

SERVICE SPECIFICATIONS

Supervision with Activity

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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 these 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. Purchasing Agency staff will keep you informed of any further editions, updates or changes to these specifications, as it forms part of the Outcome Agreement. Feedback on the specifications

is welcome at any time and can be sent to 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 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 Outcome Agreement. The Parties agree to:

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

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 SUPERVISION WITH ACTIVITY

What is the history of Supervision with Activity (SWA) Programmes?

For many years Providers have been delivering services to Children and Young People who have committed serious offences. Under the amendments to the Oranga Tamariki Act 1989, that came into effect on 1 October 2010, Youth Courts are able to extend the amount of time a Child or Young Person is subject to a Supervision with Activity Order of up to six months.

As with all the Fresh Start initiatives, the objective is to improve and extend the range of options for dealing with the most serious, repeat young offenders. Supervision with Activity Programmes are part of this suite of interventions and are aimed at holding Children or Young People accountable for their actions, as well as addressing the underlying causes of their offending.

What is Supervision with Activity?

Supervision with Activity is a programme which offers a wide range of options in responding to Children and Young People who have committed serious offences. The Programme is an alternative to custody and it is the highest non-custodial sentence available in the Youth Court. Supervision with Activity Programmes can address addiction, anger management, self-esteem and family support issues in order to decrease the likelihood of reoffending.

Supervision with Activity Programmes provides Children and Young People with individualised and intensive support, positive guidance, encouragement, opportunity and challenge, which assists Children and Young People to achieve their goals and aspirations.

Who is the Client Group?

The Supervision with Activity Programme targets serious and persistent young offenders, aged between 14 and under 18 years of age, but can include 12 and 13 year olds who have committed serious crimes. Approval for 12 and 13 year olds to attend a Supervision with Activity Programme must be sought from the National Office Youth Justice Team of the Purchasing Agency, prior to the referral being accepted. Priority will be given to a Child or

Young Person who is subject to a Supervision with Activity Order. Your Contract Manager can supply you with the contact details.

The primary client group for Supervision with Activity is:

- Children or Young People who are subject to a Supervision with Activity Order from the Youth Court pursuant to section 307 of the Oranga Tamariki Act 1989.
- Children or Young People who are on a Supervision Order from the Youth Court pursuant to section 283(k) of the Oranga Tamariki Act 1989 (where this is post a Supervision with Residence Order pursuant to section 311 of the Oranga Tamariki Act 1989).

What do Supervision with Activity Programmes seek to achieve?

Supervision with Activity seeks to achieve the requirements of a formal Youth Court Order. It takes into account public safety and:

provides credible, individualised treatment and intervention

addresses offending behaviour while keeping the Young Person in the community.

Supervision with Activity Programmes seek to achieve the following vision, long term outcomes and results for young offenders:

Vision:

Children and Young People taking responsibility for their offending and making positive social choices.

Long-term outcomes:

Supervision with Activity 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 or Young People in education, training or work.

Results:

Supervision with Activity Programmes will deliver the following results for Children and Young People:

- reduced re-offending by Children and Young People who have positively engaged and participated in Supervision with Activity Programmes
- Children and Young People have accepted responsibility and are accountable for their offending
- Children and Young People are engaged in meaningful positive activities
- improved life skills leading to improved educational, training or employment opportunities for Children and Young People
- improved social functioning of Children and Young People
- transitioned back into the community through post placement support, so that gains made by the Child or Young Person are consolidated and become long-term
- minimised risk to the community of the Child or Young Person's negative behaviour by developing pro-social family or whānau links.

What are the Supervision with Activity core principles?

Supervision with Activity has the following core principles that underpin practice:

- a collaborative relationship between the Provider, the Child or Young Person and her or his family/whānau group
- trust and respect between all Parties
- positive engagement of the Child or Young Person.

How does Supervision with Activity work?

Children or Young People are referred to Supervision with Activity Programmes by a Youth Court Judge. The Judge obtains a comprehensive report and plan from the Purchasing Agency's Social Worker which details the Child or Young Person's offending history, their risks, needs, and specific conditions the presiding Judge may wish to consider when imposing the order.

The Child or Young Person will have an identified need for Supervision with Activity and the following factors may be considered:

- history of youth offending
- previously detained in the custody of the Purchasing Agency or Police
- previous high level intervention from the Purchasing Agency, Police, or Youth Court
- currently demonstrates an escalation in level of offending.

There are three approaches to programmes for young offenders on Supervision with Activity Orders currently used in New Zealand.

- **The 'wrap-around' approach:** This is a day programme. A Child or Young Person remains in their own community and a variety of programmes or services are provided to address their specific needs. For example; educational / vocational training, counselling, life-skills courses, and treatment to meet the requirements of Individual Implementation Plans.
- **The 'live-in' approach:** This is a full residential programme. The Child or Young Person will leave their home and live with the Provider for the length of their Supervision with Activity Order. The Provider will assist with transition back to the family home or into independent living.
- **The 'mixed' approach:** This approach has a combination of the 'wrap-around' day programme approach, as well as involving a short residential component. The Child or Young Person would, for example, attend a wilderness camp followed by a return to their home where they would undertake specific activities, such as educational/vocational training, counselling, life-skills courses, and treatment to meet the requirements of their Individual Implementation Plan.

Who are the people Involved in Supervision with Activity?

The Provider

Providers of Supervision with Activity are identified as organisations that meet the following criteria:

- approved under section 396 or 403 of the Oranga Tamariki Act 1989
- good organisational capability
- expertise in youth justice and Service delivery
- experience in managing programmes for serious high-end young offenders

- demonstrated ability to manage and develop a Supervision with Activity Programme
- strong stakeholder networks.

