant does not pertain to rangatahi who are solely on Youth Justice orders'	Support the rangatahi to spend their discharge grant to purchase the essential items they need to live independently.
	Contact	Responsible for visiting the rangatahi and the caregiver separately at the frequency specified in a transition plan.	Minimum monthly contact (or more as required) to develop a relationship and support implementation of the transition plan.

IN-CONFIDENCE

Stage	Activity	Oranga Tamariki	Partner
		Responsible for ensuring that the final transition planning document prior to discharge outlines how contact will be maintained, who will maintain contact, consent around sharing information and alternative options that might be needed to make contact in certain circumstances.	
Transition (post-care or custody up until the age of 21)	Assessment and Planning	Not unless responding to a request for support or providing this function in lieu of NGO Partner availability.	Lead responsibility for assessment and planning once orders are discharged.
	Advice and Assistance	<p>Lead responsibility for providing advice and assistance to rangatahi to the age of 25 that request support through the National Call Centre (and are not actively engaged with a Partner).</p> <p>Responsible for identifying barriers to access and gaps in service provision that are impacting rangatahi leaving care.</p> <p>Responsible for advocating at a systems level for better access to services for care leavers through other government and community agencies.</p>	<p>Lead responsibility for the provision of advice and assistance to rangatahi they are actively engaged with including:</p> <ul style="list-style-type: none"> <li>• providing emotional support</li> <li>• mentoring, role-modelling</li> <li>• brokerage and navigation of services as per transition plan</li> <li>• supporting rangatahi to learn how to identify and access services themselves</li> <li>• advocating with agencies for the rangatahi to ensure access to services they need.</li> </ul>
	Financial assistance	Lead responsibility for providing financial assistance to rangatahi to the age of 25 through the National Contact Centre that request support (and are not actively engaged with a Partner).	Lead responsibility for providing financial assistance to rangatahi that are actively engaged with the Service (as per financial assistance guidelines).
	Contact	Lead responsibility for visiting the rangatahi (while the rangatahi is still under care orders) and the caregiver separately at the frequency specified in a care plan.	Lead responsibility for making reasonable efforts to maintain contact with rangatahi to the age of 21 years.

IN-CONFIDENCE

Stage	Activity	Oranga Tamariki	Partner
		<p>Has the <u>lead responsibility</u> for ensuring that the final transition planning document prior to discharge outlines how contact will be maintained, who will maintain contact, consent around sharing information and alternative options that might be needed to make contact in certain circumstances</p>	<p>Responsible for meeting the rangatahi face-to-face at least every two weeks, unless otherwise agreed in the transition plan.</p> <p>Responsible for recording all contacts and attempts at contact made. Responsible for reporting to Oranga Tamariki when rangatahi 'opt-out' of receiving on-going proactive contact and support prior to 21 years.</p>
	Accommodation	<p>Responsible for identifying barriers to access and gaps in service provision that are impacting rangatahi leaving care.</p> <p>Responsible for advocating at a systems level for better access to accommodation for care leavers through other government and community agencies</p> <p><b><u>Entitlement to remain / return to care</u></b></p> <p>Lead responsibility for finding a caregiver should the rangatahi wish to remain / return to care under s386AAD</p> <p>Lead responsibility for monitoring support arrangements and providing on-going training and support to caregivers.</p> <p>Lead responsibility for providing financial assistance to meet the reasonable costs of the living arrangement.</p>	<p>Lead responsibility for supporting rangatahi to find safe and stable accommodation.</p> <p><i>(Note this is not accountability to house rangatahi, but responsibility to help them locate and access options available).</i></p> <p><b><u>Entitlement to remain / return to care</u></b></p> <p>Will support the rangatahi to negotiate 'Living Arrangement Agreement' (under s.386AAE) should they wish to remain / return to care and support them to meet their obligations under this agreement.</p>
<p><b>Post-Transition</b> <i>(up to the age of 25 years)</i></p>	Advice and Assistance	<p>Lead responsibility for responding to requests for advice and assistance through the National Contact Centre from eligible young adults.</p>	<p>Responsibility to provide proactive support in relation to referral from Oranga Tamariki or direct contact from young adult.</p>

IN-CONFIDENCE

Stage	Activity	Oranga Tamariki	Partner
	Financial assistance	Lead responsibility for providing financial assistance to young adults that request support.	Responsibility to refer on to Oranga Tamariki when contacted directly by young adult.
<b>Exiting the Service</b>	Exit	<p>Assess the Partner’s closure summary report (located within closure form) to ensure it contains all relevant information.</p> <p>Upon receipt of information from the Partner, update the rangatahi record with the reason for exit and summary from closure form.</p> <p>Where rangatahi has moved out of the area, facilitate the referral of a rangatahi to an appropriate Partner upon receipt of the consent of the rangatahi and referral information from the Partner.</p>	<p>Responsibility to provide a completed closure form to Oranga Tamariki, on exit from the service of the rangatahi.</p> <p>Responsible for ensuring the rangatahi is aware of their entitlements to request advice and assistance to their 25<sup>th</sup> birthday. Ensure the steps outlined in the <a href="#">Maintaining Contact section have been followed if the rangatahi opts out of the service prior to completion.</a></p>



