

# SERVICE GUIDELINES

*Residential Respite Camps*



**ORANGA  
TAMARIKI**  
Ministry for Children

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# 1. ABOUT THESE GUIDELINES

## Who are these guidelines for?

These guidelines are for the Providers that Oranga Tamariki—Ministry for Children (Purchasing Agency) contracts with to provide Residential Respite Camps Services. These guidelines form part of the Outcome Agreement.

These guidelines replace the Residential Respite Camps Agreement Service Specifications.

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 guidelines?

The guidelines 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 Residential Respite Camp Services consistently
- a way for us to improve our responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement.

## How should these guidelines be used?

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

## Will these guidelines be revised?

This document is a living document and will be updated as required. The Purchasing Agency staff will keep you informed of any further editions, updates or changes to these guidelines, as it forms part of the Outcome Agreement. Feedback on the guidelines is

welcome at any time and can be sent to the Purchasing Agency's Contract Manager using the attached Feedback Form (see Appendix Three).

## **Where can you go for further information?**

For further information on these guidelines 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 the Outcome Agreement. The parties agree to:

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

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

### Cultural awareness

Each party recognises the needs of all people, including Māori, Pacific, 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 RESIDENTIAL RESPITE CAMPS

### What is the history of Residential Respite Camps?

The Residential Respite Camps Service was established in 2010 to provide respite during the school holidays to caregiver families under stress, in particular grandparents caring for grandchildren, and other caregivers of children who are not their own.

### What are Residential Respite Camps?

Residential Respite Camps provide respite care during the school holidays for children aged five to 12 who are being cared for by foster parents or extended family/whānau such as grandparents.

The Service delivers residential care for five days and four nights with 24 hour a day adult supervision and care. This includes structured recreational programmes.

### Who is the client group for Residential Respite Camps?

The client group for the Residential Respite Camps Services are foster carers and extended family/whānau under stress who have primary care and responsibility for children who are not their own.

### What are Residential Respite Camps seeking to achieve?

Residential Respite Camps are seeking to achieve the following vision, long-term outcomes and results for caregivers caring for children who are not their own:

**Vision:**

Stability and longevity of care for children who are being cared for by foster carers, grandparents and extended family/whānau who have taken on the primary care and responsibility of children who are not their own.

## **Long-term Outcomes:**

Carers are less stressed and better able to cope with caring for children who are in their care and the children have improved well being and a stable home and environment.

## **Results:**

Caregivers who are under stress are able to access respite from their primary caregiver role and subsequently child stability and well-being are enhanced.

## **How do Residential Respite Camps work?**

For Residential Respite Camps to be successful in providing the Services that meet the needs of caregivers and children in their care, certain elements need to be in place so that children have the most positive experience possible.

For Full Residential Care the Provider will undertake to:

- provide residential care for a period of five days and four nights (or less if child or family needs and circumstances require it)
- comply with all legislative requirements such as building codes and health and safety standards, and must be appropriate for children aged between five to seven and eight to 12 years
- provide child/children with healthy food/meals
- provide 24 hour a day adult supervision/care for children throughout the term of their stay.

For Structured Recreational Programmes the Provider will undertake to:

- deliver daily recreational activities that are age appropriate and suitable for children in the five to seven and eight to 12 age ranges
- ensure vulnerable children are not mixed with others with challenging behaviour
- ensure indoor and outdoor activities are well supervised and meet all health and safety standards.



## Social Sector Accreditation Standards

Providers delivering Residential Respite Camps service are required to meet Level Two, Ministry of Social Development (MSD) specific accreditation standards. Providers are required to maintain their Accreditation Level according to MSD's relevant Social Sector Accreditation Standards.

## 4. SERVICE DELIVERY

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

Providers are key contributors to Residential Respite Camps Services being successful. How they and other core players all inter-relate is shown below.

The people who may refer caregivers to the Provider for the Service include:

- Strengthening Families workers
- Foster Carers support groups
- Foster Care providers
- Purchasing Agency's social workers
- Police Youth Aid
- Foster Carer/Grandparent (self-referral)
- Provider of the Service.

The above organisations/agencies who work closely with caregivers are best placed to recognise the stress the caregivers may be under and are therefore identified as those able to refer to the Service. In some cases the caregivers themselves may ask the support groups/social workers to refer them to the Service.

The Providers accept the referrals of caregivers who meet the criteria as outlined under the section headed The Service and place the child/children of those caregivers in the Residential Respite Camp Service.

### What activities do Residential Respite Camps focus on?

In order to achieve the aims of this Service it is important that you as the Provider and all the other parties associated with Residential Respite Camps get involved to carry out the actions and functions.

These include:

- four night, five day camps during the school holidays (excluding the two weeks immediately surrounding Christmas and New Year)
- age appropriate recreational activities such as:

- sports
- life skills
- team building.

## Obligations of the Provider and the Purchasing Agency

As the Provider and deliverer of this Service it is important to:

- accept children referred to the Residential Respite Camps Services that meet the eligibility criteria. Referrals can come from Strengthening Families, Grandparents Raising Grandchildren, New Zealand Family and Foster Care Federation, the Purchasing Agency's Social Workers or Police Youth Aid. Self-referral may also be accepted as a result of public awareness of the initiative where supported by an agency such as those listed or by a Public Health Nurse or General Practitioner
- assess and analyse all information provided by the Purchasing Agency, other Government agencies or community organisations who are making the referral
- ensure vulnerable children are not mixed with others with challenging behaviour
- treat information supplied by the referring agency/organisation or any other information relating to the referral, or to children, young people and their families/whānau, according to the principles of the Privacy Act 1993
- ensure staff are Police vetted and are suitably trained, registered and experienced to deliver the Service in line with international best practice
- comply with all legislative requirements and regulations such as health and safety, building codes, and employment
- attend quarterly meetings with the Purchasing Agency from the date of the signing of the Outcome Agreement with the Purchasing Agency
- report quarterly to the Purchasing Agency in accordance with appendix one of this document.

The Purchasing Agency as the funder and one of the referrers has responsibility to:

- refer children who meet the eligibility criteria and whose caregivers require Services, to the Provider
- provide sufficient relevant information on the child/children and their caregiver to the Provider when making referrals

- ensure that where applicable the Purchasing Agency's Social Worker referring the child is available to consult with the Provider on matters relating to the child as required
- attend quarterly monitoring meetings with the Provider from the date of signing of this Outcome Agreement
- pay the Provider the funding according to the instalment table in the Outcome Agreement.

## The Service

### Full Residential Care

The Provider in delivering this Service is responsible for the provision of:

- residential care for a period of five days and four nights (or less if the child's or family's needs and circumstances change)
- a safe and healthy property which complies with all legislative requirements such as building codes and health and safety standards and be appropriate for children aged between five to seven and eight to 12 years
- healthy food and meals which aid the development of children
- 24 hour adult supervision/care for children throughout the term of their stay.

### Structured Recreational Programmes

The Provider in delivering this Service is responsible for the provision of:

- delivering daily recreational activities that are age appropriate and suitable for children in the five to seven and eight to 12 age ranges
- a Service that ensures vulnerable children are not mixed with others with challenging behaviour
- indoor and outdoor activities that are well supervised and meet all health and safety standards.

### Development and Delivery of this Service

For this Service to be successful certain factors and elements need to be taken into consideration:

- focusing on and supporting caregivers who have primary responsibility for care of children who are not their own, particularly grandparents who are under stress

- improving the well-being of children by giving them new opportunities and experiences. This means positive outcomes for both caregivers and children.

### *The Eligibility Criteria (who receives the Service)*

The following eligibility criteria determine who can access the Residential Respite Camp Service:

- the primary client must be the principal caregiver of the child and be aged 18 years or older and be likely to have the child in their care for at least one year or more
- the caregiver must not be the natural parent, adoptive parent or step parent and there must have been a breakdown in the child's family. Caregivers may have custody of the child under the Oranga Tamariki Act 1989 or under the Care of Children Act 2004
- the caregiver must demonstrate that the family is experiencing stress including financial or emotional stress as a result of caring for the child/children
- the children referred to the Residential Respite Camp must be aged five to seven or eight to 12 years.

## 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 Person's 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 Person's caregiver and the Purchasing Agency's Social Worker
- has a pattern of missing planned sessions – contact the Child or Young Person's caregiver and the Purchasing Agency's Social Worker

- displaying behaviour that is concerning – contact the Child or Young Person’s caregiver and the Purchasing Agency’s Social Worker
- appear to be under the influence of drugs or alcohol – contact the Child or Young Person’s 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 Person’s caregiver and the Purchasing Agency’s Social Worker
- become seriously unwell – contact the Child or Young Person’s caregiver and apply / seek appropriate medical assistance.

# 5. MEASURING RESULTS AND REPORTING

## How do we know if Residential Respite Camps are working?

We are all interested in being able to demonstrate that Residential Respite Camps achieve positive outcomes (or results) for families/whānau. The Purchasing Agency does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and are reflected in Residential Respite Camps Provider Return Reports.

## 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 did it
- if anyone was better off.

The data is 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 Results Based Accountability (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 funding provided under the 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's Contract Manager:

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

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

## 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.



## 6. DEFINITIONS

In these guidelines, 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;
- “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;
- “Services” means the Services to be provided under the Outcome Agreement, and “Service” has a corresponding meaning.

# APPENDIX ONE

## Provider Return Report

Provider Return Report Format

Legal-Name Report Form for Period Report1-Period1-Start-Date to Report1-Period4-End-Date

<b>Report Due Dates</b>
<b>Report1-Due-Dates</b>

Signed by: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Position: \_\_\_\_\_

**N.B. Clients are to be recorded at point of entry into the service**  
**Report1-Period1-Start-Date**

**post**

Description of Service	Service Unit of Measure	Quantity of Service	Report1-Period1-Start-Date to Report1-Period1-End-Date	Report1-Period2-Start-Date to Report1-Period2-End-Date	Report1-Period3-Start-Date to Report1-Period3-End Date	Report1-Period4-Start-Date to Report1-Period4-End-Date
Contracted-Service-Provider-Service-Descriptions-For-Report	Reporting-Measure-Descriptions-For-Report	<b>Reporting-Measure-Contracted-Volumes-Period-1-For-Report</b>				

**Provider narrative report – to support the data provided (insert date)**

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.

-

# APPENDIX TWO

## Statistical Information Report

### EXAMPLE STATISTICAL INFORMATION REPORT

Number of places dedicated to delivering this Service = \_\_\_\_\_

Number of families who were referred to the Service in this reporting period	
Number of children who received the Service in this reporting period	
Number of children who stayed less than five days and four nights (state why)	

### Details of Children Receiving Services

Age, Gender and Ethnicity	Aged five to seven years	Aged eight to 12 years
Number who were female		
Number who were male		
Number of New Zealand European		
Number of Māori		
Number of Pacific People		
Number of Other		

### Details of Families Referred for Respite

Caregiver category	Aged between 18 and 45 years	Aged over 45 years
Foster Parent		
Grandparent		
Extended family/whanau		
Other		

# APPENDIX THREE

## Provider Feedback Form

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