Supervision with Activity Providers must also comply with all other applicable legal requirements including Health and Safety legislation, Employment legislation, and the Privacy Act.

Purchasing Agency

The role of the Purchasing Agency's representative is to:

- approve Providers under section 396 and/or section 403 of the Oranga Tamariki Act 1989, using Purchasing Agency approved standards
- monitor Service delivery and financial management of the Provider
- make referrals and provide information where the Service is specifically contracted for referrals from the Purchasing Agency.

Social Sector Accreditation Standards

Providers delivering Supervision with Activity service are required to meet Level Two, 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 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'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.

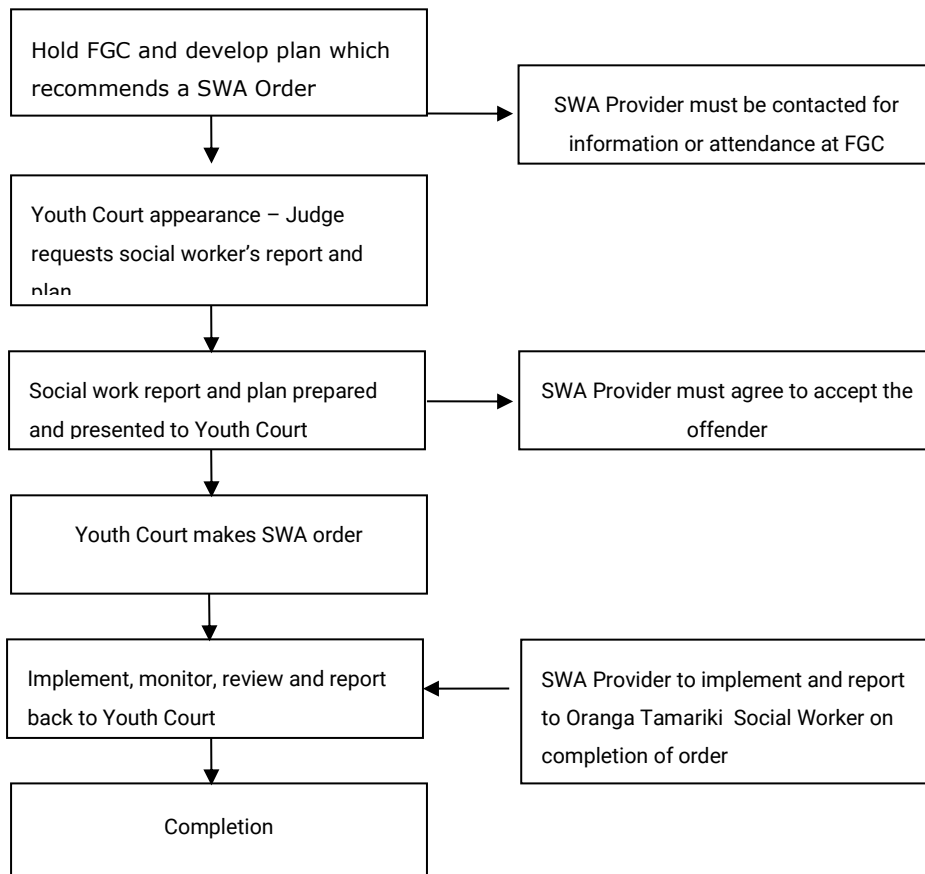
Resources have been developed to support understanding and implementation of the changes. These can be viewed online with the [legislation reform information](#).

5. SERVICE DELIVERY

Where do Providers fit in the big picture?

Providers are key contributors to Supervision with Activity Services being successful. The Programme is intended to create positive behavioural change in the Child or Young Person. This includes working with the Purchasing Agency Social Worker and other organisations such as, the Ministry of Education and the Ministry of Health, to provide integrated case management and ensure continuity for the Child or Young Person receiving services from multiple agencies. How Providers and other core people all interrelate is shown in Figure 1 below.

Figure 1: Supervision with Activity Pathway



What are the Provider's responsibilities?

The Provider is responsible for:

- accommodation, care, food and health needs (residential and mixed programmes only) of the Child or Young Person
- implementing goal-oriented interventions, teaching life skills to address the long 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 substantially occupied, fully supervised and monitored at all times while attending the Supervision with Activity Programme
- a daily schedule and range of age and developmentally appropriate recreational activities, and associated costs, that are part of their agreed Individual Implementation Plan
- coaching and guidance for Children or Young People in practical skills, including family life skills and maintenance of personal hygiene
- delivering on all objectives detailed in the Child or Young Person's Individual Implementation Plan.

Programmes

The Provider will supply a programme comprising the development, implementation and coordination of an Individual Implementation Plan for each Child or Young Person that addresses:

- the offending behaviour
- health needs
- education, training or work aspirations
- court directed restorative activities
- independence planning where appropriate
- the Child or Young Person's supervision on a 24 hour, seven days a week basis.

The Provider will also ensure that the appropriate transition services are provided. The transition services will include:

- pre-discharge work that builds on the long term goal of returning the Child or Young Person to their family/whānau and/or community

- the development and facilitation of the bridging work that needs to be done prior to a Child or Young Person being discharged from the Supervision with Activity Programme. It is expected that the Purchasing Agency's Social Worker and the Provider will work together to plan and implement family/whānau relationships and access to local resources to support transition back into the community
- transitional support to the Child or Young Person and their family/whānau and/or community; and regular follow-up and monitoring throughout the transition period in conjunction with the Purchasing Agency Social Worker.
- Where Services specified in the Individual Implementation Plan are of a professional, therapeutic or counselling nature, the Provider will ensure that these are delivered only by Providers who are one of the following:
 - members of a professional body (for counsellors or therapists)
 - employed by a Provider approved by Purchasing Agency
 - approved as sexual abuse counsellors by Accident Compensation Corporation
 - approved under the Domestic Violence Act 1995
 - delivering Services funded by the Ministry of Health or a District Health Board.