## APPENDIX 5: REFERRAL FORM



# Transition to Adulthood

FINAL VERSION – 2 DEC 2019

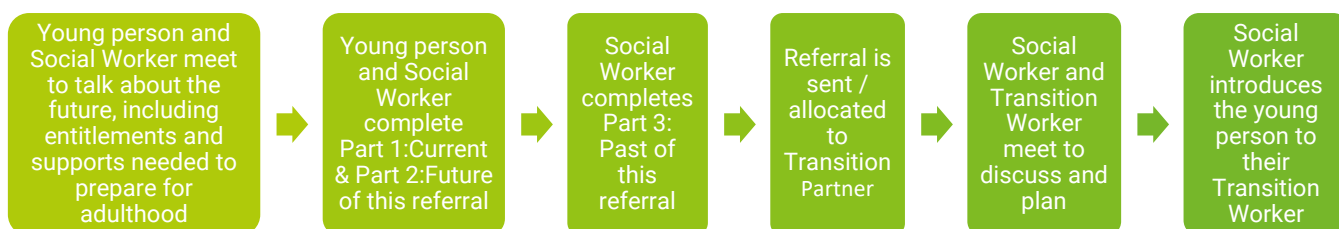
### REFERRAL

This referral form will provide information for the Transition provider about the young person / rangatahi being referred to their service. Please check the Entitlement Guide for young people who are entitled to support from a Transition Worker.

**The referral needs to inform and enable safe and suitable allocation and practice decisions**, and to try and match the most suitable provider or worker to the young person.

It's important to detail:

- ▶ the young person's voice and wishes (including their preference for the type of person they'd like to work with)
- ▶ who is in the young person's support network – who are safe and unsafe family members (is there any risk posed to the worker by wider family)?
- ▶ any health, disability, mental health needs the young person might have (what specialist skills might their worker need, or need to have access to so they can meet the needs of this young people)
- ▶ particular trauma or offending history that may require specific skills or profile of worker (e.g. sexual offending)



After allocation it's important that the social worker and Transition to Adulthood worker meet to discuss the young person in depth (assessment and planning), and set out how they will best work together to support this young person going forward. Where possible, the social worker will introduce the young person to the Transition to Adulthood Worker.

Once this referral has been completed and allocated, please record and attach on CYRAS under the casenote header 'Referral to Transition Services' and identify the allocated Transition Partner.

## YOUNG PERSON / RANGATAHI DETAILS

Young Person		Gender Identity	
Age		Ethnicity	
Date of Birth		Iwi, hapū, marae, village	
Date entered care / custody		Legal status	
Estimated date to exit care / custody		CYRAS Number	
Date of referral			
Entitled to (see guide)	Advice & Assistance: Y / N	Transition Worker: Y / N	Remain in / Return to Care: Y / N
Living Skills Assessment	Completed & Attached: Y / N		
All About Me Plan	Completed & Attached: Y / N		

## PART 1: CURRENT

To be completed following conversation between the social worker and young person.

How would you describe your current situation?  
Where are you living? Who are you living with? What are you doing during the day?  
What do you like or not like about your current situation?

.....

What are the things you love to do?  
This could include: sports, music, Kapa Haka or cultural activities, skills you're learning.  
These could be things you've done in the past, things you do now, or things you'd like to do in the future.

.....

Who are the important people in your life?  
This will include: whānau/family, Caregiver, friends, cultural or spiritual mentors, etc. [Genogram can be attached]  
Please provide their contact details.

.....

What professionals, services and/or organisations are currently supporting or working with you?  
This will include: Lawyer for Child, Youth Advocate, Health Professionals, Education, Iwi, Corrections/Probation, Social Worker (where not listed as referrer), etc.  
Please provide their contact details.

.....

How can we contact you?

Address:

Phone:

Mobile:

Social Media:

Other:

Do you have any important dates or events coming up that you'd like us to be aware of or support you with? Birthday? Graduation? FGC? Court dates? Anniversary of loss or important event?

.....

## PART 2: FUTURE

To be completed following conversation between the social worker and young person.

What are your goals, hopes and dreams?

Consider things like: education / employment, where to live, whānau, cultural, interests, hobbies, health or wellbeing.

.....

What support do you need to achieve these goals?

