

SERVICE SPECIFICATIONS

*Supported Housing for Vulnerable Teen
Parents*



**ORANGA
TAMARIKI**
Ministry for Children

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1. ABOUT THESE SPECIFICATIONS

Who are these specifications for?

These Service Specifications are for the Provider that the Oranga Tamariki—Ministry for Children (Purchasing Agency) contracts with to provide Supported Housing for Vulnerable Teen Parents and their Children (Supported Housing). These Service Specifications form part of the Outcome Agreement.

Outcome Agreements with Providers for this Service 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.

Nothing in the Outcome Agreement or this Service Specification shall be interpreted inconsistently with the Chief Executive's obligations under the Oranga Tamariki Act 1989, which provides the legislative framework within which the Purchasing Agency works to fulfil its responsibilities.

What is the purpose of these specifications?

The specifications provide:

- a set of commonly agreed practice principles and values to guide the 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 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 specifications be revised?

This document is a living document and will be updated as required. The Purchasing Agency's staff will keep you informed of any further editions, updates or changes to these 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 national office using the attached Feedback Form (see Appendix One).

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 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. SUPPORTED HOUSING FOR VULNERABLE TEEN PARENTS AND THEIR CHILDREN

The History of Supported Housing

The Supported Housing for Vulnerable Teen Parent's initiative was approved for funding through the 2010 Budget. The supported houses are one component of Purchasing Agency's Teen Parent package and are implemented and monitored through Purchasing Agency's contracts. Other initiatives funded through the Budget 2010 are: Intensive Case Workers for Vulnerable Teen Parents and Their Children, Volunteer Neighbourhood Support and Parenting Support for Teen Fathers.

This initiative was developed in response to research which indicates New Zealand has the second highest rate of teen births within developed countries.

What is Supported Housing?

This initiative addresses the needs of the most Vulnerable Teen Parents and their Children by providing specialist supported, safe, stable and affordable housing for Vulnerable Teen Parents and their Children. It will help Vulnerable Teen Parents adjust to parenting and develop knowledge and skills for independent living.

To do this, this initiative funds supported housing, in high priority communities, to provide accommodation nationally for up to thirty five Vulnerable Teen Parents and thirty five Children at any one time. The service provides 24 hour a day, seven days a week adult supervision and support by trained and experienced staff. Providers work closely with health services, in particular lead maternity carers and Well Child Providers, and other education and social services.

Priority locations for the supported housing initiative are those areas with the highest numbers and/or high rates of teen births and highest deprivation. The priority areas are Whangarei, Auckland, Manukau, Gisborne, Rotorua, Hastings and Christchurch.

Locating the supported housing initiatives in these areas maximises the existing focus of Teen Parent support, and ensures that other Teen Parent services, including Teen Parent

Units, specialist Youth health services, home visiting programmes and parenting programmes, are available to address the broader needs of residents.

Through providing safe supported housing there are positive influences to wellbeing, ties to families, communities and work, and it makes an important contribution to improving social, economic and health outcomes for Vulnerable Teen Parents and their Children.

Who is the Client Group?

The primary client group for this initiative are Vulnerable Teen Parents and their Children. Vulnerable Teen Parents will be aged between 13 and 19 years, who may or may not be in the custody of the Chief Executive, in need of support. Vulnerable Teen Parents may have one or more Children in their care or may still be pregnant at the time of entry into the supported home.

What is Supported Housing seeking to achieve?

The aims of this programme are to¹:

- improve the safety and stability of housing for Vulnerable Teen Parents and their Children by providing short-term accommodation and support services
- support early attachment and bonding
- promote good health, education, and social outcomes for Vulnerable Teen Parents and their Children, and economic well-being, independence, and a future focus for teen parents
- reduce the likelihood of future unplanned teen pregnancies
- support and enhance Vulnerable Teen Parents' life skills and parenting skills
- reduce the likelihood of Vulnerable Teen Parents and/or their Children coming to the attention of, or being placed in the custody of the Chief Executive
- support Vulnerable Teen Parents and their Children to successfully transition from supported accommodation to independent living in the community.