The Provider will not use the funding for the following activities:

- education, which is a requirement for all Children or Young People up to the age of 16 years under the Education Act 1989
- teacher aides who work in a school setting or trackers/supervisors for Children or Young People while they are at school. The Purchasing Agency has a programme for this administered by National Services, Student Aide Services
- treatment for sexually abusive behaviour which is covered in contracts with either SAFE Network (Auckland), Wellington STOP or STOP Trust (Christchurch), or covered under Accident Compensation Corporation
- programmes or activities that are already funded from other sources
- material items that are not a direct requirement of participation in a component of the Child or Young Person's Individual Implementation Plan.

The Provider will in conjunction with the Purchasing Agency Social Worker:

- use the funding allocated for each Child or Young Person to purchase the resources, Services and activities making up each Individual Implementation Plan

- coordinate and facilitate liaison between other Service Providers involved in delivering any Child or Young Person's Individual Implementation Plan and other agencies who interact with the Child or Young Person (for example, school or Police)
- ensure that each Child or Young Person participates and/or attends the activities making up their Individual Implementation Plan.

Individual Implementation Plan

The Purchasing Agency Social Worker will, in conjunction with the Provider, develop an Individual Implementation Plan for each Child or Young Person.

Once a Child or Young Person is considered suitable for the Supervision with Activity Programme, the Purchasing Agency Social Worker will draft the Child or Young Person's Individual Implementation Plan. Input may be sought from the Provider. This should be done prior to the application to the Youth Court for a Supervision with Activity Order or a Supervision Order, post a Supervision with Residence Order.

Following the admission of the Child or Young Person to the Supervision with Activity Programme, the Purchasing Agency Social Worker and the Provider will finalise the Young Person's Individual Implementation Plan.

Changes can be made to the Individual Implementation Plan over the course of the Supervision with Activity Programme. The Individual Implementation Plan should be reviewed to ensure the needs of the Child or Young Person are constantly being met. If the Individual Implementation Plan needs to be changed, it must be done in consultation with the Purchasing Agency Social Worker and the Child or Young Person.

Each Individual Implementation Plan will:

- be consistent with the Supervision with Activity or Supervision (post Supervision with Residence) Order
- record the strengths and needs of the Child or Young Person, their family/whānau and their links with the community
- form the framework through which services, activities and programmes will be delivered
- be agreed and signed by:
 - the Child or Young Person
 - their family/whānau (if appropriate)

- the Purchasing Agency Social Worker
- the Provider.

The Child or Young Person's Individual Implementation Plan is based on their identified risks, needs and conditions set by the Youth Court, including:

- pre-employment, vocational and educational training, including numeracy and literacy development
- coordination and assistance to support the Child or Young Person's attendance at other activities/services. For example, counselling to address offending behaviour, alcohol and other drug treatment programmes, parenting education programme, court directed restorative activities
- services with an emphasis on reintegrating, maintaining and re-establishing the Child or Young Person's links with family/whānau, community, pro-social adults and institutions
- cognitive behavioural programmes that provide clear, consistent and timely feedback to manage the Child or Young Person's offending behaviour
- mentoring and support
- cultural inclusiveness
- additional activities if indicated.

As part of best practice, it is important that the Provider and the Purchasing Agency's Social Worker undertake a monthly review of each Child or Young Person's Individual Implementation Plan. This can include:

- reviewing the assessment of the Child or Young Person's needs
- updating the Child or Young Person's case record including all pertinent information relating to interventions
- monitoring Individual Implementation Plan services/activities/programmes
- making any required alterations in conjunction with the Purchasing Agency Social Worker.

The Provider is to make sure that:

- the Child or Young Person is informed of any alterations to their Individual Implementation Plan
- the Child or Young Person's family/whānau are informed of the alterations and have the opportunity to comment (if appropriate)

- all Parties referred to in the Outcome Agreement receive a copy of the altered Individual Implementation Plan
- there is provision for the Purchasing Agency Social Worker to visit the Child or Young Person once a week as part of best practice. Where a Child or Young Person is placed out of area, a phone call once per week is sufficient.
- Education of the Child or Young Person enrolled in the Supervision with Activity Programme

The Provider will:

- ensure that, subject to the Education Act 1989 and the Oranga Tamariki Act 1989, all Children or Young People of compulsory school age, or Children or Young People who wish to continue their education, are enrolled at a registered school and receive their full education entitlement under the Education Act 1989. All Children or Young People must receive New Zealand curriculum teaching
- ensure that each Child or Young Person is maintained in mainstream schooling where possible, or work towards reintegration into mainstream schooling where the Child or Young Person's attendance and participation in mainstream schooling has broken down
- make alternative arrangements for a Child or Young Person's educational requirements where those arrangements have been approved by the Ministry of Education, the Purchasing Agency and the Child or Young Person's family/whānau
- request that the Purchasing Agency apply for an exemption, in respect of a Child or Young Person, from attending school under section 22A of the Education Act 1989. This application must be made in consultation with the Child or Young Person, their family/whānau, the school in which they are currently enrolled, the Purchasing Agency Social Worker, and the Child or Young Person's solicitor. This option will only be considered when all other educational options have been fully explored and tested.

[Family/Whānau Contact and Consultation](#)

The Provider will ensure that each Child or Young Person maintains appropriate contact with their family/whānau, consistent with the Child or Young Person's right to that contact.

The Provider will monitor the Child or Young Person's contact with family/whānau and any identified significant others.