Consider things like: coaching, opportunities, accessing services, education/training, financial.

.....

What other skills do you need help with to be ready to transition from care to adulthood?

Consider things like: connection/cultural identity, managing health, budgeting, shopping, cooking, transport, accommodation, cleaning, social skills, hygiene, sexual health, parenting, employment, education, legal advice.

.....

What barriers do you have to obtaining your goals?

What could make doing what you want to do difficult?

.....

What kind of person would best support you in this transition to adulthood?

Consider things like: personality, values, gender identity, sexual orientation or ethnicity.

.....

## PART 3: PAST

To be completed by the Social Worker.

Referrer's details:

Social Worker:

Contact details:

Site:

Other key Oranga Tamariki contact people and their contact details:

*i.e. Supervisor, Youth Worker, FGC Coordinator, YJ Social Worker*

Key background information is required to inform and enable safe and suitable allocation and practice decisions for the young person and the Transition Worker.

It will ensure the Transition Worker is informed of needs and risks when working with this young person, their whānau, and associates, and how to best support the young person.

Please include the following information:

- ▶ Reason for Oranga Tamariki involvement, including when & why the young person came into care
- ▶ Care and placement history
- ▶ Key life events (this may include trauma experiences)
- ▶ Offending (where significant and/or current, including Youth Justice Residential placements)
- ▶ Health / Mental Health / Disability (concerns and/or involvement)

.....

Further information is required if this young person has any of the following:

- ▶ Disability or diagnosis
- ▶ Physical health needs
- ▶ Mental health concerns (including suicidal ideation, self-harming)
- ▶ Violent or abusive behaviour
- ▶ Harmful sexualised behaviour
- ▶ Arson / fire lighting behaviour

Further information should include: timeline of diagnosis/behaviour, how does this present when working with the young person, what additional support is required, what has been done to respond to this, what other services/professionals are or have been involved due to this need/behaviour?

Supporting documents should be attached, where relevant.

.....

Are there any further risks, safety concerns or issues that the Transition Worker needs to be aware of while working with this young person?

Consider: things that may be a trigger for this young person, communication needs, drug and alcohol use, medications/allergies, negative associations (gang, co-offenders), risks posed by current living arrangements, etc.

.....

*At the initial consult meeting between the Social Worker and the Transition Worker, additional information and supporting documentation may be requested.*

## APPENDIX 6: TRANSFER FORM



# Transition Transfer Request

DRAFT v1 – 28 February 2020

Please send the completed Transfer Request to [transitionsupport@ot.govt.nz](mailto:transitionsupport@ot.govt.nz) – the Transition Support Team at the National Contact Centre. They will direct this request through to the new region / Partner.

### TRANSFER TO A NEW TRANSITION SUPPORT PARTNER

This Transfer Request will provide details of the engagement between the original Transition Partner and the young person / rangatahi, information on the reason for transfer, and what support will be required from the new Transition Partner going forward.

**This summary is the young person's information and they can see it and help decide what goes into it, if they want. They can be given a copy of this.**

It's important to detail:

- ▶ reason for requesting transfer to a new Transition Partner
- ▶ what engagement has occurred and supports given to the young person / rangatahi
- ▶ how the young person / rangatahi will need to be supported going forward
- ▶ who are the main support people in the young person / rangatahi's life

Please send this Transfer Request along with the original Transition Referral, and any relevant supporting documentation – such as All About Me Plan, transition plans, documentation of achievements.

Once the Transfer Request has been accepted by the new Transition Partner, this will be followed by a discussion / handover between Partner.

### YOUNG PERSON / RANGATAHI

Young Person	Gender Identity
Age	Ethnicity
Date of Birth	Iwi, hapū, marae, village
Date commenced with Transition Partner	Legal status (which granted entitlement)

Date of closure	CYRAS Number
-----------------	--------------

New Contact Details	
Address:	
Phone:	
Mobile:	
Social Media:	
Other:	

## TRANSFER DETAILS

<b>CLOSING TRANSITION PARTNER:</b>	
Transition Worker:	
Phone:	
Email:	
Closing Region:	
New / Transfer to Region:	
<b>NEW TRANSITION PARTNER *:</b>	

\* May be completed at a later stage by the Transition Support Team or Regional Transition Lead

## SUMMARY

To be completed by the Transition Advisor and young person (if possible).

How would you describe your current situation?  
Where are you living? Who are you living with? What are you doing during the day?

Who are the important people in your life?  
This will include: whānau/family, Caregiver, friends, hapū/iwi/cultural or spiritual support people, etc.  
This may also include ongoing professional support and networks.  
*Please provide their contact details.*

What are you most proud of achieving in your transition to adulthood?  
Consider things like: education, employment, living arrangements, whanau/family relationships, cultural connection, interests, hobbies, health or wellbeing.