¹ Ministry of Social Development (2010) Supported Housing for Vulnerable Teen Parents and their Children 30 June 2010

Results:

The aim of this service is to improve the outcomes for Vulnerable Teen Parents and their Children. Indicators of the effectiveness of this programme may include (but are not limited to):

- Vulnerable Teen Parents engaging in and obtaining results in education and/or training programmes
- Vulnerable Teen Parents not having future unplanned pregnancies
- learned life skill and parenting skills being utilised
- on-going engagement with community service Providers e.g. Well Child Providers
- Vulnerable Teen Parents and/or their Children not being placed in the care/custody of the Chief Executive
- strengthened whānau support
- increased connection to communities.

What are the core principles for Supported Housing?

The following core principles that underpin practice are:

- Providers will work in partnership with Vulnerable Teen Parents and whānau in a relationship which respects the right of each whānau to participate fully (where appropriate) in all aspects of service delivery. Participation by the Vulnerable Teen Parent and their whānau is voluntary
- Vulnerable Teen Parents and their Children have the right to have their wellbeing and safety protected
- Vulnerable Teen Parents and their Children need to be supported to reach their full potential
- the existing strengths within whānau are acknowledged and enhanced through the application of strengths-based social work practice
- a robust assessment process that identifies the needs of the Vulnerable Teen Parent, and their Children, will ensure an effective plan is developed to meet those needs.

Social Sector Accreditation Standards

Providers delivering Supported Housing for Vulnerable Teen Parents service are required to meet Level One, Ministry of Social Development (MSD) specific accreditation

standards. Providers are required to maintain their Accreditation Level according to MSD relevant Social Sector Accreditation Standards.

4. PARTICIPATION AND VIEWS OF CHILDREN AND YOUNG PEOPLE

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

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

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

Person responsible

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

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

Access to independent services

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

- matters important to them relating to their own circumstances
- general matters relating to processes and services they have experienced under the Oranga Tamariki Act 1989.

The Provider and the Purchasing Agency's Social worker/co-ordinator must ensure that the Child or Young Person:

- knows about the relevant independent services, and how to access them
- has the support they need to express their views.

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

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

5. SERVICE DELIVERY

Where does the Provider fit in?

The programme is a partnership between Purchasing Agency and approved community organisations to provide housing support for Vulnerable pregnant and parenting teenagers and their Children, some of whom are and some of whom aren't known to Purchasing Agency.

Provider Mandatory Requirement:

To deliver this Service a Provider must have current Approval under section 396 or 403 of the Oranga Tamariki 1989, s403 Approval is the minimum requirement. Section 396 Approval is essential if the Provider is delivering the service to a Teen Parent or Child in the custody of the Chief Executive. The Provider cannot accept referrals from Purchasing Agency if they do not have a current s396 Approval.

What are the components of the Service?

Short term accommodation:

- is the provision of suitable accommodation (in most cases three-six months) for Vulnerable Teen Parents and their Child/Children which is a safe environment and meets all health and safety and building code requirements and complies with all council and legislative requirements
- will provide rooms suitable for each Vulnerable Teen Parent and their Child/Children and bathroom, kitchen and laundry facilities suitable for the maximum number of occupants
- during the term of stay the Provider will ensure that the Vulnerable Teen Parent and their Child/Children have access to healthy food/meals either through the provision of meals or support for the Teen Parent to purchase and prepare healthy meals
- Vulnerable Teen Parents receiving Work and Income financial support are expected to financially contribute to board and lodgings. It is expected that the contribution of a Vulnerable Teen Parent will be a minimum of one third of that support.

Provision of 24 hour, seven days a week, adult social Support for Teen Parents and their Child/Children when the Teen Parent is over 16 years of age, and 24 hour seven days a week

adult supervision and support for Teen Parents 16 years and under and those Teen Parents and their Child/Children who are in the custody of the Chief Executive, throughout the term of their stay in the supported housing service.

