

# SERVICE SPECIFICATIONS

*Court Supervised Camps with Mentoring*



**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 Court Supervised Camps with Mentoring Services (the Service).

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 service consistently
- a resource tool to assist you in meeting the desired service outcomes
- a way for us to improve our responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement.

## How should these 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's Contract Manager as identified in your Outcome Agreement.

## 2. RELATIONSHIPS

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

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

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

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, 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

Each party recognises that 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 COURT SUPERVISED CAMPS WITH MENTORING

## What is the history of Court Supervised Camps with Mentoring?

The Fresh Start package, supported by amendments to the Oranga Tamariki Act 1989, extended the range of options for dealing with the most serious, repeat Young offenders. Court Supervised Camps with Mentoring Programmes are part of this group of interventions which are aimed at holding Children or Young People accountable for their actions as well as addressing the underlying causes of their offending.

## What is Court Supervised Camps with Mentoring?

Court Supervised Camps with Mentoring are activity based programmes designed to develop communication, teamwork and problem solving skills. They comprise of a camp for up to ten days and one-to-one mentoring for up to six months (or as agreed between the Purchasing Agency's Social Worker and the Provider). Interventions will be designed to address the underlying causes of offending behaviour and to help Young offenders to:

- develop positive social attitudes, values and behaviours with peers and adults
- acknowledge the consequences of offending on victims, perpetrators, communities and society
- develop assertive communication skills and learn how to say no to negative peer influence or pressure
- learn how to make informed choices
- set goals towards future aspirations
- accept responsibility for managing actions and behaviour.

## Who is the client group for Court Supervised Camps with Mentoring

The client group for Court Supervised Camps with Mentoring are Children or Young People under 18 years who appear in Youth Court and have a Youth Justice Family Group Conference (FGC) directed under section 247(d) and (e) of the Oranga Tamariki Act 1989, and undertake the programme as part of their court ordered FGC Plan. On completion of the FGC Plan, these Children or Young People are likely to receive a disposition of either a section 282 or section 283(a).

## What are Court Supervised Camps with Mentoring seeking to achieve?

The key objective of Court Supervised Camps with Mentoring is to contribute to the reduction of Youth re-offending. It will achieve this objective by implementing focused interventions that promote positive social behaviours through skills based programmes.

The Court Supervised Camps with Mentoring will achieve this objective by:

- engaging the Child or Young Person in a mixture of structured positive activities that are designed to help them develop constructive interests and learn new skills
- promoting and developing positive social attitudes, values and behaviours
- provide Mentoring programmes that work alongside the Court Supervised Camps
- Re-engagement or strengthening the family/whānau group.

Court Supervised Camps with Mentoring programmes seek to achieve the following vision and results:



## Vision

Positive communication, teamwork and problem solving skills for Young offenders.

## Long-term outcomes

Court Supervised Camps with Mentoring programmes will be delivered in a manner that is consistent with the Purchasing Agency's Youth Justice aims which are to:

- reduce serious and persistent re-offending
- improve life outcomes for high risk Children or Young People
- engage Children and Young People in education, training or work.

## Results

Court Supervised Camps with Mentoring programmes will deliver the following results for Children and Young People:

- development of pro-social attitudes, values and behaviours with peers and adults
- acknowledgement of the consequences of offending on victims, perpetrators, communities and society
- development of assertive, positive communication skills and learning how to resist negative peer influence/pressure
- accepting responsibility for managing their actions and behaviour, and learning how to make informed choices and set goals towards future aspirations
- establishing and maintaining a trusting and respectful relationship with a Mentor
- successfully achieving the goals identified in their Individual Mentoring Plan
- engaging in meaningful positive activities which will lead to improved life outcomes within the community
- increasing skill and knowledge, leading to improved opportunities to access education, training or employment
- minimising risk to the community from future offending and other negative behaviours
- increasing appreciation and sense of connection to a safe community.

## What are Court Supervised Camps with Mentoring core principles?

Court Supervised Camps with Mentoring 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
- positive engagement of the Child or Young Person
- cultural understanding and responsiveness.