Purchasing Agency Social Worker Contact and Consultation

The Provider will ensure that each Child or Young Person maintains appropriate contact with their Purchasing Agency Social Worker, consistent with the Child or Young Person's right to that contact.

The Provider will facilitate the Child or Young Person's contact with the Purchasing Agency Social Worker when the Child or Young Person requests it.

Healthcare Services

The Provider will ensure that each Child or Young Person receives prompt, adequate, and appropriate health services, including a medical examination by a registered medical practitioner as appropriate. The Provider will obtain appropriate consent to a medical or dental examination or treatment in accordance with the law.

Wherever possible, the cost of health care services should be minimised by using publicly funded health care benefits or savings available through schemes that any Child or Young Person might be eligible, such as:

- high use cards for pharmaceuticals
- Accident Compensation Corporation reimbursements.

The Provider will record all information relating to the Child or Young Person's health on their personal file, including details of:

- all contact with health staff and health treatments, including dental treatments
- the advice given to the Child or Young Person about the implications/risk of having, or refusing to have, the recommended health care for their health
- the informed consent for all health care where applicable
- the Child or Young Person's refusal of any health care where applicable.

The Provider must ensure that all information and records systems are managed in accordance with the Privacy Act 1993, the Health Information Privacy Code and the Health Act 1956.

The Provider shall not:

- give Children or Young People any drugs or allow Children or Young People to use any drugs, unless they are prescribed by a recognised medical authority

- give Children or Young People any alcohol, or allow Children or Young People to drink alcohol.

If a Child or Young Person requires physical or mental health care of a significant or ongoing nature, the Provider will coordinate with health professionals to prepare, implement, monitor and review an individual treatment plan for that Child or Young Person.

Staff delivering the Programme

The Provider will ensure that there is a minimum of one suitably qualified and experienced Youth Worker engaged for every four placed Children or Young People. However, the Provider must take into consideration the Children or Young Peoples' very challenging behaviour, the activity being undertaken and the general group dynamic, and allocate more staff where required.

The Provider Youth Worker must demonstrate the following qualifications and general level of skill and experience:

- a relevant qualification and/or an appropriate level of skill, experience and knowledge to work effectively with the Child or Young Person placed on the Supervision with Activity Programme
- working knowledge of the Oranga Tamariki Act 1989, including its objectives, principles, care and protection and youth justice provisions
- thorough understanding and commitment to the philosophy of the Supervision with Activity Programme
- sound knowledge of the dynamics of child abuse, including physical, sexual, emotional abuse and neglect
- knowledge of domestic violence, mental health and behavioural issues, particularly as they relate to Children and Young People
- knowledge and understanding of Māori societal and familial structures, including whānau, hapu, iwi and the dynamics of whānaungatanga
- knowledge and understanding of the range of Pacific Island societal and familial structures
- a thorough awareness of safety issues, including client and worker safety
- an ability to work effectively across different cultures
- have the necessary skills to implement behaviour management techniques and exercise effective supervision of the Child or Young Person in their care

- an understanding of how to create a safe environment for staff, Service Providers, Purchasing Agency staff members and Children or Young People
- be participating in, or have successfully completed, the training identified in the Outcome Agreement and other ongoing training as required
- negotiation and conflict resolution skills
- excellent communication and interpersonal skills, the ability to write reports, case notes, and participate in external evaluation.

The Provider Youth Worker will:

- assist the Purchasing Agency Social Worker to develop each Child or Young Person's Individual Implementation Plan and review it on a monthly basis
- liaise with the Purchasing Agency Social Worker in relation to each Child or Young Person.

The Provider may also employ suitably qualified and experienced staff to assist with an adequate level of supervision and professional support.

The Provider will ensure that all staff involved in the Supervision with Activity Programme receive appropriate levels (at least monthly) of administration and clinical supervision.

Recruitment of Staff

Before the Provider engages staff for the Supervision with Activity Programme, any person who is being considered for a position as a Youth Worker, or any other role involved in the care or supervision of a Child or Young Person, the Provider must:

- complete a declaration stating any criminal convictions, or offences for which they have received diversion
- consent to undertake the Police vetting process
- authorise Purchasing Agency to disclose any information it holds about them to the Provider
- supply the Provider with appropriate character and professional referees
- 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, teacher aide work, etc.) and authorise the Provider to obtain information from those employers or organisations in order to complete the vetting process.

Accordingly, before the Provider engages staff for the Supervision with Activity Programme, it will:

- complete and obtain a satisfactory Police check on all applicants and all staff currently employed by the Provider
- contact all character and professional referees, check and record their comments
- contact a reasonable sample of organisations in relation to employing the person.
- request information about the applicant from the Purchasing Agency's client management tool CYRAS (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.

No person is to be engaged in any capacity in the Supervision with Activity Programme:

- who has a conviction, or who has received diversion for violence or sexual violence, or who has admitted or had charges proved in the Youth Court for violence or sexual violence
- where information from the Purchasing Agency, character or professional referee or the Police check indicates they would be inappropriate for a role in the delivery of the Supervision with Activity Programme.

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 provide appropriate induction training for all staff directly involved in running the Supervision with Activity Programme. This is to ensure that prior to commencing their position as a Youth Worker they have working knowledge in the following areas:

- the characteristics of Children or Young People being referred
- the Provider and the Purchasing Agency's requirements and expectations of staff employed in the Supervision with Activity 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.

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 Supervision with Activity 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.

Non-compliance and Offending

The Provider will keep the Youth Justice Coordinator or the Purchasing Agency's Social Worker informed of the Child or Young Person's attendance and progress during the Supervision with Activity Programme as per the Court Order.

The Provider will ensure that it deals appropriately with any Child or Young Person who commits an offence while participating in the Supervision with Activity Programme.