Where do you see yourself in five years' time?  
Where do you want to be? What would you like to be doing? What would you like to achieve?

How has your Transition Worker supported you in the time you've worked together?  
Consider things like: coaching, cultural connection, opportunities, accessing services, financial, teaching skills for adulthood.

Is there anything you'd like to share about your transition journey from care to adulthood (positive or negative)?

Consider: getting ready for leaving Oranga Tamariki care, support given by your Transition Worker & Transition Partner, advice and assistance given by the Transition Team at the Contact Centre.

What are your goals and hopes in working with a new Transition Worker?

Is there anything you'd like your new Transition Worker to be aware of when meeting and getting to know you?

## REASON FOR TRANSFER

Please include any information you think is important for the new Transition Partner to be aware of.

(Or any information relevant to the Transition Support Team, should the young person return to request advice and assistance at a future time.)

Complete ONLY the section relevant to the reason for transfer

**Reason for Transfer:**      **Select from list:**

### TRANSFER TO A DIFFERENT REGION:

- ▶ Why is this young person moving to a different region?
- ▶ Where will they be living, and who will be supporting them in the new region?
- ▶ How do you envisage the new Transition Worker best supporting this young person?

### TRANSFER TO A DIFFERENT PARTNER

- ▶ Why is this young person being referred / transferred to a different Partner?
- ▶ How do you envisage the new Transition Worker best supporting this young person?

.....

# APPENDIX 7: SPECIALIST PROGRAMME FUNDING

## APPLICATION FORM



### TRANSITION SUPPORT SERVICE

## Application for Specialist Programme Funding

V0.1 31 July 2020

### APPLICATION FOR SPECIALIST FUNDING

There is a pool of funding available to Transition Service Partners, including Supported Accommodation; to develop programmes for groups of rangatahi they are working with. This can be accessed through their Partnering for Outcomes Advisor.

#### Specialist Programme Principles

The principles that underpin these specialist programmes are:

- ▶ Able to support groups of rangatahi
- ▶ Based within the community in which the rangatahi is living
- ▶ Flexible and match rangatahi changing needs
- ▶ Designed to build pro-social relationships
- ▶ Build skills, interests and enjoyment for rangatahi
- ▶ Contribute to their learning
- ▶ Culturally appropriate in their methodology and delivery
- ▶ Strengths-based, participatory, holistic and congruent with the transition plan of rangatahi

### PARTNER DETAILS

<b>NAME OF PARTNER / Provider ID</b>	
<b>Date:</b>	
<b>Name of employee completing application:</b>	
<b>Telephone number:</b>	
<b>Name of Partnering for Outcomes advisor:</b>	



## TO BE COMPLETED BY THE TRANSITION PARTNER

Questions 1-7 are to be completed by the Transitions Partner.

1. Please describe the programme that you are seeking funding for

.....

2. What is the target group for the programme? How many rangatahi is the programme for?

.....

3. What are the expected outcomes for those attending the programme?

.....

4. What will be the format of the programme?

.....

5. What is the frequency of the programme?  
Will it be a one-off or are there intended to be multiple occurrences?

.....

6. When are you intending to run the programme?

.....

7. How much funding are you applying for to run the programme? Please provide a breakdown of these costs.

.....

## INSTRUCTIONS FOR TRANSITIONS PARTNERS

Once you've completed questions 1-7, please **send this application form to your Oranga Tamariki Partnering for Outcomes (Pfo) Advisor.**

- If your application is **under** \$5,000 the Pfo Advisor will return this form to you if approved (see box below)
- You will then be required to send your invoice to your Pfo Advisor and attach this approved application form.
- If your application is **over** \$5,000 please allow approximately 3 – 4 weeks for receipt of funding from approval to contracting (following submission of the completed application) - this will be processed through your Outcome Agreement or via grant.

**Pfo Advisor please note:** if the funding application is over \$5,000 this will need to go through the Funding and Contracting system (FAC) and will require a contract document – if this is the case, following receipt of this application, Transition support team will send you a form to complete for the Pfo planning team

**THIS SECTION TO BE COMPLETED BY TRANSITION SUPPORT SERVICE MANAGER**

**APPROVAL OF PROGRAMME FUNDING (Requests under \$5,000)**

Do you approve this funding application?

**Yes / No**

Please select one option (Service provision and applicable **project code**)

Transition to Adulthood - **T2A001**

Supported Accommodation - **SA0001**

×

Signed **(insert name)**

**Note:**

Once you have completed the approved form, please return to Partnering for Outcome Advisor to communicate with Partner.