Provision of an intensive therapeutic programme that will:

- enhance and strengthen Vulnerable Teen Parent's access to family/whānau engagement and support where appropriate
- develop parenting knowledge and skills, and improve access to parenting support initiatives in the community
- work with health services including antenatal, midwifery, hospital, mental health, Child health and Youth health services, particularly those providing for Children and Young people at risk
- develop and maintain links with the Intensive Case Workers for Teen Parents
- work with educational institutions including mainstream institutions, distance education and teen parent units, to encourage, where appropriate, educational participation and achievement.
- work with sexual health services to help Vulnerable Teen Parents manage their fertility, encourage contraceptive compliance, and reduce the likelihood of unplanned pregnancies
- work with Providers of Youth development initiatives to support positive Youth development
- ensure Children access Well Child/Tamariki Ora services
- ensure Children have access to high quality Child care and early Childhood education
- provide, or facilitate access to, counselling and mental health services for Teen Parents and Children
- prepare Vulnerable Teen Parents for independent living through developing life skills such as budgeting, cooking, shopping managing relationships and maintaining healthy life style
- provide health promotion activities such as exercise programmes, smoking cessation, breast feeding support, sexual health, relationship support programmes to address alcohol and drug abuse and activities that build confidence and esteem
- work with Housing New Zealand, Work and Income (particularly Integrated Service Response) and other support agencies
- link Vulnerable Teen Parents to Providers who undertake home visits as required

- provide access to other services in response to specific needs of Teen Parents and their Children e.g. violence prevention and support initiatives, legal advice and disability support.

Support with transition to independent living – Provide effective services that support the transition of Vulnerable Teen Parents and their Child/Children from Supported Housing to other types of accommodation through the support of a specialist outreach worker.

How will the Service be developed and delivered?

The above Service components should be delivered taking into account international best practice such as:

- prevention and early intervention – focus on preventing emerging housing problems and addressing them in the early stages
- multiple responses to Young people’s housing needs - networks of services and programmes designed to assist them at different points
- support for positive Youth development – recognise strengths and resilience, empower Young people to plan, set goals and make decisions, and provide them with opportunities to develop skills
- integrated services to meet multiple needs, effective co-ordination, links and referrals between agencies, and integrated service strategies
- tailoring services to individual needs
- respecting and responding to cultural diversity – services that are safe and comfortable, non-judgmental, and take account of differences
- transition to independence – life skills programmes and on-going support that assist Young people to achieve longer-term housing options.

The characteristics known to be associated with effective supported housing services for Vulnerable Teen Parents are:

- a key worker for each resident
- stable staff who have the ability to build empowering relationships with residents, experience working with Young people, a non-judgemental approach, and effective communication – skills that can be supported by effective training and supervision
- structured Individual Plans, which contain clear targets, goals and actions, and which are regularly reviewed and revised
- a respectful, empowering and confidential atmosphere

- staff training, supervision and guidelines that encourage consistency of approach while retaining flexibility to respond to individual needs
- effective partnerships with other social services to enable comprehensive and effective service provision to residents
- support for the wider family/whānau, including working proactively with Young men, while also ensuring residents have the ability to control contact with former partners and families
- services that support residents to transition from supported housing to independent housing, including good relationships with housing Providers, and on-going support during the period of resettlement
- support that maintains a balance between independence and privacy, intervention and support
- clear policies and procedures for dealing with tensions and conflicts.

What are the Provider's responsibilities?

In addition to carrying out the responsibilities outlined below the Provider is responsible for supporting Purchasing Agency's Care and Protection and Youth Justice outcomes as identified in the Outcome Agreement.

The Provider will:

- ensure the availability of the Service for the term of the Outcome Agreement
- accept Vulnerable Teen Parents and their Child/Children referred to the Service that meet the "Vulnerable" criteria and who are aged between 13 and 19 years
- assess and analyse all information provided by Purchasing Agency, other agencies or community organisations who are making the referral
- develop an Individual Plan for each referral. A copy of the plan is to be given to the Vulnerable Teen Parent
- treat all information supplied by the referring agency/organisation or any other information relating to the Vulnerable Teen Parent, their Child/Children and their family/whānau according to the principles of the Privacy Act 1993
- work with Purchasing Agency towards achieving the specified needs identified in each Teen Vulnerable Parents Individual Plan
- review Individual Plans at least once every six weeks or as required and record this review on the Vulnerable Teen Parents paper file