The Provider will report any allegations of an offence to the Police and liaise with the Purchasing Agency's Social Worker and Police in relation to developing strategies and action(s) to be taken about the Child or Young Person's offending.

Offending by a Child or Young Person participating in the Supervision with Activity Programme will be treated in accordance with the Purchasing Agency and Police best practice guidelines for dealing with offending on a Supervision with Activity Order or Supervision Order (where it is post a Supervision with Residence Order). Any proven offence may be grounds for early discharge from the Supervision with Activity Programme.

Reporting

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

Evaluation

The Provider agrees to participate in any evaluation of the Supervision with Activity 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 referrals to other specialist services are 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 does Supervision with Activity focus on?

In order to achieve the aims of this Programme, Providers and all the other parties associated with Supervision with Activity will focus on and carry out a number of actions and functions.

Referral and Admission to the Supervision with Activity Programme

The Purchasing Agency will only refer a Child or Young Person who is subject to a Supervision with Activity Order or Supervision Order where it is post a Supervision with Residence Order.

The referral will be managed according to systems, policies, procedures and operational documents designed and approved by the Purchasing Agency. At the point of referral, the Purchasing Agency will ensure that:

- all current and relevant case information about the Child or Young Person and their family/whānau is made available to the Provider to assist them to develop the Individual Implementation Plan
- the case information will include an assessment derived by the Purchasing Agency Social Worker using the Purchasing Agency's assessment and screening tools. The assessment will provide accurate, complete and timely information in relation to the

Child or Young Person's strengths and needs. The Purchasing Agency Social Worker is responsible for completing the assessment in conjunction with the Child or Young Person and their family/whānau

- any issues in relation to each Child or Young Person and their placement in the Supervision with Activity Programme are discussed with the Provider prior to referral, including any special needs or costs involved over and above normal expectations under this Outcome Agreement
- each Child or Young Person has an appropriate status in relation to the Youth Court with evidence of this in the form of a copy of the relevant Youth Court Order(s) as part of the referral process.

The Provider may decline to provide Supervision with Activity Programmes to a Child or Young Person, but must record in writing the reasons for declining referrals and will give these to the Purchasing Agency Social Worker.

Discharge

Before any Child or Young Person is discharged, the Provider will provide the Purchasing Agency Social Worker with a pre-discharge assessment that identifies the Child or Young Person's ongoing needs to be addressed after they leave the Supervision with Activity Programme. Pre-discharge assessments will include the Child or Young Person's social, familial, educational and vocational needs.

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.

When there are unplanned discharges prior to completion of the Child or Young Person's Individual Implementation Plan, the following process must be followed:

- Where difficulties arise with any Child or Young Person's Individual Implementation Plan and before a discharge is required, the parties will work together using their best endeavours to resolve the issues and minimise the likelihood of a breakdown of the Individual Implementation Plan.
- The Provider may recommend to the Purchasing Agency Social Worker to discharge the Child or Young Person before the completion of the Individual Implementation Plan when:

- it becomes apparent, after admission to the Supervision with Activity Programme, that the Child or Young Person's needs are such that they are unable to be met within the Supervision with Activity Programme
- where there are viable and safe options for the Child or Young Person to maintain their changes or to receive ongoing support in the community.

Urgent Discharges or Removal:

- An urgent discharge or removal may be required where the Child or Young Person's behaviour has become unmanageable by the Provider. This behaviour puts the Child or Young Person, the Provider staff, or the community at risk, and means that the Supervision with Activity Programme can no longer provide the Individual Implementation Plan for the Child or Young Person at that time.
- No Child or Young Person can be removed from the Supervision with Activity Programme without prior consultation with the Purchasing Agency Social Worker, or Purchasing Agency Call Centre if the Purchasing Agency Social Worker is unavailable.
- In the case of immediate danger or safety of the Child or Young Person, the Provider staff, other programme participants and/or the community, the Provider will contact the New Zealand Police for immediate assistance and/or removal of the Child or Young Person. The Purchasing Agency Social Worker or Purchasing Agency Call Centre (if out of normal working hours) must be contacted immediately following the containment of the initial danger or safety issue.

Urgent discharges and removals will be managed as follows:

- the Provider will notify the Purchasing Agency Social Worker of the likely need for an urgent discharge or removal as soon as it becomes aware of any issues indicating that the Child or Young Person's behaviour is becoming unmanageable
- the parties will, as a matter of urgency, discuss the need for the discharge or removal, and the options for alternative arrangements for the Child or Young Person
- if, as a result of that discussion, an urgent discharge or removal is still needed, the Purchasing Agency Social Worker will ensure that the Child or Young Person is discharged or removed as soon as practicable and no longer than 48 hours after the Provider notifies the Purchasing Agency of the need for a discharge

- the Provider will complete discharge assessments immediately after the urgent discharge
- the parties may agree to postpone any discussion and/or consultation on any matter as it may be necessary to manage an urgent discharge in a timely and appropriate manner.

The Purchasing Agency reserves the right to remove a Child or Young Person from the Supervision with Activity Programme if, in the Purchasing Agency's reasonable opinion, the level of service being provided is not to a satisfactory level.

[Insurance and Claims for Damage to Residence](#)

The Provider will maintain insurance cover for accidental damage or for insurable deliberate damage caused by a Child or Young Person referred from the Purchasing Agency.

The Purchasing Agency may consider requests for reimbursement in regard to:

- uninsurable deliberate damage caused by a Child or Young Person in care of the Provider
- accidental damage and insurable deliberate damage caused by Children or Young People in care of the Provider.

Any request for reimbursement under the Outcome Agreement must be made to the relevant the Purchasing Agency Social Worker. The Purchasing Agency Social Worker will prepare a report on the request for reimbursement and refer this report to the relevant Site Manager.

