

# SERVICE SPECIFICATIONS

*Youth Development Programmes*



**ORANGA  
TAMARIKI**  
Ministry for Children

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# 1. ABOUT THESE SERVICE SPECIFICATIONS

## Who are these specifications for?

These Service Specifications are for the Provider that Oranga Tamariki—Ministry for Children (Purchasing Agency) contracts with to provide Services. These Service Specifications form part of the Outcome Agreement.

Outcome Agreements with Providers for these Services require that they are delivered in accordance with these Service Specifications. These Service Specifications are a living document and may be varied at the discretion of the Purchasing Agency. The Purchasing Agency will inform the provider of any variation to be made.

## What is the purpose of these specifications?

The specifications provide:

- a set of commonly agreed practice principles and values to guide Service Delivery
- detailed information about Service Delivery and Practice
- a resource tool to help you deliver the Services consistently
- a resource tool to assist you in meeting the desired Service Outcomes
- a way for us to improve our responsiveness to feedback regarding changes to the Service Delivery component of the Outcome Agreement.

## How should these specifications be used?

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

## Will these specifications be revised?

This document is a living document and will be updated as required. The Purchasing Agency's staff will keep you informed of any further editions, updates or changes to these specifications, as it forms part of the Outcome Agreement. Feedback on the specifications is welcome at any time and can be sent to the Purchasing Agency's Contract Manager using the attached Feedback Form (see Appendix Two).

## Where can you go for further information?

For further information on these specifications please contact your Purchasing Agency Contract Manager as identified in your Outcome Agreement.

## 2. RELATIONSHIPS

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

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

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

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

#### Cultural awareness

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

#### Accessibility

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

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

## 3. ABOUT YOUTH DEVELOPMENT PROGRAMMES

### What is the history of Youth Development Programmes?

Youth Development Programmes were established in 2002 as part of the Youth Services Strategy (YSS).

The Service has evolved over time to meet the current needs of Children and Young People coming into the Youth Justice system. It is now an integral part of a suite of interventions available to ensure that Children and Young People who have offended are held accountable and provided with the most appropriate services to help them live pro-social lives.

### What are Youth Development Programmes about?

Youth Development Programmes are services delivered to implement individually tailored Intervention Plans following Youth Justice Family Group Conferences (FGCs). The aim is to achieve the outcomes set by the FGC process which includes holding the Child or Young Person accountable for their actions, address the underlying causes of their offending as well as providing parents and/or caregivers with tools to support their Child or Young Person to live an offending free lifestyle. The Youth Development Programme encompasses a whole of family/whānau wrap around approach.

The intensity of the Provider Intervention Plan will vary and will be focused on achieving the outcomes formulated in the FGC Plan.

Programmes focus on the development of the Children or Young Person so that they:

- develop life skills and social competence
- improve their self-esteem and motivation skills
- increase their problem-solving skills
- learn job skills
- develop positive peer relationships
- are linked to their local communities.

## Who is the client group for Youth Development Programmes?

Youth Development Programmes provide services for Children or Young People who:

- are aged 10 to under 18 years of age
- if aged 10 to 13 years, have been subject to a Youth Justice FGC
- if aged 14 to under 18 years, have been either:
  - the subject of a Youth Justice FGC
  - the subject of a Supervision Order under section 283(k) of the Oranga Tamariki Act 1989
- are at risk of an out-of-whānau placement or placement in an Oranga Tamariki Residence established under section 364 of the Oranga Tamariki Act 1989
- have been assessed by the Purchasing Agency Social Worker and are considered to be at risk in at least three of the following areas:
  - associating with anti-social peers or other offenders
  - repetitive truancy or risk of being, or have been, suspended or expelled
  - offences are increasing in the number, nature and magnitude
  - alcohol and/or drug abuse
  - risk of self-harm or suicide.

The Child or Young Person and their family/whānau will also be assessed as experiencing difficulties in many of the following areas:

- family/whānau environment
- physical wellbeing
- emotional wellbeing
- attitudes, including:
  - pro-offending or tolerant attitudes held by the Child or Young Person, or family/whānau towards criminal activity
  - denial of accountability or responsibility for offending
  - inability to accept responsibility for managing actions and behaviour
- social interactions
- cultural/spiritual identity.