- comply with all conditions of any court order in respect of any Vulnerable Teen Parent in the custody of the Chief Executive
- comply with any special or general directions of the Chief Executive in respect of any Vulnerable Teen Parent or Child in the custody of the Chief Executive
- meet the costs of daily care/support including the recruitment, training, supervision and support of staff
- work with the community to promote their service and seek referrals
- maintain regular contact with an Purchasing Agency's Social Worker for each Vulnerable Teen Parent with orders in favour of the Chief Executive
- facilitate the Vulnerable Teen Parents contact with an Purchasing Agency's Social Worker as and when the Teen Parent requests it
- work closely with Intensive Case Workers
- report to Purchasing Agency, using the appropriate template supplied, in accordance with the Outcome Agreement
- attend meetings with Purchasing Agency in accordance with the Outcome Agreement.

The Provider must also:

- ensure there are sufficient Staff to supervise/support the Vulnerable Teen Parents and their Children 24 hours a day, seven days a week
- ensure staff are suitably qualified to deliver the service
- ensure staff are receiving training and supervision
- have back-up staffing/plans in the event of staff absences to ensure the safety and wellbeing of the Vulnerable Teen Parents and their Children
- ensure all staff are suitably vetted in accordance with legislation and any conditions of the Outcome Agreement. This process should be repeated at least every three years.

What are the requirements for Vulnerable Teen Parents and their Children who are in the custody of the Chief Executive?

Vulnerable Teen Parents and/or Children who are in the custody of the Chief Executive are able to reside in the supported housing however placement should only be considered when the Provider is s396 approved and following a thorough assessment of the Vulnerable Teen Parent and their Child's needs.

Prior to placement of Ministry clients in these homes thorough consultation needs to occur between the Provider and Purchasing Agency to ensure that the level of supervision and support is sufficient to meet the requirement of the particular Vulnerable Teen Parent or Child and their care and protection needs. Purchasing Agency is not to use the Vulnerable Teen Parent homes as an emergency placement.

The additional requirements for Teen Parents who are in the custody of the Chief Executive are as follows:

- Providers must ensure that prior to placement Purchasing Agency provides a detailed care plan detailing the client's needs, safety and risk issues pertaining to the teen parents and their Child/Children. Copies of Purchasing Agency's care plans must be kept and filed to ensure that appropriate staff have access to these and are aware of needs, safety and risk issues pertaining to the Vulnerable Teen Parents and their Children.
- Providers must work with Purchasing Agency to ensure they have full information. This includes information on Purchasing Agency's concerns, areas of risk, proposed course of action, access issues, issues relating to the wider family/whānau, current court orders, and Purchasing Agency's expectations of the teen parent.
- Providers must maintain contact with Purchasing Agency during the teen parents and their Child's stay in the supported house to report progress or any areas of concern. This will also ensure a collaborative working relationship with Purchasing Agency and no surprises in relation to case direction.
- Where the Vulnerable Teen Parent is in the custody of the Chief Executive board, clothing, birthday, Christmas and pocket money allowances will be made by Purchasing Agency.
- Where the Vulnerable Teen Parent is receiving support from Work and Income, they will contribute to their board and lodgings.
- Providers must report any incidents involving a Vulnerable Teen Parents in the custody of the Chief Executive in accordance with the Incident Reporting requirements in section 5 of this specification.

Who is responsible for costs associated with Teen Parents in the custody of the Chief Executive?

The following table outlines Purchasing Agency and Provider financial responsibilities:

Costs associated with Teen Parents in the custody of the Chief Executive who are not in receipt of any Work and Income benefit	
Purchasing Agency is responsible for:	The Provider is responsible for:
<ul style="list-style-type: none"> • Paying the board, clothing, birthday and Christmas allowances • Paying for baby's equipment and clothing needs and the day to day needs such as formula and nappies as agreed by Site Manager and taking into account differing circumstances • Other cost as agreed by the Site Manager. 	<ul style="list-style-type: none"> • Provision of Supported Housing and all its components as outlined in this Service Specification.

What are Purchasing Agency's responsibilities?