Any request for reimbursement under the Outcome Agreement will be considered by the Purchasing Agency in accordance with its policies, procedures and business rules which are available on the Purchasing Agency's website.

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 1: Description of Serious and Significant Incidents.		
Serious Incidents	Incident Category	Who must the Provider contact
<ul style="list-style-type: none"> • Death of any Child or Young Person • Absconding where it is likely to result in danger or risk to the Child or Young Person or to the community • Any serious assault (violence and/or sexual) committed (or alleged to be committed) by a Child or Young Person • Any other serious offence committed (or alleged to be committed) by a Child or Young Person • Use or supply of class A drugs • Allegations of assault against the Child or Young Person 	A	<p>Within one hour of any of these listed incidents occurring:</p> <ol style="list-style-type: none"> 1) The Police, and the Purchasing Agency via the Call Centre (0508 FAMILY) 2) The Regional Executive Manager and the Contract Manager 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 Manager within 24 hours of event occurring
<ul style="list-style-type: none"> • Attempted suicide • Allegations of assault against the Child or Young Person 	B	Reporting as Category A but do not include the Police

Significant Incident	Incident Category	Who must the Provider contact
<ul style="list-style-type: none"> • Inappropriate Sexual Behaviour • Suicide Ideation or self harm not requiring hospitalisation • Misuse of alcohol or drugs • Medical illnesses or conditions or injuries to a Young Person requiring hospitalisation • Serious damage to property caused by the Young Person • Any use of force by employees or caregivers • Hunger Strikes • Occasions that necessitate calling upon emergency services for assistance • Absconding not reported under serious incidents and any other absences without leave (either from school or placement) • Any incident referred to above likely to attract media attention (report within one hour) 	<p style="color: red; font-size: 24px;">C</p>	<ul style="list-style-type: none"> • Within 24 hours of event occurring: • Report incident to the Child or Young Person’s Purchasing Agency Social Worker • For absconding follow Table 3 Missing Child or Young Person process <hr/> <ul style="list-style-type: none"> • Incident Reported as part of Monthly Reporting to Contract Manager. • Exception is any incident that is likely to attract media attention this should be reported within one hour to: <ul style="list-style-type: none"> • Regional Executive Manager • Contract Manager

Table 2: Incident Reporting	
The Role of the Purchasing Agency	Responsibility of the Provider and included in the Outcome Agreement Price
<p>The Purchasing Agency’s contact details for incident reporting are:</p> <ul style="list-style-type: none"> • the Purchasing Agency 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) 	<p>The Provider will:</p> <ul style="list-style-type: none"> • 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 • ensure that incidents involving actual or

<ul style="list-style-type: none"> • the Purchasing Agency’s Social Worker’s Supervisor, (whose contact details will be in the referral documentation) • the Purchasing Agency Regional Executive Manager (whose contact details have been provided to you by your Contract Manager) • the Contract Manager (whose contact details are in the Outcome Agreement). 	<p>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</p> <ul style="list-style-type: none"> • 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.
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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

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 the Purchasing Agency’s Contract Manager.

It is important that there is good communication and planning between the Provider, the Purchasing Agency Social Worker and the Police. It is important that you do not leave voicemail messages for Purchasing Agency staff regarding missing Children or Young People. If the Purchasing Agency Social Worker is unavailable then please contact the

supervisor or call the Purchasing Agency and ask for the duty Social Worker or after hours a Social Worker at the National Contact Centre (0508 FAMILY).

Table 3: 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 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 Social Worker records and keeps updated the CYRAS record. Business Hours: The Purchasing Agency 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 Social Worker for Child or Young Person After Hours: National Contact Centre.
3b	Urgent response required: <ul style="list-style-type: none"> 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 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.

<p>3b</p>	<p>Routine response required:</p> <ul style="list-style-type: none"> Missing Persons form is completed and emailed to: missing_persons@ot.govt.nz. 	<p>Provider to complete the Missing Person Report, and email it to missing_persons@ot.govt.nz, copying in the Purchasing Agency Social Worker for Child or Young Person.</p> <p>If it is after hours also advising the National Contact Centre.</p> <p>A photo should be included, where available.</p>
<p>4</p>	<p>The Child or Young Person's family/whānau are advised.</p>	<p>The Purchasing Agency is to contact the family/whānau.</p> <p>Business Hours: Purchasing Agency Social Worker for Child or Young Person.</p> <p>After Hours: National Contact Centre.</p>
<p>5</p>	<p>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.</p>	<p>The Purchasing Agency will advise/consult with the Provider.</p> <p>Business Hours: Purchasing Agency Social Worker for Child or Young Person</p> <p>After Hours: National Contact Centre.</p>
<p>6</p>	<p>The 'Missing Person Located' form (POL 67a) is completed and emailed to: missing_persons@ot.govt.nz.</p>	<p>The Provider to complete the Missing Person Located form, and email it to missing_persons@cot.govt.nz, copying in the Purchasing Agency Social Worker for Child or Young Person, and if it is after hours, advising the National Contact Centre.</p>
<p>7</p>	<p>The Child or Young Person is interviewed.</p>	<p>Discussion between the Purchasing Agency and the Provider as to purpose of the interview and who is most appropriate person to complete this.</p>
<p>8</p>	<p>If the Child or Young Person is a repeat missing person a review of their management is required.</p>	<p>Jointly by the Purchasing Agency and the Provider and including Police as appropriate.</p>

Costs associated with Children and Young People, and their care

The following table describes the respective responsibilities of the Purchasing Agency and the Provider regarding costs associated with Children and Young People, and their care:

(1) Individual Needs of Children and Young People	
Responsibility of the Purchasing Agency Site Manager for each Child and Young Person and their family/whānau	Responsibility of the Provider and included in the Outcome Agreement Price
<ul style="list-style-type: none"> • pay Outcome Agreement Price to the Provider. 	<ul style="list-style-type: none"> • the Outcome Agreement Price covers: <ul style="list-style-type: none"> ○ general board, e.g. heating, lighting, food, bedding ○ pocket money ○ personal items, such as toiletries, haircuts, minor stationery, non-prescription medicines ○ local travel ○ daily activities.

(2) Reasonable Clothing	
<p>The aim of the Purchasing Agency's clothing policy is to ensure that a Child or Young Person in care has adequate basic clothing (which is age, geographically and seasonally appropriate) for the period they are in care. Clothing includes school uniform and required school footwear. Clothing also includes a bag or suitcase required to move the Child or Young Person's clothing and other possessions. Children or Young People in the care of the Provider have the right to be clothed to the same standard as a Child or Young Person placed with Purchasing Agency caregivers.</p>	
Responsibility of the Purchasing Agency Site Manager for each referral and/or Child or Young Person's family/whānau	Responsibility of the Provider and included in the Outcome Agreement Price
<ul style="list-style-type: none"> • set and publish clothing policy • assess, with the Provider, the initial clothing needs of the Child or Young Person according to 	<ul style="list-style-type: none"> • assess, with the Purchasing Agency Social Worker, the clothing needs of the Child or Young Person according to the Purchasing

<p>the Purchasing Agency’s clothing policy</p> <ul style="list-style-type: none"> • make the clothing payment required to the Provider as a result of the assessment • supply items as per Individual Implementation Plan that are outside standard clothing requirements • if required: <ul style="list-style-type: none"> ○ fund school uniform and school footwear ○ maintain school clothing and school footwear ○ fund the school uniform and school footwear where a change of school is required. 	<p>Agency’s clothing policy</p> <ul style="list-style-type: none"> • arrange for the purchase of clothing required as the result of the assessment • clothing replacements are included in the Outcome Agreement Price.
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(3) Special Requirements for Children or Young People

Special requirements includes (1) dietary needs e.g. gluten free products, diabetic diet, Halal food, Kosher food and (2) special equipment i.e. equipment required to allow the Child or Young Person to fully participate in the Supervision with Activity Service. The Provider will have input into the Individual Implementation Plans of those Children or Young People prior to being placed with them and significant extra costs will be negotiated prior to placement. Special requirements for Children or Young People do not include school subject, sporting or recreational equipment which is covered elsewhere in this Outcome Agreement.

<p>Responsibility of the Purchasing Agency Site Manager for each referral and/or Children or Young Person’s family/whānau</p>	<p>Responsibility of the Provider and included in the Outcome Agreement Price</p>
<p>Special dietary requirements</p> <ul style="list-style-type: none"> • incurring significant extra cost as per Individual Implementation Plan. 	<p>Special dietary requirements</p> <ul style="list-style-type: none"> • where significant extra cost is not incurred.
<p>Other</p> <ul style="list-style-type: none"> • as per Individual Implementation Plan. 	<p>Other</p> <ul style="list-style-type: none"> • nil.

(4) Educational Needs	
<p>School uniforms, including shoes, and new uniforms required by progression through school are covered by the reasonable clothing needs section. This section covers school-related activities, activities during the time the Child or Young Person would normally be at school, and activities resulting from the Child or Young Person’s attendance at school. It does not cover non-school related needs.</p>	
Responsibility of the Purchasing Agency Site Manager for each referral and/or Child or Young Person’s family/whānau	Responsibility of the Provider and included in the Outcome Agreement Price
<ul style="list-style-type: none"> • state and integrated school fees • subject fees • exam fees • initial stationery order at enrolment • school bag • (following negotiation) travel to out-of-zone school (this includes a special school outside the school zone of the Provider) • other educational needs as per Individual Implementation Plan • setting up gear for secondary school sport • additional camp equipment as per Individual Implementation Plan. 	<ul style="list-style-type: none"> • ongoing school books • ongoing stationery needs • school camp fees • inexpensive equipment for school subjects as per Individual Implementation Plan • inexpensive day trips • small contributions for other school activities, limit to be negotiated for each Child or Young Person • arranging and paying for travel to a school within the Provider’s school zone • school trips (including sporting and cultural trips) • regular school sport at primary, intermediate and secondary level and • maintenance of school sporting gear at secondary school level.

(5) Recreational Needs	
<p>The recreational needs covered in this section are non-school related. School related recreational needs e.g. sport are covered under educational needs.</p>	
Responsibility of the Purchasing Agency's Site Manager for each referral and/or Child or Young Person's family/whānau	Responsibility of the Provider and included in the Outcome Agreement Price
<ul style="list-style-type: none"> each Purchasing Agency Site Manager may fund for exceptional sporting or recreation activities, but not for the activities funded pursuant to this Outcome Agreement. 	<ul style="list-style-type: none"> as per Individual Implementation Plan club fees major equipment.

(6) Health Needs	
<p>The Purchasing Agency must ensure that any known health information about the Child or Young Person is given to the Provider.</p>	
Responsibility of the Purchasing Agency Site Manager for each referral and/or Child or Young Person's family/whānau	Responsibility of the Provider and included in the Outcome Agreement Price
<p>Medical, dental and optical</p> <ul style="list-style-type: none"> routine medical and dental expenses totalling over \$100 per annum eye tests and spectacles non-routine needs – e.g. emergency, specialist and/or as per Individual Implementation Plan ensure that any Child or Young Person in care receives the state assistance to which they are eligible e.g. ACC payments and assistance, Pharmaceutical Subsidy Card and Disability Allowance. 	<p>Medical, dental and optical</p> <ul style="list-style-type: none"> routine expenses totalling up to \$100 per annum (these include prescription costs) access to free dental care for school age Child or Young Person access to a Primary Health Organisation or the Child or Young Person's family doctor for medical care.

<p>Other health needs</p> <ul style="list-style-type: none"> • as per Individual Implementation Plan. 	<p>Other health needs</p> <ul style="list-style-type: none"> • nil.
<p>Counselling</p> <ul style="list-style-type: none"> • as per Individual Implementation Plan. 	<p>Counselling</p> <ul style="list-style-type: none"> • in-house counselling as per Individual Implementation Plan.

Purchasing Agency's responsibilities

The Purchasing Agency, through the Purchasing Agency's Social Worker, will support the Provider to achieve positive outcomes for the Children or Young People placed in the Supervision with Activity Programme by:

- working with the Provider and family/whānau to develop innovative Individual Implementation Plans that address each Child or Young Person's strengths and needs
- meeting weekly with each Child or Young Person
- meeting with the Child or Young Person's family/whānau as agreed to between the Parties, and as specified in that Child or Young Person's Individual Implementation Plan
- monitoring remotely by direct contact with the Provider on a fortnightly basis
- ensuring that the Supervision with Activity Programme discharge and transition process is supported by the Purchasing Agency
- supporting and working co-operatively with the Provider to maximise the achievement of the Supervision with Activity Programme objectives and intended outcomes.

6. MEASURING RESULTS AND REPORTING

How do we know if Services for Supervision with Activity Programmes are working?

We are all interested in being able to demonstrate that Supervision with Activity Programmes achieve outcomes (or results) for individuals and 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 Supervision with Activity Programmes 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).

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/>
- <http://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html>

Your 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 Contract Manager:

- Provider Return Monthly Report (refer to the Outcome Agreement for reporting frequency)
- Narrative report (refer to the Outcome Agreement for reporting frequency).
- An example of these reporting templates is attached as Appendix One to these service specifications.

An example of these reporting templates is attached as Appendix One to these service 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 service specifications, unless the context requires otherwise, words or phrases beginning with capital letters are defined as follows:

- Accreditation: The Social Services Accreditation team ensures that providers have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers meet a consistent set of standards that meet legislative and policy requirements. ‘Accreditation’ and ‘Approval’ (as stipulated under the Oranga Tamariki Act 1989) are synonymous and may be used interchangeably.
- “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;
- “Chief Executive” means the Chief Executive of Oranga Tamariki—Ministry for Children
- “Family Group Conference” means a meeting convened or reconvened under either Part 2 or Part 4 the Oranga Tamariki Act 1989;
- “Family Group Conference Plan” means a plan that records the actions/remedies agreed at a Family Group Conference under section 260 of the Oranga Tamariki Act 1989;
- “Fresh Start Initiatives” means amendments to the Oranga Tamariki Act 1989 that came into effect on 1 October 2010. The purpose of these changes was to improve community safety and address the underlying causes of offending by Children and Young People;
- “Individual Implementation Plan” means a plan produced in relation to the Supervision with Activity Programme in accordance with the Outcome Agreement;
- “Purchasing Agency Supervisor” means a person identified as a supervisor for that Child or Young Person in their Individual Implementation Plan;
- “Purchasing Agency Social Worker” means a person employed by the Purchasing Agency under Part 5 of the State Sector Act 1988 as a Youth Justice Social Worker;
- “Outcome Agreement” means the base contract that the service specifications form a part of;

- “Provider” means the organisation the Purchasing Agency has contracted Supervision with Activity with;
- “Services” means Services to be provided by the Supervision with Activity Provider, and Service has a corresponding meaning;
- “Service Specifications” means the Services to be provided under this Outcome Agreement;
- “Supervision with Activity Order” means a Supervision with Activity Order under section 307 of the Oranga Tamariki Act 1989;
- “Supervision with Activity Programme” means the Supervision with Activity Programme described in the Outcome Agreement;
- “Supervision with Residence Order” means a Supervision with Residence Order under section 311 of the Oranga Tamariki Act 1989;
- “Young Person” derives its meanings from the CYPF Act and “Young People” shall be construed accordingly;
- “Youth Court Order” means the group service response to the Oranga Tamariki Act 1989 as imposed by the Youth Court;
- “Youth Justice” means the provisions of the Oranga Tamariki Act 1989, Part Four Youth Justice; and
- “Youth Worker” means a person employed by the Provider to deliver Supervision with Activity programmes.

APPENDIX ONE

Provider Return Monthly Report

Supervision with Activity Monthly Report													
Provider Number									Period	1 July to			
Provider Name:									Signed by:				
Agreement Number:									Position:				
Service Description: Supervision with Activity													
Totals							0	0	0	0	0	0	
Name of Young Person	Type of order (SWA or SO)	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 with 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													
Total number of programmes delivered (completed):													
Young People pending													
1													
2													
3													
4													
5													
Accepted but did not start													

Provider narrative report – to support the data
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. Number of clients who started their programme within five days of receiving their Supervision with Activity order. If they have not started their programme please provide an explanation of why not?
8. During reporting period have any of the following outcomes occurred? <ul style="list-style-type: none"> • increased engagement in positive activities • increased cultural/spiritual connections • improved relationship with whānau /family • improved/increased pro-social outlook regarding offending • improved physical health/well-being • improved attendance/achievement at school.

Guidance Notes:

This information could be sourced through client evaluations, Provider assessments and Service evaluations. Note that the information provided should be non-identifying.

In providing examples of success stories, please consider the following:

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

APPENDIX TWO

Provider Feedback Form

Provider Feedback Form		
Please email to your Purchasing Agency 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:	