## What are Youth Development Programmes seeking to achieve?

Youth Development Programmes are seeking to achieve the following vision, long-term outcomes and results for Children, Young People and their families/whānau:

### Vision:

To reduce offending and improve outcomes for at risk Children or Young People.

### Long-term outcomes:

Youth Development Programmes aim to:

- reduce the level of re-offending by Children or Young People who attend the programme
- ensure Children or Young People are maintained within their family/whānau, hapu or iwi
- ensure Children or Young People accept responsibility and are held accountable for their offending.

### Results:

Youth Development Programmes will deliver the following results for Children and Young People:

- improved attitudes and behaviour of Children or Young People towards themselves and the community
- improved life skills for Children or Young People
- improved access by Children or Young People to productive, positive activities
- improved skill development, leading to improved educational, training or employment opportunities for Children or Young People
- improved family/whānau functioning
- families/whānau have the skills and knowledge to manage their own Children or Young People.

## What are Youth Development Programmes core principles?

Youth Development Programmes have the following core principles that underpin practice:

- an ethical relationship between the Provider and the Child or Young Person
- trust and respect between all parties
- the Child or Young Person's positive engagement.



## Who are the people involved in Youth Development Programmes?

Providers of Youth Development Programmes are identified as organisations that meet the following criteria:

- approved under Section 403 of the Oranga Tamariki Act 1989
- good organisational capability
- expertise in youth justice and a proven service delivery history
- experience in managing and delivering programmes for Children and Young People who offend
- strong stakeholder networks.

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

## What are some key elements of practice?

Youth Development Programmes will create positive behavioural change in the Child or Young Person by providing the Service in a manner that is characterised by the key features of effective programmes, including:

- providing continuous and integrated case management to ensure continuity for a Child or Young Person and their family/whānau receiving multiple services
- adapting and matching the components of the Service with the individual needs of the Child or Young Person and their family/whānau
- providing the Service with an emphasis on maintaining the Child or Young Person's links with family and community, holding them accountable for their offending and linking them with pro-social adults and institutions
- providing cognitive behavioural programmes that offer clear, consistent, and timely feedback and consequences for the Child or Young Person's behaviour
- ensuring the Child or Young Person has access to educational and vocational programmes
- ensuring programmes are delivered by suitably qualified staff.

## Social Sector Accreditation Standards

Providers delivering Youth Development Programme are required to meet Level Two, Te Kāhui Kāhu specific accreditation standards. Providers are required to maintain their Accreditation Level according to the relevant Social Sector Accreditation Standards.

## 4. PARTICIPATION AND VIEWS OF CHILDREN AND YOUNG PEOPLE

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

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

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

### Person responsible

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

- for proceedings before a court - the judge, or other person presiding, and the barrister or solicitor representing the Child or Young Person

- for the convening and proceedings of a Family Group Conference - the person responsible for convening the conference (i.e., the Care and Protection or Youth Justice Co-ordinator)
- for planning processes - the person directed by the court to prepare or review the plan (ie, the Chief Executive's delegate, usually the Purchasing Agency Social Worker for the Child or Young Person)
- for any other process - the person responsible for taking the action or making the decision. Depending on the particular action or decision, this might be the Purchasing Agency Social Worker or a Family Group Conference Co-ordinator.

## Access to independent services

Children and Young People that the Purchasing Agency and the Provider both work with have a right to access independent services and support to express their views about:

- matters important to them relating to their own circumstances
- general matters relating to processes and services they have experienced under the Oranga Tamariki Act 1989
- The Provider and the Purchasing Agency social worker/co-ordinator must ensure that the Child or Young Person:
  - knows about the relevant independent services, and how to access them
  - has the support they need to express their views.

Independent services include the Purchasing Agency Feedback and Complaints mechanism, the grievance process within residences (Whāia Te Māramatanga), connection and advocacy service VOYCE - Whakarongo Mai, and the Children's Commissioner's Child Rights Advice Line.