Purchasing Agency will:

- where applicable, prior to making the referral, obtain permission from the Vulnerable Teen Parent's family/whānau, or the Teen Parent depending on age, to share information with the Provider
- ensure that prior to placement, of any Teen Parent who is in the custody of the Chief Executive that they provide a detailed care plan detailing the client's needs, safety and risk issues pertaining to the Teen Parents and their Child/Children
- refer Vulnerable Teen Parents and their Child/Children who meet the Vulnerable criteria and require the Service
- provide all relevant information when making referrals and carry out Purchasing Agency's responsibilities as specified in the Outcome Agreement
- ensure that prior to placement Purchasing Agency will provide a detailed care plan detailing the client's needs, safety and risk issues pertaining to the vulnerable teen parents and their Child/Children
- ensure an Purchasing Agency's Social Worker maintains contact/has regular meetings with any Vulnerable Teen Parent referred to the Provider who is in the custody of the Chief Executive
- attend monitoring meetings with the Provider in accordance with the Outcome Agreement.

What are the specific policy requirements/rules for Supported Housing?

The key requirements are:

- a thorough assessment of Vulnerable Teen Parents and family/whānau needs to assist with the development of the Individual Plan. This plan is to be reviewed and updated at least once each six weeks. This plan should be stored on paper file and the Vulnerable Teen Parents should be given a copy
- clear policies around friends and family/whānau visiting the homes. This will cover issues such as Protection Orders, Supervised Access, and where no contact is to occur. As part of the referral process Providers need to ensure that they seek information around restricted access and court orders that may be in place around these teens. These orders must be enforced
- to regularly promote their service within their community and actively seek referrals to maintain their bed capacity. Where beds are underutilised work will need to occur with the Purchasing Agency's Contract Manager to devise strategies for increasing occupancy
- compliance with the local DHB's safe sleeping recommendations
- where a Provider chooses to allow a partner to reside in the home they must ensure appropriate safety checks are in place and a thorough assessment occurs prior to proceeding with admission. This assessment must at a minimum include a CYRAS check, a Police check, and consideration of the needs/issues/safety of the residents already residing in the home. If CYRAS checks raise any issues of concern a decision about whether or not the partner may reside in the home will be made in consultation with Purchasing Agency.
- partners (and other family/whānau members) are able to get Support through the intensive therapeutic programme the Providers offer and can access Support through the Case Workers. They do not need to reside in the home to be able to access the Support.
- to ensure a support worker manages the transition of these Vulnerable Teen Parents and their Children back into the community and maintain contact with them for a period of time post discharge from the house. This will include where a teen no longer has care of their Child i.e. cot death or removal from their care. Where this has occurred teens will need to be transitioned out of the home within reasonable

timeframes taking into account their individual circumstances and support levels required. This will be assessed on a case by case basis by the Providers in consultation with Contract Manager.

What does the funding cover?

The initiative provides funding for:

- supervision/support workers
- household expenses
- contribution to board and lodgings for residents (residents receiving income support are expected to contribute to their board and lodgings and the Site will provide the appropriate board allowance for Vulnerable Teen Parents in the custody of the Chief Executive)
- support services and programmes responsive to the needs of Vulnerable Teen Parents and their Children during the period of their residence
- support worker to ease transitions from supported accommodation to independent living in the community.

Funding for this initiative does not include capital costs.

Engagement with other services

Providers will need to be well engaged with other services for Vulnerable Young people and Children in the community, and have appropriate referral protocols. The nature and mix of these services will be determined by the individual needs of each Teen Parent and their Child/Children. The services will include, but is not limited to engagement with the following:

Intensive Case Workers for Vulnerable Teen Parents and their Children

The co-location of Supported Housing initiatives in geographical areas where Teen Parent Intensive Case Workers are located provides opportunities for service linkages.

Intensive Case Workers are degree qualified and/or registered social workers and all are attached to services that have a broad focus on vulnerable Children and Young people, or a specific focus on Teen Parents. Supported Housing initiatives will maintain close links with these workers in order to identify Teen Parents in need of housing support, and to provide Teen Parents with another source of help when they leave Supported Housing.