Administration: upon receipt of invoice, please use the project code that has been selected (above) and **code the cost to nominal 15779.**

**If you have any enquires or require support when paying your invoice – please contact [Transition@ot.govt.nz](mailto:Transition@ot.govt.nz)**

## APPENDIX 8: FINANCIAL ASSISTANCE HANDY GUIDE AND DECISION-MAKING FRAMEWORK

This resource guide decisions on whether to grant financial assistance under section 386B of the Oranga Tamariki Act 1989.

# FINANCIAL ASSISTANCE

### IN CARE

While a young person remains in care/custody, Oranga Tamariki has lead responsibility to meet the needs of the rangatahi and provide financial assistance to support the transition plan.

### POST CARE

Once a young person has left care/custody, the Transition Worker [and the Transition Team at the Contact Centre, providing advice & assistance] has lead responsibility for providing financial assistance.

### PRINCIPLES

- **Focus on youth-centred outcomes:** we consider the best interests of rangatahi first and support them to reach their potential
- **Individual case-by-case consideration:** we consider rangatahi's individual circumstances and respond to their changing needs
- **Safety net approach:** we supplement existing entitlements and/or income – and balance self-reliance and support
- **High trust relationship:** we start with the belief that young people are honest, and we act reasonably with taxpayer's money
- **Responsive and simple:** we make decisions and payments without unnecessary delays, avoiding unnecessary processes or paperwork

### TRANSITION PROVIDER FLEXIBLE FUND

Transition Providers have a flexible fund of \$7,500 per FTE Transition Worker per year – to be used to provide Financial Assistance to young people they are actively working with.

- There is no cap or expectation of spend per young person, as rangatahi will have a range of circumstances and needs.
- Further funding can be provided, if this flexible fund starts to run low (request this through your PFO Advisor).
- Financial assistance provided should be reasonable, in line with the financial decision making framework (following page), and reported on quarterly.

### DISCHARGE GRANT

Oranga Tamariki will provide at least \$1500 to young people leaving care to assist them to buy essential items to live independently (also known as the Achieving Independence grant).

This may include: furniture, flat items, bedding, towels, toiletries, cleaning supplies.

If a young person is still in care, the Social Worker will assist with access to this grant.

This money is available until the rangatahi turns 21 years, and the Contact Centre Transition team can access this for a young person who has left care.

### TRANSITION TEAM @ THE CONTACT CENTRE

**0800 55 89 89**

If the team receives a request from a young person who is actively engaged with a Transition Worker, the team will make contact with the Transition Worker to discuss the support required.

The Transition Team may provide financial assistance in emergencies (e.g. after hours, public holidays), or where support is requested from the Transition Provider.



# DECISION-MAKING FRAMEWORK

## FOR TRANSITIONS FINANCIAL ASSISTANCE

### 1. IS OTHER ASSISTANCE AVAILABLE?

Check that all other sources of financial assistance for this need have been accessed and exhausted.

- Rangatahi may have financial entitlements they are not yet aware of or accessing
- Transition support funds are available to supplement existing entitlements or income of rangatahi, not replace it

**YES**

Help rangatahi apply for the financial assistance available to them

**NO**

### 2. IS IT AN EMERGENCY NEED?

Ensure rangatahi in crisis can meet their basic needs in a timely manner (e.g. a place to stay, food, and a change of clothing).

- Many requests for emergency help are likely to come from rangatahi with high or complex needs

**YES**

Provide assistance up to delegated amount. Seek manager approval over delegated amount

**NO**

### 3. WILL IT HELP ACHIEVE INDEPENDENCE?

Assess if it will help them move towards or achieve independence?

- Key enablers of independence include a sense of identity and connectedness, stable housing, good health, and development (e.g. education, training, job-seeking or work).
- Consider the goals included in their transition plan and their current life circumstances

**NO**

Consider declining assistance

**YES**

### 4. IS THE REQUEST REASONABLE & PRACTICAL?

Consider whether the request is reasonable and practicable.

- Is it a necessary or typical purchase for a rangatahi?
- Would it be deemed relatively affordable or reasonably priced?
- Is rangatahi able to achieve the benefit or attain the goal?
- Would there be any adverse impacts of declining the request?

**NO**

Consider declining assistance

**YES**

Consider providing assistance to delegated amount. Seek manager approval over this amount

**YES**

### 4(B). DO THEY HAVE HIGH OR COMPLEX NEEDS?

Give particular consideration to funding requests for assistance from rangatahi with high or complex needs

- This group may incur higher costs (e.g. resulting from unstable living arrangements or mental health or substance issues)
- This group is less resilient and may be struggling or reluctant to engage with mainstream services, such as primary health care



**ORANGA  
TAMARIKI**  
Ministry for Children

# DRIVER LICENSING FUND

## **FREE DRIVER LICENSING FUND**

There is current funding via NZTA for free driver licensing for rangatahi eligible for Transition Support Services.

The fund covers:

- A birth certificate, if required to obtain a driver licence
- Up to 20 Professional driving lessons (this can include sitting a test in a drive instructors car)
- Test fees (no limit on re-sits)

To access this funding, Transition Workers should call our dedicated Transition Contact Centre team on 0800 55 89 89.

There are some great resources available via the Drive website to help you assist rangatahi to attain their licence: <https://drive.govt.nz/>

Resources include:

- Preparation for the Learners License Test
- Skills you need for the Restricted License Test
- And Preparing for the Full License Test

## APPENDIX 9: SERVICE CLOSURE FORM



# Transition Service Closure

DRAFT v4 – 28 February 2020

Please send the completed Service Closure form to [transitionsupport@ot.govt.nz](mailto:transitionsupport@ot.govt.nz) – the Transition Support Team at the National Contact Centre. They will record the closure and be ready to support the young person if they request advice or assistance in future.

### CLOSURE WITH TRANSITION SUPPORT PARTNER

This Closure Summary will provide details of the engagement between the Transition Partner and the young person / rangatahi who is now finishing with this Partner.

**This summary is the young person's information and they can see it and help decide what goes into it, if they want.** They can be given a copy of this.

It's important to detail:

- ▶ why the young person / rangatahi is exiting the service
- ▶ what engagement has occurred and supports given to the young person / rangatahi
- ▶ who are the main support people in the young person / rangatahi's life
- ▶ what do we need to be aware of if the young person returns to request advice and assistance

[Please use the Transfer Request document if a young person is moving to another area and wants to be referred to work with a Partner in the new region.]

### YOUNG PERSON / RANGATAHI

Young Person	Gender Identity
Age	Ethnicity
Date of Birth	Iwi, hapū, marae, village
Date commenced with Transition Partner	Legal status
Date of closure with Transition Partner	CYRAS Number
Address	Phone number

## CLOSING TRANSITION PARTNER

<b>TRANSITION PARTNER:</b>	
<b>Transition Worker:</b>	
<b>Phone:</b>	
<b>Email:</b>	
<b>Region:</b>	

**Has the young person been advised of their ongoing entitlements?**

*For all young people:*

- |  |                 |
|--|-----------------|
| ▶ <b>How to contact the Transition Support Team – 0800 558989 – if they need advice and assistance in future? (Available until they turn 25 years old)</b> | Choose an item. |
|--|-----------------|

*If still under 21, and the young person is seeking closure:*

▶ <b>Offered to transfer them to a different Transition Worker?</b>	Choose an item.
▶ <b>Offered to transfer to a different Transition Partner?</b>	Choose an item.
▶ <b>Advised them of the option to reduce frequency of contact?</b>	Choose an item.
▶ <b>Advised them that they can respond to contact in a minimal way if they prefer?</b>	Choose an item.
▶ <b>Negotiated to keep in contact with another person on their behalf?</b>	Choose an item.

## SUMMARY

To be completed by the Transition Advisor and young person (if possible).

**How would you describe your current situation?  
Where are you living? Who are you living with? What are you doing during the day?**

.....

**Who are the important people in your life?  
This will include: whānau/family, Caregiver, friends, hapū/iwi/cultural or spiritual support people, etc.  
This may also include ongoing professional support and networks.  
Please provide their contact details.**

.....

**What are you most proud of achieving in your transition to adulthood?  
Consider things like: education, employment, living arrangements, whanau/family relationships, cultural connection, interests, hobbies, health or wellbeing.**

.....

**Where do you see yourself in five years' time?  
Where do you want to be? What would you like to be doing? What would you like to achieve?**

.....

How has your Transition Worker supported you in the time you've worked together?  
Consider things like: coaching, cultural connection, opportunities, accessing services, financial, teaching skills for adulthood.

.....

Is there anything you'd like to share about your transition journey from care to adulthood (positive or negative)?  
Consider: getting ready for leaving Oranga Tamariki care, support given by your Transition Worker & Transition Partner, advice and assistance given by the Transition Team at the Contact Centre.

.....

## REASON FOR CLOSURE

Please include any information you think is important for the Transition Support Team or another Partner to be aware of, should the young person return to request advice and assistance at a future time.

Complete ONLY the section relevant to the reason for closure.

**Reason for Closure:**      **Select from list:**

### COMPLETION OF SERVICE (21 YEARS):

- ▶ Please detail any further relevant information about the young person's completion of service, and future support required below.

...

### COMPLETION OF SERVICE (UNDER 21 YEARS):

- ▶ Please detail any further relevant information about the young person's completion of service, and future support required below.
- ▶ Why is the young person completing this service earlier than 21 years?
- ▶ What alternate options to closing the service have been considered?

...

### LEAVING AOTEAROA NEW ZEALAND

- ▶ Why is this young person moving to a different country?
- ▶ Where will they be living, and who will be supporting them in the new country?
- ▶ Is the young person willing to have the Transition Partner or the Transition Support Team maintain contact with them while overseas – for example, monthly via e-mail?

.....

### PROVISION OF ONE-OFF / IN-PERSON ADVICE & ASSISTANCE COMPLETED

- ▶ What advice or assistance was required, and was this able to be completed?
- ▶ Please detail any further relevant information about the young person and future support required below.

.....

### WITHDRAWAL OF CONSENT

- ▶ Why did the young person withdraw consent to work with the Transition Partner?
- ▶ Would they be willing to consent to working with a different Transition Partner or having the Transition Support Team maintain contact with them – for example, monthly via phone, text, e-mail or social media?



---

....

**UNABLE TO MAINTAIN CONTACT FOR AN EXTENDED PERIOD OF TIME**

- ▶ When was the last time that contact was able to be made with this young person?
- ▶ In what ways have you tried to contact this young person?
- ▶ Have you been able to contact any whanau / family or other support people?
- ▶ Do you have any concerns for this young person?

....

**OTHER:**

- ▶ What is the reason for closure?
-

# APPENDIX 10: PROVIDER RETURN REPORTS

(A) Monthly Incident report

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

**(B) Quarterly Expenditure Reports**

**Financial Assistance**

Report Due Dates
10-Oct
5-Dec
10-Apr
10-Jul

**Financial Assistance documenting individual spend**

Report measures	Report actuals
Total number of FTE worker/s	
Total number of rangatahi receiving financial assistance	

**Please Note:**

- # The CYRAS ID is provided on your referral form
- # If you do not get a CYRAS ID provided please contact your Oranga Tamariki Social Worker or the Transition Support Helpline (0800 55 8989)
- # If the rangatahi does not have CYRAS ID and you need to provide their name and DOB in lieu of this, please ensure your spreadsheet is password protected
- # Please separate spend per individual rangatahi
- # Please only report on what you have spent from your financial assistance funding ie, \$7,500 allocated in your Outcome Agreement
- # Operational day to day spend when supporting the rangatahi should be not used from the financial assistance funding
- # If you are running low on financial assistance funding, please contact your Partnering for Outcomes Advisor
- # Please send this completed report to your Partnering for Outcomes Advisor quarterly and CC in [Transition@ot.govt.nz](mailto:Transition@ot.govt.nz)

CYRAS Number	Date	Financial Assistance Description	Amount spent
<b>Total amount spent</b>			<b>0</b>

**Specialist Programme funding (if applicable)**

Please fill in this form if you have had programme funding approved within this quarter

Report Due Dates
10-Oct
5-Dec
10-Apr
10-Jul

Type of programme	Description	Number of rangatahi participated	Date range that programme took place	Total cost	Programme outcomes (Narrative)

**(C) Quarterly Provider Return Reports**

Report Due Dates
10 October 2019
05 December 2019
10 April 2020
10 July 2020

Signed by: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 20XX to 30 September 20XX	01 July 20XX to 30 November 20XX	01 July 20XX to 31 March 20XX	01 July 20XX to 30 June 20XX
The provider will support eligible rangatahi on their path to adulthood and long term wellbeing. This will include preparation for their transition from care or youth justice; provide proactive contact and support as they establish themselves; and assist the rangatahi to further develop their skills and achieve independence.	Total number of transition worker FTEs					
	Total number of rangatahi receiving service.					
	Total number of rangatahi actively engaged in education, training, employment or volunteering					
	Total number of rangatahi in custody					
	Total number of rangatahi in safe and stable living					
	Total number of rangatahi that are a parent					

<b>Provider Narrative Report – To be completed twice per year - due 5 December and 10 July.</b>
What is the “story behind the data”? (E.g. environmental factors impacting on client results including issues, gaps, overlaps and trends).
What are your areas for improvement towards achieving better results for clients (continuous improvement)?
Who are your partners that help you achieve results, and what joint activities have you participated in?
What combination of services do you think is most effective for your clients (if applicable)? Are there needed services which are not available? Are there access barriers?
Provide examples of strategies or practices used to encourage ‘hard to reach’ clients to engage.
Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.

Guidance notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and service evaluations.

In providing the narrative, consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community e.g. knowledge, skills, attitude, behaviour and life circumstances

## (D) Data Dictionary

The following defines the measures used in transition to adulthood reporting, to expand on the meaning behind the measure. This will also ensure consistency across Partners and Oranga Tamariki. These measures will be used to celebrate the successes the transitions rangatahi have achieved and understand the challenges they are facing, so that we can provide additional supports where it is needed most.

### Total number of rangatahi receiving service

A rangatahi is considered to be receiving service if:

- they are assigned to a Transition Worker as at the end of the reporting period, and
- that Transition Worker has made contact with them in the past 3 months (note this does not imply that one contact every 3 months is a sufficient level of contact).

Note: If contact has been attempted unsuccessfully (e.g. the rangatahi did not answer the call or reply to a text) that rangatahi **should not** be included. If a young person has exited the service they should not be included, and the [closure form](#) should be completed.

All the measures below are based on the rangatahi receiving service, meaning if they do not count as receiving service they should not be included in the counts.

### Total number of rangatahi that opted out during the reporting period

Collecting the number of rangatahi that have opted out during the reporting period will enable us to look in CYRAS where closure forms have been used to understand if there are positive / negative reasons for opting out. This data will be used for service improvement.

### Total number of rangatahi actively engaged in education, training, employment or volunteering

Below are examples of situations that would and would not count as education, training, employment, or volunteering. While it is not possible to give an exhaustive list, these should provide a guide that informs a decision on individual cases.

The following are some examples of what **would** count as education, training, employment, or volunteering:

- Enrolled in a course at University, Polytech, or other education provider, including online courses that result in a certificate
- Taking part in an internship
- Gainful employment in which the rangatahi has a contractual arrangement, including casual and fixed-term contracts
- Work/volunteering that is regular and on-going, such as babysitting a friend's child for two hours every day after school or volunteering at the SPCA every Thursday

Note: There is no minimum number of shifts/hours for any of these examples. The only requirement is the situation is ongoing in the medium/long term and appropriate for the young person's needs.

The following cases **would not** count as education, training, employment, or volunteering:

- Any of the above examples where the rangatahi is not engaged and is missing more than half their classes or shifts without good reason
- Any one-off jobs or casual work that is paid under the table, such as ad-hoc jobs for family/friends. Examples include lawn mowing for grandparents or babysitting for a single evening. While we recognise this type of work provides valuable experience, it does not represent ongoing stable employment.

Time frame that this education, training, employment or volunteering should occur in:

- Consider their status as at the end of the three-month reporting period. For example, if they were employed at the beginning of the reporting period but have since lost their job, they would **not count**.
- If the rangatahi has not yet started the job/course, but is confirmed to start within the next reporting period (e.g. contract has been signed, course enrolment completed) they are considered to be actively engaged and **can be included in this count**.

### Total number of rangatahi in safe and stable living arrangements

We would like to understand more about the proportion of transitions rangatahi that have experienced homelessness, as well as the proportion that are being held in custody. Both will aid planning with the Ministry of Housing of Urban Development (HUD) and Department of Corrections, who also provide support for these rangatahi. To do this, we are asking you how many of the rangatahi you are working with are in stable living arrangements, and how many are in custody. All remaining rangatahi, that are not in either of these counts, will be considered to be experiencing homelessness. If you have a rangatahi in a living situation that you do not believe fits any of these three groups (stable living, in custody or homeless) please get in touch with your Partnering for Outcomes Advisor.

“safe and stable living” refers to accommodation that is medium to long term and appropriate to the needs of the rangatahi. This will differ depending on whether or not the rangatahi is still in care. Some examples include:

- Boarding/Flatting/Private rentals
- Supported accommodation/Social Housing
- Staying with friends/family through choice
- Living in Foster care or an Entitlement to Remain or Return (ETRR) placement.
- Living in alternative accommodation, such as a caravan/mobile home, if that is their choice and it is appropriate to their situation
- Living in a medical facility that is appropriate to their situation, such as a mental health facility or a supported home for people with disabilities.
- Are **not** in custody

Time frame for stable accommodation:

- Consider their status as at the end of the reporting period. For example, if they were in a rental property at the beginning of the period, but have since become homeless, they would **not count**.
- If the rangatahi has stable accommodation they are due to move into within the next reporting period (e.g. they have signed a lease for a flat) and have somewhere to stay temporarily in the meantime (e.g. on a friends couch) they **can be included** in the count.



### **Total number of rangatahi in Custody**

This includes all rangatahi in prison or a YJ residence, as at the end of the three month reporting period. A rangatahi should only be included in either this measure or be considered to be in a stable living arrangement, but not both.

### **Total number of rangatahi that are a parent**

This measure will be used to determine what proportion of the population are parents, which will help with planning future support for young parents. A rangatahi counts as a parent:

- Regardless of whether the child is in their care
- If they are pregnant or they are a parent (biological or otherwise) to a child that has not been born yet
- If they are a co-parenting a partner's child
- If they have custody of a child that is not their biological child