## How do Court Supervised Camps with Mentoring work?

Court Supervised Camps with Mentoring are an individualised intervention involving a mixture of individual work, family work and group work. They include an activity based programme with a camp for up to ten days and mentoring for up to six months (or as agreed between the Purchasing Agency's Social Worker and the Provider). Camps may be run on weekends or school holidays and are not intended to take the Child or Young Person away from their formal education commitments. The programme is designed build resiliency and self-worth, and also holds Children or Young People accountable for their offending and diverts them from receiving formal court orders.

Children or Young People will receive interventions which develop positive social attitudes, values, behaviour and life-skills such as self-discipline, working with others and goal setting.

Court Supervised Camps with Mentoring will include adventure-based activity designed to develop the Child or Young Person's communication, teamwork and problem solving skills.

Court Supervised Camps with Mentoring must comply with a Child or Young Person's FGC Plan. Other areas of content may include:

- basic alcohol and substance abuse education
- education, training and/or employment-related activities
- positive relationship and teen-parenting skills education
- anti-violence and anti-weapons education
- setting future goals, accepting personal responsibility and appreciating the value of safe communities
- peer relationships.

A high standard of care is required during the activity camp. This includes:

- the provision of each Child and Young Person's care, food, shelter and health needs
- the provision of adventure-activity interventions and life skills activities to address the longer term needs of the Child or Young Person, such as problem solving, communication skills, and healthy recreation
- ensuring that each Child or Young Person is adequately supervised and monitored
- the provision of a structured and ordered day involving the Child or Young Person in regular routines and daily activities
- the provision of a daily schedule and a range of age and developmentally appropriate adventure-activities
- the provision of coaching and guidance for the Child or Young Person in basic life skills
- the provision of individual and group therapy by an appropriately qualified person.

The Mentoring component of the programme will:

- be completed by the Child or Young Person and the Mentor, and signed by family/whānau or caregiver
- record the current strengths, needs and goals of the Child or Young Person
- form the framework for the delivery of the Mentoring Programme
- be reviewed every eight weeks (during the duration of the programme) and amended to fit with the Child or Young Person's changing needs and goals.

The Court Supervised Camps with Mentoring Programmes may be delivered by one Provider or two Providers working closely together.

## Who are the People Involved in Court Supervised Camps with Mentoring?

Providers of Court Supervised Camps with Mentoring are identified as organisations that meet the following criteria:

- approved under section 396 and 403 of the Oranga Tamariki Act 1989
- good organisational capability
- expertise in Youth justice and a proven service delivery history
- experience in managing camps and mentoring programmes for serious high-end Young offenders

- strong stakeholder networks.

Providers of Court Supervised Camps with Mentoring Programmes must comply with all other applicable legal requirements, including Health and Safety legislation, Employment legislation, and the Privacy Act.

## **Social Sector Accreditation Standards**

Providers delivering the Court Supervised Camps with Mentoring Service are required to meet Level One, Te Kāhui Kāhu specific accreditation standards. Providers are required to maintain their Accreditation Level according to the relevant Te Kāhui Kāhu Social Sector Accreditation Standards.

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

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

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

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

### Person responsible

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

- for proceedings before a court - the judge, or other person presiding, and the barrister or solicitor representing the Child or Young Person
- for the convening and proceedings of a Family Group Conference - the person responsible for convening the conference (ie, the Care and Protection or Youth Justice Co-ordinator)
- for planning processes - the person directed by the court to prepare or review the plan (ie, the Chief Executive's delegate, usually the Purchasing Agency's 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's Social Worker, 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's 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's 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 Court Supervised Camps with Mentoring Services being successful. Providers will use their best endeavours to create positive behavioural change in the Child or Young Person by providing the Services in a manner that is characterised by the key features of effective programmes. This includes working with the Purchasing Agency's Social Worker and other organisations, such as the Ministry of Education and the Ministry of Health. The provision of integrated case management will ensure continuity for the Child or Young Person receiving Services from multiple agencies.

#### 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
- request information about the applicant from the Purchasing Agency (requests to be sent to [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 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 two 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 Court Supervised Camps with Mentoring 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 deliver the Court Supervised Camps with Mentoring Programme
- 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
- to 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 Court Supervised Camps with Mentoring 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

The Court Supervised Camps with Mentoring 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.

### Client Non-compliance

The Purchasing Agency must be notified if a Child or Young Person is not meeting the objectives set in her or his FGC Plan with regard to the Court Supervised Camp with Mentoring Programme.

The Provider shall in the first instance discuss with the Purchasing Agency's Social Worker any allegations of a criminal offence. However, where there is perceived to be an immediate risk to the Child or Young Person or the public, any allegations should be reported directly to the Police and immediately thereafter to the Purchasing Agency's Social Worker.

The Provider is to establish policies to suitably manage any inappropriate behaviour of a Child or Young Person.

### 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 Court Supervised Camps with Mentoring Programme that is undertaken by the Purchasing Agency.

## Referrals 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 Court Supervised Camps with Mentoring focus on?

Court Supervised Camps with Mentoring Programmes aim to reduce Youth re-offending by addressing the underlying causes of the offending by delivering adventure and activity based camps, and individualised mentoring programmes.

## Referral and Admission to a Court Supervised Camp Programme

The Purchasing Agency refers Children or Young People to be considered for a Court Supervised Camp with Mentoring Programme.

With each proposed Child or Young Person, the Purchasing Agency shall ensure that a summary of the Child or Young Person's assessed needs and strengths will be given to the Provider.

The Purchasing Agency must ensure that information provided to the Provider includes:

- current and relevant information permitted to be released about the Child or Young Person and their family/whānau
- the Purchasing Agency's Social Worker's assessment of the strengths and needs of the Child or Young Person
- a plan that clarifies potential risks, agreed mitigation, escalation strategies and reporting responsibilities.
- The Provider may discuss any issues arising from a Child or Young Person's file with the Purchasing Agency

- Within five working days of receiving a referral the Provider will determine whether to accept the Child or Young Person into the Court Supervised Camp with Mentoring Programme. If the Provider declines a Child or Young Person, they must give their reasons in writing to the Purchasing Agency.

### Programme Delivery

The Purchasing Agency has a right to withdraw any Child or Young Person from the Court Supervised Camp with Mentoring Programme at any time.

The Court Supervised Camp with Mentoring Programme must comply with the Child or Young Person's FGC Plan and any further variation to the FGC Plan as directed by the Youth Court.

Each Child or Young Person spends up to 10 days on an adventure and activity based camp. Camps should be run either at weekends or school holidays and will not interfere with the Child or Young Person's formal education commitments.

A high standard of care is required during the activity camp including the following:

- provision for each Child or Young Person's care, food, shelter and health needs
- interventions that teach life skills to address the longer term needs of the Child or Young Person, such as problem solving, communication skills, peer and adult relationships and healthy recreation
- ensuring that each Child or Young Person is supervised and monitored
- a structured and ordered day involving the Child or Young Person in regular routines and daily activities
- a daily schedule and a range of age and developmentally appropriate adventure-activities
- coaching and guidance for the Child or Young Person in basic life skills
- individual and group work.

Each Child or Young Person receives one-to-one mentoring and family work as appropriate for up to six months or as agreed between the Purchasing Agency's Social Worker and the Provider. This will occur in a variety of environments and will at times involve experiential approaches. The Child or Young Person will receive a minimum of one face to face session with their mentor each week for at least one hour.

The Provider will support the Child or Young Person to develop and implement an Individual Mentoring Plan which is regularly monitored. The Mentor is to establish a mutually trusting and respectful relationship with the Child or Young Person for the purpose of achieving identified goals.

The Provider may deliver organised, structured activities designed to expose a Child or Young Person to positive experiences, relationships and role-models. Interventions will be designed to promote and develop positive social attitudes, values and behaviours.

Where possible, a significant adult within the family/whānau or community will be identified to support the Child or Young Person. Support will be provided to that person to develop their skills relating to the Child or Young Person.

The Child or Young Person's achievements and progress are to be acknowledged and celebrated during and at the end of the activity camp part of the Court Supervised Camps with Mentoring Programme.

### Individual Mentoring Plan

The Individual Mentoring Plan will be jointly prepared by the Child or Young Person, their Purchasing Agency's Social Worker and their Mentor following admission into the Court Supervised Camps with Mentoring Programme.

The Provider shall ensure that each Individual Mentoring Plan includes:

- the goals, contact schedule and intended activities of the Child or Young Person
- the strengths and needs of the Child or Young Person (as identified by the Child or Young Person, their Purchasing Agency's Social Worker and the Mentor)
- the Child or Young Person's identified goals.

The Provider shall ensure that each Child or Young Person's Individual Mentoring Plan will be in accordance with the Child or Young Person's FGC Plan, and sighted and signed by:

- the Child or Young Person
- the Mentor
- the Child or Young Person's parent/caregiver
- the Child or Young Person's Purchasing Agency's Social Worker.

A copy of the Child or Young Person's Individual Mentoring Plan will be forwarded to the Child or Young Person's Purchasing Agency's Social Worker within four weeks of beginning the intervention.

The Child or Young Person’s Mentor shall undertake a review of each Child or Young Person’s Individual Mentoring Plan as the need arises and no less than every 10 weeks. This review must include:

- the Child or Young Person’s current strengths and needs
- the Child or Young Person’s progress towards achieving set goals.

In the event amendments are made to the Child or Young Person’s Individual Mentoring Plan, the Provider shall ensure that:

- the Child or Young Person is consulted on any alterations to the Individual Mentoring Plan
- the Purchasing Agency’s Social Worker and the Child or Young Person’s family/whānau (if appropriate) are informed of the alterations and have the opportunity to comment
- all parties referred to above receive a copy of the altered Individual Mentoring Plan.

The Provider shall ensure a final report is supplied to the Purchasing Agency’s Social Worker once the Individual Mentoring Plan is completed.

## Incident Reporting

The Provider will notify all the individuals as listed below of any serious or significant incidents and in particular any that might compromise the Child or Young Person’s eligibility to remain with the Service.

**Table 1A: Description of Serious and Significant Incidents.**

Serious Incidents	Incident Category	Who must the Provider contact
<ul style="list-style-type: none"> <li>• death of any Child or Young Person</li> <li>• absconding where it is likely to result in danger or risk to the Child or Young Person or to the community</li> <li>• any serious assault (violence and/or sexual) committed (or alleged to be committed) by a Child or Young</li> <li>• any other serious offence committed (or alleged to be committed) by a Child or Young Person</li> </ul>	<p style="color: red; text-align: center;">A</p>	<p>Within one hour of any of these listed incidents occurring:</p> <ol style="list-style-type: none"> <li>1) the Police, and the Purchasing Agency via the Call Centre (0508 FAMILY)</li> <li>2) the Regional Executive Manager and the Contract Manager</li> <li>3) complete an incident report form and email to the Purchasing Agency Regional Executive Manager, the Child or Young Persons Social Worker and the Contract</li> </ol>

<ul style="list-style-type: none"> <li>• use or supply of class A drugs</li> <li>• allegations of assault against the Child or Young Person</li> </ul>		<p>Manager within 24 hours of event occurring</p>
<ul style="list-style-type: none"> <li>• attempted suicide</li> <li>• allegations of assault against the Child or Young Person</li> </ul>	<p><b>B</b></p>	<p>Reporting as Category A but do not include the Police</p>
<p><b>Significant Incident</b></p>	<p><b>Incident Category</b></p>	<p><b>Who must the Provider contact</b></p>
<ul style="list-style-type: none"> <li>• inappropriate Sexual Behaviour</li> <li>• suicide Ideation or self harm not requiring hospitalisation</li> <li>• misuse of alcohol or drugs</li> <li>• medical illnesses or conditions or injuries to a Young Person requiring hospitalisation</li> <li>• serious damage to property caused by the Young Person</li> <li>• any use of force by employees or caregivers</li> <li>• hunger Strikes</li> <li>• occasions that necessitate calling upon emergency services for assistance</li> <li>• absconding not reported under serious incidents and any other absences without leave (either from school or placement)</li> <li>• any incident referred to above likely to attract media attention (report within one hour)</li> </ul>	<p><b>C</b></p>	<ul style="list-style-type: none"> <li>• within 24 hours of event occurring:</li> <li>• report incident to the Child or Young Persons Purchasing Agency's Social Worker</li> <li>• for absconding follow Table 3 Missing Child or Young Person process</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Incident Reported as part of Monthly Reporting to Contract Manager.</li> <li>• exception is any incident that is likely to attract media attention this should be reported within one hour to:</li> <li>• Regional Executive Manager</li> <li>• Contract Manager</li> </ul>

**Table 1B: Incident Reporting**

The Role of the Purchasing Agency	Responsibility of the Provider and included in the Outcome Agreement Price
<p>The Purchasing Agency contact details for incident reporting are:</p> <ul style="list-style-type: none"> <li>the Purchasing Agency’s Social Worker for each Child or Young Person (whose contact details will be in the referral documentation and the Child or Young Person’s Individual Care Plan)</li> <li>the Purchasing Agency’s Social Worker’s Supervisor, (whose contact details will be in the referral documentation)</li> <li>the Purchasing Agency’s Regional Executive Manager (whose contact details have been provided to you by your Contract Manager)</li> <li>the Contract Manager (whose contact details are in the Outcome Agreement).</li> </ul>	<p>The Provider will:</p> <ul style="list-style-type: none"> <li>nominate a person or People to be the contact for the Services in relation to incident reporting. A contact must be available to the Purchasing Agency 24 hours each day</li> <li>ensure that incidents involving actual or potential harm to Children or Young People and staff members are investigated promptly, the results documented and reported to the Purchasing Agency without delay and in accordance with this Outcome Agreement</li> <li>notify all of the individuals listed in this table of all significant incidents and in particular any that might compromise the Child or Young Person’s eligibility to remain in the Services within 24 hours of that significant event occurring.</li> </ul>

## Missing Child or Young Person

### Definitions

Missing Child or Young Person: is any Child or Young person:

- whose whereabouts are unknown **and**
- there are genuine fears for the safety or concerns for the welfare of that person.

Child or Young People will be considered missing until they are located and their wellbeing or otherwise is established.

Unauthorised absence: is when a Child or Young Person has run away from their home for a short period and then returns. In these instances their whereabouts is known or can be quickly established through contact with the Child or Young Person or by speaking to their family/whānau and/or friends.

## Process

These processes apply to all Children and Young People in the custody of the Chief Executive of the Purchasing Agency.

When a Child or Young Person is placed with a section 396 approved care Provider the same definitions and processes apply with areas of responsibility set out in the table below.

Information on the full process can be obtained from your Purchasing Agency's Contract Manager.

It is important that there is good communication and planning between the Provider, the Purchasing Agency's Social Worker and the Police. It is important that you do not leave a voicemail messages for the Purchasing Agency's staff regarding missing Children or Young People. If the Purchasing Agency's Social Worker is unavailable then please contact the supervisor or call the Purchasing Agency and ask for the duty Social Worker or the after-hours Social Worker at the National Contact Centre (0508 FAMILY).

### Table 3: Missing Child or Young Person

Missing Child or Young person		
	Action	Purchasing Agency and Provider Responsibilities
1	Risk assessment completed to determine if the Child or Young Person is an unauthorised absence or a missing person and what response is required.	The initial assessment can be completed by the Provider or the Provider in consultation with the Purchasing Agency. Business Hours: the Purchasing Agency's Social Worker for Child or Young Person After Hours: National Contact Centre.
2	Decision is made that the Child or Young Person is an unauthorised absence, a case note is recorded on CYRAS and the status is regularly reviewed.	The Provider to regularly liaise with the Purchasing Agency. The Purchasing Agency's Social Worker records and keeps updated the CYRAS record. Business Hours: the Purchasing Agency's Social Worker for Child or Young Person. After Hours: National Contact Centre.



3	Decision is made that the Child or Young Person is missing.	The Provider in consultation with the Purchasing Agency. Business Hours: the Purchasing Agency's Social Worker for Child or Young Person After Hours: National Contact Centre.
3b	Urgent response required: Call Police 111. Missing Person report (POL 67) is completed and emailed to missing_persons@ot.govt.nz.	The Provider to call Police via 111 and then complete the Missing Person Report and email it to missing_persons@ot.govt.nz, copying in the Purchasing Agency's Social Worker for Child or Young Person. If it is after hours also advising the National Contact Centre. A photo should be included, where available.
3b	Routine response required: Missing Persons form is completed and emailed to: missing_persons@ot.govt.nz.	Provider to complete the Missing Person Report, and email it to missing_persons@ot.govt.nz, copying in the Purchasing Agency's Social Worker for Child or Young Person. If it is after hours also advising the National Contact Centre. A photo should be included, where available.
4	The Child or Young Person's family/whānau are advised.	The Purchasing Agency to contact the family/whānau. Business Hours: the Purchasing Agency's Social Worker for Child or Young Person. After Hours: National Contact Centre.
5	If the Child or Young Person is located and they are not being returned to their previous placement i.e. there is a change of placement.	The Purchasing Agency will advise/consult with the Provider. Business Hours: the Purchasing Agency's Social Worker for Child or Young Person After Hours: National Contact Centre.
6	The 'Missing Person Located' form (POL 67a) is completed and emailed to: missing_persons@ot.govt.nz.	The Provider to complete the Missing Person Located form, and email it to missing_persons@ot.govt.nz, copying in the Purchasing Agency's Social Worker for Child or Young Person, and if it is after hours, advising the National Contact Centre.
7	The Child or Young Person is interviewed.	Discussion between the Purchasing Agency and the Provider as to purpose of the interview and who is most appropriate person to complete this.
8	If the Child or Young Person is a repeat missing person a review of their management is required.	Jointly by the Purchasing Agency and the Provider and including Police as appropriate.

## 6. MEASURING RESULTS AND REPORTING

### How do we know if Court Supervised Camps with Mentoring Services are working?

We are all interested in being able to demonstrate that Court Supervised Camps with Mentoring achieve outcomes (or results) for individuals. The Purchasing Agency does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and is reflected in Court Supervised Camps with Mentoring Provider Return Reports attached to the Outcome Agreement.

### 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 Monthly Report (attached as Appendix One).

### RBA

More information on RBA can be found at:

- <http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/>
- <http://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html>

Your Purchasing Agency's 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 (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 Family Services Directory

<https://www.familyservices.govt.nz/directory/>, and that necessary information is updated when required.

## 7. DEFINITIONS

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

- “Accreditation” - The Social Services Accreditation team ensures that providers have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers meet a consistent set of standards that meet legislative and policy requirements. ‘Accreditation’ and ‘Approval’ (as stipulated under the Oranga Tamariki Act 1989) are synonymous and may be used interchangeably
- “Chief Executive” means the Chief Executive of the Purchasing Agency
- “Child” and “Children” derive their meanings from the Oranga Tamariki Act 1989
- “Court Supervised Camps with Mentoring Programme” means the programme to be delivered as described in the Outcome Agreement;
- “Family Group Conference” means a Family Group Conference convened or reconvened under either Part Two or Part Four of the Oranga Tamariki Act 1989;
- “Family Group Conference Plan” means a plan under section 260 of the Oranga Tamariki Act 1989 that records the actions and remedies agreed at a Family Group Conference;
- “Individual Mentoring Plan” means a Young Person’s plan produced in accordance with the Outcome Agreement;
- “Mentor” means a mentor of a Young Person under the Court Supervised Camps with Mentoring Programme;
- “Outcome Agreement” means the base contract of which the Service Specifications form a part
- “Purchasing Agency” means Oranga Tamariki—Ministry for Children
- “Purchasing Agency’s Social Worker” means a person employed by the Purchasing Agency under Part 5 of the State Sector Act 1988 as a social worker;
- “Provider” means the organisation Purchasing Agency has contracted the Service with;
- “Services” means the Services specified in the Outcome Agreement to be provided by the Service Provider, and Service has a corresponding meaning;
- “Service Specifications” means the Service to be provided under this Agreement;

- “Youth Justice” means the provisions of the Oranga Tamariki Act 1989, Part Four Youth Justice; and
- “Young Person” means an individual under 18 years of age referred or to be referred by the Purchasing Agency under this Outcome Agreement, and “Young People” shall be construed accordingly.

# 8. APPENDIX ONE

## Provider Return Monthly Report

### Court Supervised Camps Monthly Report

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

Period: 1 July to \_\_\_\_\_

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

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

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

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

Service description: Court Supervised Camps													
Totals							0	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 court supervised camps with mentoring with needs met (needs met = 70% of objectives met from individual implementation plan (Yes/No)	Young Person reported positive transition to education, training or employment during reporting period (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):													

<b>Provider narrative report – to support the data</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 whānau/family</li> <li>• improved/increased relationship with pro-social peers</li> <li>• improved physical health/well-being</li> <li>• improved attendance/achievement at school.</li> </ul>

**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.

# 9. APPENDIX TWO

## Provider Feedback Form

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