Teen Parent Units and other education facilities

All of the priority locations for the Supported Housing initiative have Ministry of Education-funded teen parent units and associated Childcare provision. Where appropriate, Teen Parents should be supported to access educational options available in these and other education facilities.

Youth Health Services

All of the proposed priority locations also have specialist Youth health services. These services focus on Vulnerable Young people, provide Youth-focused care, and are staffed by practitioners responsive to Young people's needs. All provide on-site care by a general practitioner and nurse, and all run programmes and activities to support the health and development of Young people. Liaising with services such as these, provides a useful means of helping Teen Parents access timely and effective health care.

Work and Income's Youth Service

Work and Income's Youth Service is a new approach to working with Young people:

- It aims to get and keep Young people in education, training or work-based learning. This will help Young people gain the skills to find a job and have an independent future.
- Young people work with community-based Providers who give guidance, support and encouragement to help them find the education, training or work-based learning that works.
- Youth Service offers guidance and practical support to Young people. It is about stepping in early to help build potential through education, training or work-based learning.

The Youth Payment is for 16 and 17 year olds and the Young Parent Payment is for 16 to 18 year olds with a dependent Child or Children. To receive these payments Young people must meet certain obligations. If a client continues to meet their obligations they can earn incentive payments.

The Youth Service is also for Young people not receiving financial assistance, who are not engaged in education, employment or training and are aged 16 and 17.

Parenting services and home visiting services

Most communities have access to a range of parenting information, advice and support, including resource materials, parenting programmes, home visiting programmes and support networks. Linking to these initiatives will enable Providers of supported housing to transition residents to other types of parenting support in the community.

Housing Providers

The focus of the initiative supported housing for Vulnerable Teen Parents and Their Children is on short-term, intensive supported housing to prepare Teen Parents and Children for independent living. Providers of Supported Housing will need to be well linked to other housing Providers in order for Teen Parents and Children to effectively transition to less intensive or independent accommodation.

Reporting Concerns

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

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

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

- not attending appointments or programmes when the Provider expect them to and there are grounds to believe they are at risk of being harmed by others, or there are mental health concerns, or they are at risk of harming themselves or others – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- has a pattern of missing planned sessions – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- displaying behaviour that is concerning – contact the Child or Young Persons caregiver and the Purchasing Agency's Social Worker
- appear to be under the influence of drugs or alcohol – contact the Child or Young Persons caregiver or the Purchasing Agency's Social Worker and supervise till someone comes for them

- have suicidal ideation or reveal they have self-harmed – contact the Child or Young Persons caregiver and the Purchasing Agency’s Social Worker
- become seriously unwell – contact the Child or Young Persons caregiver and apply / seek appropriate medical assistance.

Missing Child or Young Person

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

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

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

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

Process

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

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

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

It is important that there is good communication and planning between the Provider, the Purchasing Agency’s Social Worker and the Police. It is important that you do not leave voicemail messages for Purchasing Agency’s staff regarding missing Children or Young People. If the Purchasing Agency’s Social Worker is unavailable then please contact the supervisor or call Purchasing Agency and ask for the duty Social Worker or after hours 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 Purchasing Agency. Business Hours: Purchasing Agency's Social Worker for Child or Young Person After Hours: National Contact Centre.
2	Decision is made that the Child or Young Person is an unauthorised absence, a case note is recorded on CYRAS and the status is regularly reviewed.	The Provider to regularly liaise with Purchasing Agency. Purchasing Agency's Social Worker records and keeps updated the CYRAS record. Business Hours: Purchasing Agency's Social Worker for Child or Young Person. After Hours: National Contact Centre.
3	Decision is made that the Child or Young Person is missing.	The Provider in consultation with Purchasing Agency. Business Hours: Purchasing Agency's 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's Social Worker for Child or Young Person. If it is after hours also advising the National Contact Centre. A photo should be included, where available.
3b	Routine response required: <ul style="list-style-type: none"> Missing Persons form is completed and emailed to: missing_persons@ot.govt.nz. 	Provider to complete the Missing Person Report, and email it to missing_persons@ot.govt.nz, copying in the Purchasing Agency's Social Worker for Child or Young Person. If it is after hours also advising the National Contact Centre. A photo should be included, where available.
4	The Child or Young Person's family/whānau are advised.	Purchasing Agency to contact the family/whānau. Business Hours: Purchasing Agency's Social Worker for Child or Young Person. After Hours: National Contact Centre.
5	If the Child or Young Person is located and they are not being returned to their previous placement i.e. there is a change	Purchasing Agency will advise/consult with the Provider. Business Hours: Purchasing Agency's Social Worker for Child