Resources have been developed to support understanding and implementation of the changes.

These can be viewed online with the [legislation reform information](#).

## 5. Service Delivery

### Where do Providers fit in the big picture?

Providers are key contributors to Youth Development Programmes being successful. In order to achieve positive outcomes for Children, Young People and their family/whānau, the Provider must deliver services that assist families/whānau to:

- feel supported and able to connect with local services
- develop and acquire new skills
- increase their confidence and motivation
- access support when needed
- feel safe.

### Recruitment of staff

When recruiting staff, the Provider will:

- receive and assess the written application from each applicant
- co-ordinate and conduct a panel interview with each applicant
- complete and obtain a satisfactory police criminal check on each applicant
- contact all character and professional referees and receive, check and hold on file their written comments and request information about the applicant from the the Purchasing Agency's client management tool CYRAS; 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.
- contact a range of the organisations where the applicant was employed.

The Provider shall ensure that no applicant is employed if:

- he or she has a conviction for physical violence or sexual offences (including any record held in the Youth Court) and/or
- there is information from the Purchasing Agency, character or professional referees, or a Police criminal check that indicates they would be inappropriate as a staff member working with Young People.

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

The Provider shall ensure that no applicant is employed if:

- he or she has a conviction for physical violence or sexual offences (including any record held in the Youth Court) and/or
- there is information from the Purchasing Agency, character or professional referees, or a Police criminal check that indicates they would be inappropriate as a staff member working with Young People.

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

### Staff Training and Support

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

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

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

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

### Safe Engagement

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

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

- discuss the programme components, goals, intended activities and sessions of the Youth Development Programme, as well as answer any questions
- give the family/whānau the Provider organisation contact details
- discuss and where necessary clarify the expectations of the Provider, the Child or Young Person and their family/whānau
- explain escalation processes and the consequences of non-attendance.

### Family/Whānau contact and consultation

The Provider may from time to time offer opportunities for informal family/whānau involvement in organised structured activities for the purpose of building and/or maintaining appropriate positive connections.

### Programme Exit and Discharge

The Youth Development Programme will have a defined end date as agreed in the FGC plan. Providers should use this opportunity to recognise the Child or Young Person's achievement.

A decision to discharge a Child or Young Person from the Services can only be made by the Provider after:

- the Provider has consulted the Purchasing Agency Social Worker with regard to the discharge
- the Purchasing Agency Social Worker and the Provider have met with the key participants identified in the Provider Intervention Plan
- the issues relating to the Child or Young Person's discharge have been fully considered
- all aspects of the Provider Intervention Plan have been reviewed, and the Child or Young Person's progress to date has been evaluated.

On completion of the activities specified in the Child or Young Person's Intervention Plan, the Provider will provide the referring Purchasing Agency Social Worker with a discharge report. This will identify the progress of the Child or Young Person and their family/whānau, and on-going needs that must be addressed after they leave the Service.

The Provider may agree to discharge a Child or Young Person before the completion of the programme when:

- the Child or Young Person and/or their family/whānau move their place of residence outside the area covered by the Provider
- the Child or Young Person's behaviour has become unmanageable by the Provider and this behaviour puts them or the community at risk
- the Child or Young Person is assessed as unsuitable for the Services in that it becomes apparent, post-admission, that their needs are unable to be met within the Service
- the Child or Young Person's family/whānau circumstances have changed to the point where they can now be safely managed from within their family/whānau.

The process and timing for discharge of any Child or Young Person will be negotiated and agreed between the Provider and the Purchasing Agency Social Worker.

#### Non-compliance and Offending

The Provider will keep the Youth Justice Coordinator or the Purchasing Agency Social Worker informed of the Child or Young Person's attendance and progress during the Youth Development Programme as per the FGC Plan.

The Provider will ensure that it deals appropriately with any Child or Young Person who commits an offence while receiving their Services.

Where the Provider becomes aware that there might have been an offence committed but there is no identified victim, it will consult with the referring Purchasing Agency Social Worker to determine the appropriate course of action. This may involve a referral to the Police, which may in turn mean that the Youth Justice provisions of the Oranga Tamariki Act 1989 will apply.

Unless the offending is serious and/or repetitive it will not be grounds for early discharge.

#### Reporting

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

#### Evaluation

The Provider agrees to participate in any evaluation of the Youth Development Programme provisions and strategy that is undertaken by the Purchasing Agency.

### [Referral to other Agencies](#)

As the Provider you must recognise which services you are able to provide and where referral to other specialist services may be required so that families/whānau receive appropriate services.

We recommend that you have processes in place for making referrals to other agencies, including keeping records of referrals.

### [What activities do Youth Development Programmes focus on?](#)

#### [Referral to the Youth Development Programmes](#)

The Purchasing Agency's Social Worker carries out the required assessments or screens of the Child or Young Person, and determines if a referral to a Youth Development Programme is appropriate. If it is decided that the Child or Young Person should be referred to a Youth Development Programme, the Purchasing Agency's Social Worker selects the Provider. The Purchasing Agency's Social Worker and the Provider then meet to review the assessment or screens and discuss proposed interventions.

Where it is deemed appropriate, a Provider may be invited to give information about their Youth Development Programme at the FGC so the family/whānau can consider if it is an appropriate service for their Child or Young Person.

#### [The Purchasing Agency Social Workers](#)

At the point of referral, the Purchasing Agency's Social Workers will ensure that:

- relevant case information about the Child or Young Person, and her or his family/whānau is made available to the Provider to assist them to create an Individual Intervention Plan
- required assessments and screens have been completed prior to referring a Child or Young Person to the Provider
- plans for implementing services and programmes are specified and detailed in the Provider Intervention Plan, and that it has been agreed that the Child or Young Person's needs, as well as those of their family/ whānau, can be met within the Service
- liaison occurs with each Child or Young Person and their family/whānau, and the discharge plans are goal oriented and in place prior to the discharge of any Child or Young Person.



## Decline of Service

The Provider may decline to provide Services to a Child or Young Person, and their family/whānau. Reasons for declining referrals must be recorded in writing and given to the referring Purchasing Agency's Social Worker.

## Provider Intervention Plans

For each accepted referral, the Provider will develop an Intervention Plan that will inform and guide the delivery of services and programmes for the Children or Young People, and their family/whānau.

The Child or Young Person and their family/whānau, the Provider, and the referring Purchasing Agency Social Worker must all be consulted and agree to the Provider Intervention Plan.

The Provider Intervention Plan will detail an integrated programme of interventions comprising services and programmes that will be delivered by the Provider and/or purchased from other community based providers. The level of intensity for the Provider Intervention Plan will depend on the agreed FGC outcomes.

The Provider Intervention Plan must identify and address the problems within the family/whānau and may also include wrapping services around younger siblings when required. The Provider Intervention Plan will build on and enhance the existing strengths of the family/ whānau. The Provider Intervention Plan must specify how the services and programmes will be delivered to the Child or Young Person and their family/whānau, including how the Child or Young Person will be held accountable for their offending.

The Provider must provide a Service that recognises that each Child or Young Person and their family/whānau require a tailor-made and comprehensive plan for intervention, that is also flexible and meets their needs. This Intervention Plan is a 'living' document that will change as new needs arise and issues are resolved. The Services proposed may operate at the level of whānau, hapu or iwi.

The Provider Intervention Plan must document:

- an analysis of the assessed needs of the Child or Young Person and their family/whānau including any younger siblings
- the outcomes that will be achieved in addressing these needs
- the strategies that will be employed to achieve the outcomes
- the interventions (specific resources, services and programmes) that will be used to implement the strategies
- a timetable for implementing the interventions

- the measures and goals to be achieved that will enable progress and success of the Provider Intervention Plan to be evaluated, including a schedule for meetings between the Provider and the referring Purchasing Agency's Social Worker to review progress.

The Provider Intervention Plan must focus on achieving the desired outcomes within the timeframe stipulated in the FGC Plan.

The Provider Intervention Plan must be approved by the Purchasing Agency's Youth Justice Manager. If the Plan is declined, the Provider, the Child or Young Person and his or her family/whānau, and the referring Purchasing Agency's Social Worker will jointly re-evaluate the Provider Intervention Plan and make any changes required to obtain the approval of the Purchasing Agency's Youth Justice Manager.

The Provider agrees to implement the Intervention Plan that is approved.

Any changes to the Provider Intervention Plan must be agreed and documented with the referring Purchasing Agency's Social Worker.

The Provider must supply a completed Intervention Plan and evaluation to the referring Purchasing Agency's Social Worker no later than one month after the Plan has been completed.

## Reporting Concerns

If the Provider considers that a Child or Young Person have any of the following issues or their behaviour gives cause for concern it is appropriate to talk to the Child or Young Persons caregiver and the Purchasing Agency's Social Worker.

Where there is an immediate concern it is important that the Provider talks to someone directly to ensure they are aware of the concern; do not leave a voicemail message. If the Purchasing Agency's Social Worker is unavailable then please contact their supervisor or call the National Contact Centre (0508 FAMILY) and ask for the duty Social Worker at the Child or Young Person's site.

Issues of concern are listed below but this is not an exhaustive list. A Child or Young Person:

- not attending appointments or programmes when the Provider expect them to and there are grounds to believe they are at risk of being harmed by others, or there are mental health concerns, or they are at risk of harming themselves or others – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- has a pattern of missing planned sessions – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker

- displaying behaviour that is concerning – contact the Child or Young Persons caregiver and the Purchasing Agency’s Social Worker
- appear to be under the influence of drugs or alcohol – contact the Child or Young Persons caregiver or the Purchasing Agency’s Social Worker and supervise till someone comes for them
- have suicidal ideation or reveal they have self-harmed – contact the Child or Young Persons caregiver and the Purchasing Agency’s Social Worker
- become seriously unwell – contact the Child or Young Persons caregiver and apply / seek appropriate medical assistance.

## 6. MEASURING RESULTS AND REPORTING

### How do we know if Youth Development Programmes are working?

We are all interested in being able to demonstrate that Youth Development Programmes achieve outcomes (or results) for individuals and their families/whānau. The Purchasing Agency does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and is reflected in Youth Development Programmes Provider Return Reports (attached to the Outcome Agreement as Appendix One).

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

To tell us if the initiative is making a difference the Purchasing Agency requires the Provider to collect data that will tell us:

- how much we did
- how well did we do it
- if anyone was better off.

The data is to be backed up by a narrative report. A guide to writing the narrative report is found in the Provider Return Report (attached to the Outcome Agreement as Appendix One).

### Where can we find more information about RBA?

More information on RBA can be found at: <http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/>

Your Purchasing Agency Contract Manager, as identified in your Outcome Agreement, will also be able to assist and provide further information on RBA.

### What reports are required by the Purchasing Agency?

Reporting is required to meet the contractual obligations set out in the Outcome Agreement. Reporting is necessary to ensure accountability to Government for the funding provided under that Outcome Agreement. The Purchasing Agency has agreed on the quantity and nature of the services the funding supports, and we are required to report to Government that this has been achieved.

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

- Provider Return Monthly Report (refer to the Outcome Agreement for reporting frequency)

- Narrative Provider Return Report (refer to the Outcome Agreement for reporting frequency)

An example of the reporting template is attached as Appendix One to these specifications.

## Family Services Directory

Through the term of the Outcome Agreement with the Purchasing Agency, Providers must ensure that their organisation is listed on the Ministry of Social Development's Family Services Directory (<https://www.familyservices.govt.nz/directory>), and that necessary information is updated when required.

## 7. DEFINITIONS

In these specifications, unless the context otherwise requires words or phrases beginning with capital letters are defined as follows:

“Accreditation” - Te Kāhui Kāhu ensures that providers have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers meet a consistent set of standards that meet legislative and policy requirements. ‘Accreditation’ and ‘Approval’ (as stipulated under the Oranga Tamariki Act 1989) are synonymous and may be used interchangeably;

“Child” means a child offender aged ten to under 14 years at the time of the offence and referred to a Provider by the Purchasing Agency under this Outcome Agreement; Children has a corresponding meaning;

“Family Group conference Monitoring Plan” means a plan which is developed in respect of each Young Person and their family/whānau based on the Family Group Conference Plan;

“Family Group Conference” means a family group conference convened or reconvened under either Part 2 or Part 4 the Oranga Tamariki Act 1989;

“Family Group Conference Plan” means a record made under section 260 of the Oranga Tamariki Act 1989 that records the decisions, recommendations, or plans agreed at a Family Group Conference;

“Individual Intervention Plan” means a plan which is developed in respect of each Child or Young Person and their family/whānau which details the programmes, resources and services required to meet the Child or Young People’s needs, and specifies how these will be delivered;

“Purchasing Agency Social Worker” means a person employed by Oranga Tamariki—Ministry for Children to fulfil the role described in the Outcome Agreement;

“Outcome Agreement” means the contract entered into by the Provider and the Purchasing Agency for these Services;

“Provider” means the organisation the Purchasing Agency has contracted with to provide these Services;

“Provider Social Worker” means a person employed by the Provider to fulfil the role described in the Outcome Agreement;

“Services” means the Services to be provided under the Outcome Agreement, and “Service” has a corresponding meaning;

“Supervision Order” means as defined in Section 283 paragraph (k) in the Oranga Tamariki Act 1989;

“Working Day” means any day of the week excluding a Saturday, a Sunday, a public holiday, an anniversary day in the relevant province or any day between 24 December and the following 15 January inclusively;

“Young Person” is aged between 10 and under 18 years of age and “Young People” has a corresponding meaning;

“Youth Court” means the division of a District Court that deals with offending by children and young people; and

“Youth Justice Family Group Conference” means as defined in Section 2 of the Oranga Tamariki Act, 1989.

# APPENDIX ONE

## Provider Return Monthly Report



Youth Development Programme Monthly Report

Provider Number: \_\_\_\_\_

Period: 1-Jul-16 to \_\_\_\_\_

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

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

Agreement Number: \_\_\_\_\_

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

Service description: Youth Development Programmes												
Totals							0	0	0	0	0	
	Name of Young Person	Type of order or FGC	Oranga Tamariki Site of Referral	Date referred to Provider	Date started on programme	Actual Discharge Date	Young Person has an individual implementation plan with objectives set (Yes/No)	Young Person exited prior to completion (Yes/No)	Young Person completed intervention (Yes/No)	Did the young person reoffend while on the programme. (Yes/No)	Young Person successfully completed the youth development programme with needs met (needs met = 70% of objectives met from individual implementation plan (Yes/No)	Comments
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
Total number of programmes delivered (completed):												
Young People pending (waiting):												

**Youth Development Programmes Narrative Return Report for (enter Provider's legal name here)**

<b>Provider narrative report – to support the data Due 5<sup>th</sup> December and 10<sup>th</sup> July</b>
1. What is the “story behind the data”? (e.g. environmental factors impacting on client results including issues, gaps, overlaps and trends).
2. What are your areas for improvement towards achieving better results for clients (continuous improvement)?
3. Who are your partners that help you achieve results, and what joint activities have you participated in?
4. What combination of services do you think is most effective for your clients?
5. Provide examples of strategies or practices used to encourage ‘hard to reach’ clients to engage.
6. Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.
7. During reporting period have any of the following occurred? <ul style="list-style-type: none"> <li>• increased engagement in positive activities</li> <li>• increased cultural/spiritual connections</li> <li>• improved relationship with family/whānau</li> <li>• improved/increased relationship with pro-social peers</li> <li>• improved attendance/achievement at school.</li> </ul>

# APPENDIX TWO

## Provider Feedback Form

Please email to your Purchasing Agency Contract Manager.

Suggested change to the Youth Development Programmes Service Specifications (including appendices)

Topic	Reference section / page	Suggested change / description

Name ..... Date .....

Provider Name .....

Contact details .....