	of placement.	or Young Person After Hours: National Contact Centre.
6	The 'Missing Person Located' form (POL 67a) is completed and emailed to: missing_persons@mvcot.govt.nz.	The Provider to complete the Missing Person Located form, and email it to missing_persons@mvcot.govt.nz, copying in the Purchasing Agency's Social Worker for Child or Young Person, and if it is after hours, advising the National Contact Centre.
7	The Child or Young Person is interviewed.	Discussion between Purchasing Agency and the Provider as to purpose of the interview and who is most appropriate Person to complete this.
8	If the Child or Young Person is a repeat missing Person a review of their management is required.	Jointly by Purchasing Agency and the Provider and including Police as appropriate.

6. MEASURING RESULTS AND REPORTING

What reports are required by 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. Purchasing Agency has agreed on the quantity and nature of the Services the funding supports, and we are required to report to Government that this has been achieved.

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

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

The reporting template is provided electronically by your Purchasing Agency Contract Manager.

Financial Reports

The Provider is required to present independently audited annual financial statements as part of the on-going Approval process. These annual financial statements must show:

- the money received under this Outcome Agreement as a separate income item
- the money received under this Outcome Agreement has been expended in the provision of the Service.

Family Services Directory

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

7. DEFINITIONS

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

- “Approval” means approval by MSD under either Section 403 or Section 396 of the Oranga Tamariki Act 1989, and “Approved” has a corresponding meaning;
- “Chief Executive” means the Chief Executive of the Ministry for Vulnerable Children Purchasing Agency;
- “Child” and “Young Person” derive their meanings from the Oranga Tamariki Act 1989, and “Children” and “Young People” shall be construed accordingly;
- “Oranga Tamariki Act ” means the Oranga Tamariki Act 1989;
- “Intensive Case Workers” are degree qualified and/or registered social workers, providing intensive support to 12-15 of the most vulnerable teen parent families in their community to improve health, education, welfare and developmental outcomes;
- “MSD” means the Ministry of Social Development
- “Purchasing Agency’s Site” means the Purchasing Agency local site office;
- “Purchasing Agency’s Site Manager” means the manager of the local the Purchasing Agency office
- “the Purchasing Agency Social Worker” means a Person employed by the Purchasing Agency under Part 5 of the State Sector Act 1988 as a social worker;
- “Outcome Agreement” means the contract entered into by the Provider and Purchasing Agency for these Services;
- “Provider” means the organisation the Purchasing Agency has contracted with to provide these Services;
- “Service” means the service as described in section 4. Service Delivery; “Services” has a corresponding meaning;
- “Staff Member” means adult who has a contractual employment relationship with the Provider;
- “Supervision” means having an experienced Staff Member present in the Supported House 24/7 who will oversee the safety, wellbeing and Support for the Vulnerable Teen Parents and their Child/Children;
- “Support” means having a Staff Member present in the Supported House 24/7;

- “Supported Housing” means the supported accommodation and all associated components described as the Service and “Supported House” has a corresponding meaning;
- “Teen Parent” means Vulnerable pregnant, and parenting, teens aged 13 to 19 years and their Children who require assistance with safe housing while they make the adjustment to parenting, and develop knowledge and skills for independent living;
- “Teen Parent Units” means Ministry of Education funded educational facilities for teen parents with associated Childcare;
- “Unit Price” means the rate per room for Services as specified in the Outcome Agreement;
- “Vulnerable” means those Teen Parents who do not have the support systems in place to enable them to provide a safe parenting environment and stable accommodation and who without intensive residential support they or their Child/Children would be at risk of serious adverse outcomes;
- “WellChild/Tamariki Ora” means health and wellbeing services for Children under five years of age.

APPENDIX ONE

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: