

SERVICE SPECIFICATIONS

Transition to Adulthood

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1: ABOUT THESE SERVICE SPECIFICATIONS

Purpose

The purpose of these Service Specifications is to describe the **Transition to Adulthood** service delivery requirements (the Service). These Service Specifications describe:

- The legislation and Oranga Tamariki policy and procedures which guide the provision of quality care services, including the Service, to all rangatahi;
- The relationship principles on which Oranga Tamariki and Providers will work together to provide quality care to rangatahi;
- Service delivery requirements
- Financial entitlements and management responsibilities (Oranga Tamariki and Providers) and
- Reporting requirements.

Definitions

In these Service Specifications, unless the context requires otherwise, words or phrases beginning with capital letters are defined in [Appendix 1](#).

Audience

These Service Specifications are for Providers contracted by Oranga Tamariki to deliver a range of specialist therapeutic intervention and/or day to day care and support services for young people who are in, or have been in, the custody of the Chief Executive of Oranga Tamariki (Chief Executive).

Changes and reviews

These Service Specifications are a living document that will be reviewed and updated as required. In the short term, regular change is anticipated due to learnings from Oranga Tamariki and Providers as to the implementation of the Service and new legislative obligations.

Wherever feasible, changes which impact on the delivery of the Service will be undertaken in consultation with Providers. In some cases consultation may not be possible, for example where an urgent change is required to address an immediate risk to the wellbeing of young people.

Oranga Tamariki will keep the Provider informed of any changes, in accordance with provisions contained within the Outcome Agreement with the Provider.

Feedback

Feedback on these Service Specifications, including any changes made to them, is welcome at any time using the Provider Feedback Form contained in [Appendix 2](#).

Family Services Directory

Through the term of the Outcome Agreement with Oranga Tamariki, Providers must ensure that their organisation is listed on the Ministry of Social Development's [Family Services Directory](#) and that necessary information is updated when required.

Further information

For further information on these Service Specifications, please contact your Oranga Tamariki Relationship Manager identified in your Outcome Agreement.

2. WORKING TOGETHER TO PROVIDE QUALITY SERVICES

The purpose of this section is to describe:

- Our vision and purpose;
- Key legislation and Oranga Tamariki policy and procedures which provide clear expectations for the provision of consistently high quality transition services to all eligible young people in the custody, or who have been in the custody of, the Chief Executive;
- The implications of the legislation and policy for Providers who partner with Oranga Tamariki to provide quality transition services, and;
- The partnership principles which guide how Oranga Tamariki and Providers will partner to jointly deliver quality transition services.

Our vision and purpose

Our vision is that New Zealand values the well-being of tamariki above all else.

Our purpose is to ensure that all tamariki are living with loving whānau and in communities where oranga tamariki can be realised.

These Service Specifications support our vision and purpose through our six core values the Oranga Tamariki Way. These values have been developed by young people, and reflect what they want from Oranga Tamariki – how we work with them, their whānau, our partners and each other.

Figure 1: The Oranga Tamariki Way



We know that we will only achieve the vision and purpose if we continue to engage more directly with our partners, our communities and all New Zealanders that share our goals. This means early involvement of our partners in planning processes, sharing learning about what works, combining resources so that we can provide genuine tamariki-centred support; and, continually challenging each other to do better for all young people.

The Oranga Tamariki Act 1989

The Oranga Tamariki Act 1989 (the Act) sets an expectation that tamariki and rangatahi in the care or custody of the chief executive receive care which is of a consistently high quality. The Act expects the care and youth justice services delivered to all tamariki, rangatahi and their whānau include a focus on their holistic wellbeing. This requires Oranga Tamariki to have full regard to a young person's identity including building and maintaining relationships with whānau, hapū and iwi.

The well-being of tamariki and rangatahi must be the paramount consideration in the delivery of the Service. All tamariki and rangatahi must be at the centre of decision-making while being considered within the context of their whānau, hapū, iwi, family groups and their community¹.

Oranga Tamariki must aim for meaningful and sustainable improvement for tamariki and rangatahi Māori, whānau, hapū and iwi and incorporate Māori world views into Oranga Tamariki practice.

Specifically Section 7AA of the Act includes the requirements for the chief executive to ensure:

- policies and practices that impact on wellbeing have the objective of reducing disparities by setting measurable outcomes for tamariki and rangatahi Māori and;
- having regard to mana tamaiti, whakapapa and whānaungatanga in all policies, practices and services.

Outcomes for tamariki Māori

Improving outcomes for tamariki Māori and their whānau is underpinned by s7AA of the Act which creates a duty to ensure all Oranga Tamariki policies, practices and services have regard to mana tamaiti, whakapapa and whānaungatanga of our tamariki.

In approaching mana tamaiti, whakapapa and whānaungatanga, the following key considerations have been identified by Oranga Tamariki:

- they are interrelated and should be considered together, not separately
- the roles and obligations of whānau, hapū and iwi are intertwined with whakapapa and whānaungatanga and therefore mana tamaiti
- they are applicable to all policies, practices and services
- they are linked to specific outcomes for tamariki Māori and we can measure and report annually on our progress towards achieving those outcomes
- they should be viewed within the context of the Act, specifically 'whānau, hapū and iwi' provisions and as such have the objective of reducing disparities between Māori and non-tamariki Māori.

¹ Every legislative reference to whānau, hapū and iwi also includes family and family groups meaning that the objectives of the Act not only work for tamariki Māori but are applicable to all tamariki.

Mana Tamaiti objectives

With these key considerations in mind, Oranga Tamariki has developed Mana Tamaiti objectives which inform policy and practice including how Oranga Tamariki will work with Providers to achieve these. They are:

- i. Ensure the participation of tamariki, whānau, hapū and iwi in decisions affecting them at the earliest opportunity to enhance their wellbeing and safety.
- ii. Support, strengthen and assist whānau Māori to care for their tamaiti or tamariki to prevent the need for their removal from home into care or a Youth Justice response.
- iii. If removal from home is necessary, Oranga Tamariki will preference placements for tamariki Māori (including their siblings) with members of their wider whānau, hapū, iwi or family group who are able to meet their needs, including for a safe, stable, and loving home.
- iv. Support tamariki Māori in the custody of the chief executive to establish, maintain or strengthen their sense of belonging through cultural identity and connections to whānau, hapū and iwi.
- v. Support, strengthen and assist tamariki Māori and their whānau to prepare for their return home or transition into the community.

Purpose and principles specific to Transition to Adulthood

The purpose and principles should be considered alongside the Mana Tamaiti objectives as they need to be delivered together through the service.

The purposes of sections 386AAC to 386C are:

- a) to prepare young persons to be ready to thrive as independent young adults and for the preparation for moving to adulthood to begin early
- b) to ensure that young persons have opportunities to have relationships with caregivers and other trusted adults that endure into adulthood
- c) to enable young persons to access the government and community support that they need to manage challenges and to grow and develop as adults.

The principles that specifically relate to Transition to Adulthood are:

- the young person will increasingly lead decisions about matters affecting them and will be supported by adults to do this;
- a holistic approach will focus on the strengths and identity of young person, and these will be built on and nurtured;
- the relationships between the young person and their family, whānau, hapū, iwi, and family group will, if appropriate, be maintained and strengthened;
- family, whānau, hapū, iwi, family groups, and communities will be supported to help the young person move to adulthood;
- the relationships between the young person and a caregiver, other trusted adults, and the wider community will be established, built on, and maintained;
- the young person will be supported, to the extent that is reasonable and practicable, to address the impact of harm and to achieve and meet their aspirations and needs, with priority to be given to supporting the stability of their education;

- assistance to the young person will be provided proactively, promptly, and sustained regardless of the decisions that the young person makes.

Transition from Care to Adulthood

Sections 386AAA through 386C of the Act set out the legislative obligations under which the Transition to Adulthood services operates. They include the:

- entitlement for young people to request to at any time to remain or return to living with a caregiver at any time and for any period from the age of 18 years and up to the age of 21
- obligation to maintain contact with a rangatahi up to the age of 21
- entitlement for a rangatahi to request advice and assistance up to the age of 25 years.

For full legislative wording refer to www.legislation.govt.nz

Implications of new legislative provisions

When a rangatahi is referred to a provider for the Transition to Adulthood service the Chief Executive of Oranga Tamariki remains accountable for ensuring the rangatahi is receiving all relevant legislative entitlements, including having regard to the mana tamaiti objectives within s7AA within the Act. While Oranga Tamariki retains accountability for ensuring the legislative provisions are met through the Service, Providers are responsible for delivering the Service i.e. ensuring a Transition worker is proactively maintaining contact with the rangatahi. As a result, Oranga Tamariki and Providers will work in partnership to deliver the Service by the provision of different aspects of the support to the rangatahi and their family/whānau.

To clearly distinguish the activities and each party's responsibilities they have been split to have a lead responsibility and a supporting responsibility. See service activities section five for further detail.

Pacific children and young people

The Pacific Strategy 2018-2021 (the Strategy) describes the strategic priorities for Pacific children and young people:

- loving places
- quality practice
- strategic partnerships

The responses that support the achievement of these priorities and guide the provision of care by Oranga Tamariki and Providers that Oranga Tamariki partners with are:

- understanding the diverse cultures of Pacific children and young people in the context of their families and communities they identify with
- hearing the voice of Pacific children when help is needed from intervention to their transition to adulthood and independent living
- when Pacific children and young people are at risk of harm and abuse, and require care, ensure they are culturally connected and their transition to a secure place of residence is well-supported.

The key focus areas in the Strategy which apply to Providers include:

- safe and secure homes for Pacific children and young people in their transition to adulthood and independent living
- increase the number of transitional care placement options for Pacific children and young people
- recruit, develop and train Pacific caregivers' workforce capacity and capability.

More stable and long-term strategic partnerships with our Pacific and mainstream care partners to provide high quality social services:

- strengthen the capacity and capability of 'by Pacific for Pacific'
- providers to provide social services for Pacific children, young people and their families to find appropriate accommodation towards independent living
- culturally competent mainstream and Pacific practitioners/workforce
- build, support and encourage the cultural competence of mainstream NGOs to work with Pacific children, young people and their families
- identify and invest in opportunities for joined up services amongst Pacific and mainstream providers that target areas with a high proportion of Pacific children and young people and provide youth services that support independent living, accommodation and transition to adulthood.

Outcomes framework and transitions

The Oranga Tamariki [Outcomes Framework](#) sets out the main services we provide and how they will be provided and measured to determine how we are making a difference for young people and whānau. The Outcomes Framework includes transition outcomes described [here](#).

Working together to provide quality care services

To ensure young people and their whānau get the support they need to achieve their goals, Oranga Tamariki is committed to working in partnership with iwi, Māori organisations, social service provider organisations, local communities and other government agencies. Each partnership will be tailored depending on the particular need, vision or capabilities of the respective partners.

In general partnership principles include:

- ensuring people and organisations can contribute to the best possible outcomes for tamariki and their whānau
- building on a shared vision to improve outcomes for tamariki through improving their access to the services they need
- staying in touch about matters that are important to the relationship
- inviting involvement throughout the commissioning of services - we want our partners to be part of identifying problems and developing ideas
- keeping things working well and making all those involved feel included
- being transparent and demonstrating a commitment to joint problem solving.

When working in partnership we will also:

- acknowledge and value the place of tikanga Māori and the Tiriti (Treaty) Partnership.
- acknowledge our history and the past work achieved by hapū, iwi, communities and governments to strengthen relationships
- value the voice of whānau, hapū and iwi as experts of their own experience.
- respect and value the many cultures and diversity of the communities of Aotearoa

In particular, Oranga Tamariki is committed to building partnerships with iwi and Māori organisations to:

- provide opportunities to, and invite innovative proposals from iwi and Māori organisations, to improve outcomes for tamariki Māori and their whānau
- agree on actions to improve outcomes for tamariki Māori and set expectations and targets
- enable robust, regular and genuine exchange of information
- provide opportunities to delegate functions under the Act
- support cultural competency as a best-practice feature of the Oranga Tamariki workforce.

3. THE TRANSITION TO ADULTHOOD SERVICE

Service purpose

The Service will support Oranga Tamariki to achieve the [transition to adulthood outcomes](#) by supporting young people to prepare for their transition from long-term care or youth justice residential placement, respond to their needs as they establish themselves and further develop their skills and help them achieve their independence. Providers will support eligible young people on their path to adulthood and long term well-being.

Service description

The Provider will support eligible rangatahi on their path to adulthood and long term wellbeing. This will include preparation for their transition from care or youth justice; provide proactive contact and support as they establish themselves; and assist rangatahi to further develop their skills and achieve independence.

Providers are responsible for the delivery of:

Relationship based support	Young people will be supported by people they can trust to be there for them, and who will respect and enhance their culture and identity. ²
Practical and emotional support	Young people will receive both practical and emotional support to develop the skills and knowledge needed to manage their lives after care, especially ensuring they have the ability to connect with their hapu and iwi if they wish and support to learn from their mistakes and continue to develop.
Advice and assistance	Young people will know about and receive their entitlements.
Brokerage to services	Young people will receive help to access the services they need, including services that strengthen their connections to whānau, hapū and iwi.
Help to find accommodation	Young people will receive help to find and negotiate accommodation that is safe and appropriate to their wishes and needs.
A workforce that is passionate about working with young people	Young people will receive support from people that they can relate to, who respect them and won't give up on them.

[Section 5](#) further outlines the summary of responsibilities for both Oranga Tamariki and the Provider.

Who is the service for?

All eligible young people will be referred to the Transition to Adulthood services.

To be eligible, a rangatahi will have been in one or more of the following, for a continuous period of at least three months after the age of 14 years and 9 months:

- a care and protection placement;
- a residential youth justice placement (including remand) or Police custody; or
- under remand or a prison sentence in the adult justice system before turning 18.

Most young people referred to the Service will be aged 16 and 17. Exceptions may be made for care-experienced younger people aged 15 who have made the decision to live independently (and have been deemed capable to do so).

² This will give regard to mana tamaiti principle (iv)

Young adults older than 21 years are entitled to advice and assistance up to the age of 25. This may trigger engagement with the Service to address particular needs.

Transition outcomes

Oranga Tamariki has identified the following seven “Transition to Adulthood” outcomes which will determine if a difference is being made for young people as they transition from care or a youth justice residential placement to adulthood:

- More young people have safe and stable living arrangements
- More young people have the life skills they need to thrive as adults
- More young people are healthy and recovering from trauma
- More young people have a trusted adult in their lives and are engaged with family, cultural and community groups
- More young people are in education, employment or volunteering
- Reduced disparities in outcomes and experiences for tamariki Māori and their whānau
- Children and young people feel more listened to and understood

[Appendix 3](#) outlines a description of each outcome and who leads or supports for the delivery of each outcome (noting that this differs for young people still under the care or custody of the Chief Executive) to that of young people who have been fully discharged³.

Evaluation

The Provider agrees to participate in any evaluation of the Transition to Adulthood Services that is undertaken by the Oranga Tamariki provided the design(s) of these evaluations are mutually agreeable to the Provider and Oranga Tamariki.

Social sector accreditation standards

Providers delivering the Transition to Adulthood service are required to meet level two, Ministry of Social Development (MSD) specific accreditation standards. Providers are required to maintain their accreditation level according to MSD’s relevant social sector accreditation standards.

³ Some of these rangatahi will have post care or custody court orders that will need to be considered eg Guardianship or Supervision orders.

4. PROVIDER REQUIREMENTS

Employing and supporting a Transition Worker

To support the delivery of the Service, the Provider is responsible for employing skilled Transition Worker(s). The Provider attends to all employment processes including the recruitment and employment processes, supervision and management and training and professional development.

The Transition Worker's role and capabilities

The Transition Worker's role is to provide a more gradual and supported transition for young people from long-term care or youth justice residential placement, to help them get a good start to their adult lives.

The role will assist young people in the development of skills and knowledge over time, support them to develop and learn from their experiences with a focus on building and strengthening a network of support⁴, which can endure into their adult lives. For rangatahi Maori especially, this role will actively support them to develop their cultural identity through a variety of avenues.

Transition Workers will take a youth-led approach that provides the support and access to resources to enable rangatahi to increasingly lead decisions about things that affect them and have increasing responsibility for themselves.⁵

Transition Workers may come from a range of backgrounds. They will share a passion for working with young people and also be empathic, resourceful and have a 'can-do' attitude.

Transition Workers should have:

- a relevant qualification e.g. social work, youth work, health, teaching or human services (Level 6 or above)
 - exceptions may be made for people with significant relevant experience
- experience working with youth or vulnerable people
- ability to build rapport and trust with young people and whānau
- demonstrable knowledge and skill about tikanga Māori, te reo Māori, Te Tiriti o Waitangi
- ability to build and maintain positive relationships with professionals to support access to services for young people
- an understanding of the impact of trauma, adolescent brain development and youth development approaches
- an understanding of disability, mental health, substance abuse and the impact these can have on the life of a rangatahi.
- behaviour management/conflict resolution skills.
- An ability to recognise and respond to concerns regarding abuse and neglect, along with a knowledge and understanding of the Oranga Tamariki Act.

Transition Workers will maintain their registration with the appropriate professional body, as required.

⁴ This will give regard to mana tamaiti principle (iv)

⁵ This will give regard to mana tamaiti principle (i)

Supervision and training

The Provider is responsible for the quality of professional supervision, the support the Transition Worker receives and their access to appropriate training and development opportunities.

Supervision is a compulsory requirement of the service as outlined below:

- all Transition Workers must receive no less than one hour per fortnight of formal, one-to-one professional supervision.
- for new workers, supervision and/or mentoring should be weekly for at least the first six months of their employment.
- professional supervision must be provided by a qualified and experienced person with proven skills and experience in supervision. It is preferable that the supervisor also holds a supervision qualification in a field of social services that has been awarded by a registered and accredited education provider, or is working towards this. If a supervisor does not have a supervision qualification, they are required to provide evidence of their skills and experience in providing social work supervision as part of the Social Sector Accreditation process.

Management of vacancies and back-up for Transition Workers

The Provider will ensure professional back-up of the Service if the Transition Worker is on extended leave, is undergoing training or there is a vacancy.

The Provider will ensure that the back-up strategy and contact person is communicated to the rangatahi and Oranga Tamariki Social worker (if applicable).

The Provider will ensure that any Transition Worker vacancy is suitably and promptly filled.

Oranga Tamariki may seek to recover funding from a Provider if a vacancy of more than six continuous weeks occurs – a determination on whether recovery is appropriate will be situation dependant and undertaken in consultation with the Provider.

Case loads

The average case load per FTE is expected to be 15 rangatahi. This will likely fluctuate with some rangatahi wanting/requiring higher than average input, whilst others will be lower. A significant and on-going caseload that is higher or lower than the average would provide an opportunity to review caseloads and the number of FTE funded.

5. SERVICE ACTIVITIES

This section provides detailed information on service activities (referral/admission, assessment, planning, advice and assistance etc.), the roles and responsibilities required to be undertaken by Providers and Oranga Tamariki and how both parties will partner to deliver the Service.

Roles and responsibilities

The service model supports tamariki to achieve independence and can be broken down into three stages:



Appendix 4 provides an overview of Oranga Tamariki and Providers' roles and responsibilities during the referral, admission, placement and transition stages. Oranga Tamariki and Providers will work in partnership to successfully implement this process. Click [here](#) for a description of Oranga Tamariki partnership principles.

NOTE: The activities highlighted with an * in the tables in this section are required to meet the legislative requirements of sections 386AAA to 386C, and s7AA – refer www.legislation.govt.nz.

Oranga Tamariki activities described in this section will also meet Oranga Tamariki policy, operational guidance and practice guidance.

Provider activities described in this section will meet Providers' policy and practice standards.

Service referral and initiation

Young people are referred to the Service from the Oranga Tamariki site through the Regional Referral Process⁶ to determine who is best placed to support them.

Young people transferring between Providers will be referred via the Transitions Support Service Contact Centre, who will then refer back through the appropriate regional referral process.

Needs assessment and transition planning

Needs assessment is required to identify the needs of the rangatahi and strengths and aspirations. The purpose of transition planning is to assist the rangatahi in care or a long-term youth justice residential placement over 15 years to acquire the knowledge, skills, resources and supports they need to thrive as they become increasingly independent young adults.

A life skills assessment must be completed for young people over the age of 15. This will help them and the people supporting them to learn which life skills they are strong in, and those that need to be developed. This assessment must take into account any developmental, cultural or disability issues.

The outcome of the life skills assessment must be recorded, and the steps that are needed to strengthen their life skills and how they will be supported to do this will be recorded in their transition plan (planning towards adulthood).

⁶ Each region will determine the appropriate referral process that will suit the particular geographical requirements

Transition plans should reflect the goals of the rangatahi, aspirations and needs. Plans will include:

- life skills
- living arrangements
- health and wellbeing
- networks of support including whānau, cultural and community groups
- education , training, employment or volunteering
- contact and support arrangements.

Plans will be goal-oriented, task-focused and time-framed.

Planning is an ongoing process, reflecting changes to the needs of the rangatahi and their evolving goals and aspirations. Plans will be reviewed and updated as appropriate with them at least every six months, or more often as required.

Summary of Oranga Tamariki responsibilities	
✓	Has the <u>lead responsibility</u> for all young people’s needs assessment activities (including the life skills assessment) whilst still in care or custody of the Chief Executive
✓	Has the <u>lead responsibility</u> for all planning including transition planning and coordination of Transition FGC or other agreed planning hui process (including obtaining official documentation, bank account, accommodation and ensuring the tamariki is aware of their entitlements) to identify transition needs whilst rangatahi are still in care or custody of the Chief Executive
✓	Responsible for ensuring Transition Workers are invited to transition planning, including the FGC or planning hui
✓	Has the <u>lead responsibility</u> for monitoring and reviewing plans whilst still in care or custody of the Chief Executive
✓	Has the <u>lead responsibility</u> for facilitating whānau, caregivers and significant others participation in the assessment and planning processes whilst still in care or custody of the Chief Executive ⁷
Summary of Provider responsibilities	
✓	Supports any assessment and transition planning activity whilst the rangatahi is still in care, including: <ul style="list-style-type: none"> ○ Supporting the rangatahi to participate in assessment and planning processes and helping to facilitate them to have an active say in their plans and decisions that relate to them.⁸ ○ Supporting implementation of the transition plan, by assisting young people to access services, providing practical support and skills development.⁹
✓	Assisting young people to build, strengthen and maintain connections with whānau, hapū, iwi and a broader network of supportive adults (*s7AA ¹⁰)
✓	Has the <u>lead responsibility</u> for transition planning and any required assessments, once care or custody orders are discharged ¹¹ . <ul style="list-style-type: none"> ○ Responsible for developing, implementing, monitoring and reviewing transition plans. ○ Where further assessment is required to inform the plan, then the Transition Worker will support the rangatahi to access the appropriate service and assessments.

⁷ This will give regard to mana tamaiti principle (i)

⁸ This will give regard to mana tamaiti principle (i)

⁹ This will give regard to mana tamaiti principle (v)

¹⁰ This will give regard to mana tamaiti principle (iv)

¹¹ Statutory orders are discharged, so the rangatahi is no longer in the care or custody of the Chief Executive

Advice and assistance

Advice and assistance includes:

- the delivery of information to rangatahi on their entitlements and support to access these entitlements (such as transition support entitlements from Oranga Tamariki, Work and Income and those that are available to all New Zealanders through other government agencies such as enrolment with a Primary Health Organisation, Housing New Zealand, DHB-funded mental health services, etc.)
- service coordination and brokerage, and
- delivery of specialist programmes to meet needs of rangatahi.

Brokerage activities

Brokerage is linked to the implementation of what is documented in Transition Plans and service coordination, and is a mechanism for supporting the achievement of goals of the rangatahi. It is the process of identifying and arranging access to a range of supports and services, and in some cases extends to direct purchasing services on behalf of the rangatahi.

Brokerage activities include:

- advocating for and supporting a rangatahi to navigate and gain access to services and existing entitlements
- negotiating and contracting with a provider to deliver a service that is not available through publicly funded sources, or not available in a timely manner (e.g. the publicly available service has a six-month waiting list).

Specialist programmes

The Provider may develop courses and programmes that are not available in the community and are relevant to the rangatahi referred to the Service. Specialist programmes may consist of a range of services and activities in which the rangatahi and, where relevant, their whānau can participate, which are designed to support them to achieve goals identified in their transition plan.

The programmes may vary in type and mode of delivery and may include, but not be limited to:

- group programmes
- training and support for developing financial literacy and key life skills
- cultural programmes or activities to reinforce positive cultural identity and connection of the rangatahi to their culture¹²
- support to develop appropriate and accessible networks
- recreational programmes to build on strengths and aspirations.

The principles that underpin the Specialist programmes are:

- based within the community in which the rangatahi is living
- flexible and match the changing needs of the rangatahi
- designed to build pro-social relationships
- build skills, interests and enjoyment of the rangatahi
- contribute to their learning

¹² This will give regard to mana tamaiti principle (iv)

- culturally appropriate in their methodology and delivery
- strengths-based, participatory, holistic and congruent with the transition plan of the rangatahi.

Summary of Oranga Tamariki responsibilities

- ✓ Whilst in care or custody of the Chief Executive Oranga Tamariki has the lead responsibility for ensuring the rangatahi is supported to receive the advice and assistance necessary to become increasingly independent.
- ✓ Has the lead responsibility for ensuring that the advice and assistance provided before a rangatahi leaves care or custody of the Chief Executive includes:
 - a copy of the record relating to important events and achievements in their life when they leave care or a long-term youth justice residential placement, and information about where they can access that record in the future; and
 - assistance to develop any life skills that the rangatahi may need to help them become independent; and
 - assistance to obtain official documentation before they reach the age of 18 years, including—
 - photo identification (for example, a passport or a driver's licence); and
 - a certified copy of their birth certificate; and
 - an IRD number; and
 - a bank account; and
 - verifying their identity online to enable them to access key government services; and
 - information to ensure that the rangatahi is aware of the legal requirement to enrol on the General or Māori Electoral Roll once they reach the age of 18 years; and
 - information and assistance before the age of 18 to understand how to access health, housing, employment, financial, and legal services independently after they leave care or custody.

Summary of Provider responsibilities

- Once discharged the Provider has the lead responsibility for the provision of advice and assistance (*s386B(1)(a) and (b)) to enable the rangatahi to become increasingly independent, including:
 - providing emotional support
 - promoting cultural identity
 - mentoring, role-modelling
 - brokerage and navigation of services as per transition plan
 - supporting rangatahi to learn how to identify and access services themselves
 - advocating with agencies for the rangatahi to ensure access to services they need.

- ✓ Report quarterly on specialist programmes delivered and associated costs

Financial assistance

Rangatahi (or, if appropriate, their caregiver or other person) may be provided with financial assistance needed to achieve independence, but only after considering what other financial assistance is available to them and giving particular consideration to any high or complex needs. Payments of financial assistance are limited to the funds allocated under this agreement.

Transition Workers will assess each request/need of the rangatahi on an individual basis, and:

- give special consideration to any high or complex needs
- assess current financial entitlements
- comply with any operational policy, practice guidance and delegation limits provided by Oranga Tamariki
- guide their decision-making on granting or declining the request of the rangatahi for financial assistance by using the **Financial Decision Making Framework** attached as [Appendix 5](#).

As per the legislation (s386 B (4)) the payment MUST be made directly to the rangatahi, unless the Transition worker considers it appropriate to pay all or any of it to the caregiver of the rangatahi or another person.

The Provider will document all requests for assistance, the circumstances, amount and the decisions taken - and report on these quarterly.

Summary of Oranga Tamariki responsibilities	
✓	Has the <u>lead responsibility</u> for meeting the needs of the rangatahi and providing financial assistance to support the transition plan, whilst still in care or custody of the Chief Executive
✓	Must provide the \$1,500 discharge grant to support the purchase of essential items for independent living
✓	Has the <u>lead responsibility</u> for providing financial assistance to the rangatahi to the age of 25 through the Transition to Adulthood team at the Contact Centre that request support (and are not actively engaged with a Provider).
Summary of Provider responsibilities	
✓	Has the <u>lead responsibility</u> for providing financial assistance (*s386B(b)) to the rangatahi, who are discharged from care or custody and that are actively engaged with the Service (as per the Financial Decision Making Framework)
✓	Support the rangatahi to spend their discharge grant to purchase the essential items they need to live independently
✓	Report quarterly on financial assistance delivered and associated costs (as per Appendix 6 (C)).

Placements and accommodation

Whilst under orders Oranga Tamariki has lead responsibility for placements and accommodation of the rangatahi. The transition plan of the rangatahi prior to being discharged from care or a long-term youth justice placement should outline where they will live when they leave care and any support they will receive in relation to their accommodation.

Once discharged Providers have the lead responsibility for supporting the rangatahi to find and negotiate accommodation that is appropriate to their wishes and needs. This may be living with family, a boarding arrangement or flatting in housing provided by private landlords and social housing providers.

Remaining / returning to live with a caregiver

An eligible care-experienced rangatahi can choose to remain living with their existing, or another agreed caregiver, after their 18th birthday. This must be mutually agreed with the caregiver and approved by Oranga Tamariki. In addition, rangatahi have the entitlement to return to living with an approved caregiver up to their 21st birthday even if they have decided to live independently once they turn 18 years of age. This living arrangement must be formalised in a 'Living Arrangement Agreement'. Oranga Tamariki is responsible for recruiting and supporting approved caregivers and monitoring Living Arrangement Agreements.

The Transition Worker will help the rangatahi to negotiate a Living Arrangement Agreement (using the template supplied by Oranga Tamariki) with their approved caregiver. The Transition Worker will then encourage the rangatahi to meet their on-going obligations under the Living Arrangement Agreement e.g. paying board at agreed intervals, maintaining house rules etc.

Summary of Oranga Tamariki responsibilities	
✓	Has the <u>lead responsibility</u> for placements / accommodation for rangatahi whilst under statutory care or custody of the Chief Executive
✓	Has the <u>lead responsibility</u> for advising rangatahi of their entitlements to remain / return to living with a caregiver
✓	Has the <u>lead responsibility</u> for finding an approved caregiver should the rangatahi wish to remain / return to living with a caregiver
✓	Has the <u>lead responsibility</u> for providing on-going training and support to caregivers
✓	Has the <u>lead responsibility</u> for monitoring the living arrangements against a set of agreed standards or any regulations if they exist
✓	Has the <u>lead responsibility</u> for providing financial assistance to meet the reasonable costs of the living arrangement
Summary of Provider responsibilities	
✓	Has the <u>lead responsibility</u> for supporting rangatahi to find safe and stable accommodation, once they have been discharged
✓	Support the rangatahi to negotiate a Living Arrangement Agreement (*s386AAE) with the caregiver and support them to meet their obligation under the arrangement

Maintaining contact

The Provider must take reasonable steps to maintain contact with the rangatahi until they reach 21 years of age to ensure they can receive their advice and assistance entitlements and become increasingly independent.

When determining the level of contact it is important to consider:

- if a rangatahi wants contact
- the needs of the rangatahi
- the age and maturity of the rangatahi.

The Provider must aim to meet the rangatahi face to face at least once every two weeks¹³, unless otherwise agreed with the rangatahi. A conversation must be held with a rangatahi to identify their

¹³ More frequent visits may be required for higher needs young people, or young people in crisis

wishes about the level of contact, before changes in frequency/forms of contact occur. Where there are sound reasons for less frequent contact (such as age, maturity, needs or wishes of the rangatahi), the reasons must be recorded in a Transition Plan. Between face-to-face meetings, regular contact can be maintained through channels such as text messaging, phone calls, Facebook Messenger and email as agreed with the rangatahi.

The Transition Worker must record all attempts of contact made, even if contact is not established, and key information on what was discussed when contact is responded to. Rangatahi can say no to the Provider maintaining contact with them. In these circumstances the Provider must offer other options such as:

- link them to a different Transition Worker
- refer them to another provider (where available)
- advising of the options of reducing frequency of contact
- advising of no need to respond to contact
- advising that they are OK and no further actions required
- a third-party or Transition Support Service Contact Centre to contact if they need further advice or support in the future.

Summary of Oranga Tamariki responsibilities	
✓	Has the <u>lead responsibility</u> for visiting the rangatahi (while the rangatahi is still under care orders) and the caregiver separately at the frequency specified in a care plan
✓	Has the <u>lead responsibility</u> for ensuring that the final transition planning document prior to discharge outlines how contact will be maintained, who will maintain contact, consent around sharing information and alternative options that might be needed to make contact in certain circumstances
Summary of Provider responsibilities	
✓	Has the <u>lead responsibility</u> for making reasonable efforts to maintain contact (*s386C(1),(2) and(3)) with rangatahi who have left care or custody to the age of 21 years
✓	Responsible for meeting the rangatahi face-to-face at least fortnightly, unless otherwise agreed in the transition plan. The need of the rangatahi will be a key consideration when agreeing a plan for regular contact
✓	Responsible for recording all contacts and attempts at contact made. Responsible for reporting to Oranga Tamariki when young people 'opt-out' of receiving on-going proactive contact and support prior to 21 years.
✓	Must ensure, where a rangatahi is adamant they want do not want to engage in the service and want no on-going contact that the rangatahi knows they can re-engage with the service at any time up until they are 21.

Department of Corrections

Where young people are in an adult correctional facility - Interface with the Department of Corrections.

Some young people will be under an order managed by the Department of Corrections due to their offending before they were 18. Others may also offend subsequently after their 18th birthday and either receive an adult community-based sentence, or a sentence of imprisonment (and subsequent probation services).

In both these cases, the Provider will continue to support the rangatahi. The Transition Worker will need to link with either a Case Manager or Probation Officer of the rangatahi to ensure that the needs of the rangatahi are understood and met, as appropriate, and to agree roles and responsibilities.

Transition Workers will negotiate access and frequency of access to the rangatahi if they are in prison. They will also share relevant information to ensure the rangatahi can continue their transition to adulthood during their community-based sentence or post release from imprisonment. This includes working with providers contracted by the Department of Corrections in undertaking rehabilitation and reintegration services.

Exiting the Service

Rangatahi can exit the service in a number of ways, they may:

- have reached 21 years of age and 'graduated' from the service
- move out of area
- not wish to have any further contact ('opt-out').

Should rangatahi wish to opt out of the service prior to completion, the Provider will ensure the steps outlined in the [Maintaining Contact](#) section have been followed.

Should rangatahi move out of area, the Provider will seek consent to refer them to another Transition Provider. The Provider will send the referral information to the Transition Support Service Contact Centre who will facilitate the referral to an appropriate provider. If the rangatahi does not consent to this the Provider will send an exit summary to Oranga Tamariki (as per agreed format), outlining the work undertaken with the rangatahi, goals achieved, key support people and reason for the exit.

At least six months before their 21st birthday, the Transition Worker will focus on what supports the rangatahi may need after they turn 21 and ensure the rangatahi and their support network are aware of how to access the support that they need. This will include ensuring the rangatahi knows that they can come back to Oranga Tamariki for advice and assistance up until their 25th birthday. The Provider will support the rangatahi to reflect on their progress, celebrate their achievements and reinforce the skills and knowledge they have developed. The Provider will provide a service completion summary to Oranga Tamariki prior to the rangatahi turning 21.

For a small number of rangatahi with high and complex needs and few supports in place, there is flexibility to extend the service past their 21st birthday. The Provider will refer these rangatahi to services that provide in-depth and on-going support and where appropriate may continue to hold a coordination role for a period of time to ensure that these rangatahi are receiving the services and supports that they need.

Summary of Oranga Tamariki responsibilities

- ✓ Assess the Provider's summary exit report to ensure it contains all relevant information.
- ✓ Responsibility to update the record of the rangatahi with their exit summary, on receipt from the Provider.
- ✓ Facilitate the referral of a rangatahi to an appropriate provider upon receipt of the consent of the rangatahi and referral information from the Provider where the rangatahi has moved out of the area.

Summary of Provider responsibilities

- ✓ Ensure the steps outlined in the [Maintaining Contact](#) section have been followed if the rangatahi opts out of the Service prior to completion.
- ✓ Responsibility to provide a summary report to Oranga Tamariki, on the exit of the rangatahi from the service outlining the work undertaken, goals achieved, key support people and reason for exit.
- ✓ Responsibility to provide referral information to the National Contact Centre, should the rangatahi move out of area and consent to being referred to another provider.
- ✓ Responsibility to ensure the rangatahi is aware of their entitlements to request advice and assistance up until their 25th birthday (*s386A (2) (c), s.386A (4) and s.386B)).

6. REPORTING REQUIREMENTS

What data needs to be collected for reporting?

To determine if the Service is making a difference Oranga Tamariki requires the Provider to collect data that will tell us how much was done, how well it was done and if anyone was better off.

What reports are required by Oranga Tamariki?

Reporting by Providers is necessary to meet contractual obligations and ensure accountability to Government for the funding provided under the Outcome Agreement.

All reporting by Providers (unless specified differently e.g. Incident Reporting) is to be sent to the Relationship Manager as specified in the Outcome Agreement. The following reports are required:

- A. Monthly Service Report
- B. Monthly Incident Report
- C. Quarterly Expenditure Report
- D. Quarterly Provider Return Report

Monthly Service Report

The Provider agrees to complete a monthly service report as set out in [Appendix 6 \(A\)](#). A copy will also be made available to the Provider electronically. This report will be sent to Oranga Tamariki, within five working days of the start of the month following the month in which the service was supplied.

Monthly Incident Report

The Provider agrees to complete a monthly Incident report as set out in [Appendix 6 \(B\)](#). This report will be sent to the Oranga Tamariki, within five working days of the start of the month following the month in which the Service was supplied.

This will cover serious or significant incidents that include:

- death of a rangatahi
- serious injury or illness of a rangatahi requiring hospitalisation
- rangatahi charged with a serious offence
- serious injury to an employee from a rangatahi
- allegation of inappropriate behaviour against a rangatahi, by an employee.

For a rangatahi still under care or custody (or where Oranga Tamariki has guardianship), the Oranga Tamariki Social Worker must be informed immediately.

For rangatahi not currently under orders, the [National Contact Centre](#) must be informed within 24 hours.

Quarterly Expenditure Report

The Provider will provide a quarterly expenditure report as set out in the Outcome Agreement (an example attached as [Appendix 6 \(C\)](#) to these Service Specifications).

The quarterly expenditure report must be supplied within five working days of the start of the calendar month following the end of the quarter.

Quarterly Provider Return Report

The Provider will provide a quarterly report as set out in the Outcome Agreement (an example attached as [Appendix 6 \(D\)](#) to these Service Specifications).

The data is backed up by a narrative report. A guide to writing the narrative report is found in the Provider Return Report.

The quarterly report must be supplied within ten working days of the start of the calendar month following the end of the quarter.

Annual rangatahi feedback

To support our monitoring of the service a brief annual questionnaire needs to be completed with each rangatahi and provided to Oranga Tamariki.

Reporting concerns

Whilst a rangatahi is still under care or custody (and if the Provider considers that a rangatahi has any of the following issues or their behaviour gives cause for concern) it is appropriate to talk to caregiver of the rangatahi and the Oranga Tamariki Social Worker.

Some issues of concern are listed below but this is not an exhaustive list.

Concern	Action
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 caregiver of the rangatahi and the Oranga Tamariki Social Worker
Rangatahi has a pattern of missing planned sessions	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker
Rangatahi displaying behaviour that is concerning	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker
Rangatahi appear to be under the influence of drugs or alcohol	Contact the caregiver of the rangatahi or the Oranga Tamariki Social Worker and supervise until someone comes for them
Rangatahi has suicidal ideation or reveal they have self-harmed	Contact the caregiver of the rangatahi and the Oranga Tamariki Social Worker
Rangatahi become seriously unwell	Contact the caregiver of the rangatahi and apply / seek appropriate medical assistance.

National Contact Centre

Where there is an immediate concern it is important that the Provider talks to someone directly to ensure they are aware of the concern; please do not leave a voicemail message. The Provider is responsible for determining the appropriate Oranga Tamariki Social Worker. If the Oranga Tamariki Social Worker is unavailable or is not known to the Provider then get in touch with their supervisor or call or email the National Contact Centre (0508 326 459) or contact@ot.govt.nz and ask for the duty Social Worker at the site of the rangatahi.

7. PARTICIPATION AND THE VIEWS OF RANGATAHI

It is expected that the Provider will work to actively receive feedback on their services from the rangatahi they are working with. The voice of rangatahi in the development, delivery and review of services is vital to ensure that services continue to adapt to meet their emerging needs.

Access to independent services

Rangatahi have a right to access independent services and support to express their views about matters important to them relating to their own circumstances and general matters relating to the processes and services they have experienced under the Act.

The Provider and the Oranga Tamariki Social Worker/Co-ordinator must ensure that the rangatahi knows about the relevant independent services and how to access them and has the support they need to express their views.

Independent services include the Oranga Tamariki [Feedback 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 here [legislation reform information](#).

Information sharing

In line with the Privacy Act principles and a consent-based approach, the Transition Worker and rangatahi will discuss and document what information can be shared with other agencies, including the level and type of information for sharing. The focus will be on ensuring that the needs and goals of the rangatahi are known and understood, and that agencies can collaborate in the supports they provide to the rangatahi.

APPENDIX 1: 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 Oranga Tamariki Act 1989) are synonymous and may be used interchangeably
- “Caregiver” means a person providing care to a rangatahi, whilst in care or custody, or under a support arrangement from 18 – 21 years
- “Child” and “young person” derive their meanings from Oranga Tamariki Act 1989, and “children” and “young people” shall be construed accordingly (see tamariki below)
- “Identity and cultural needs” means things that help establish and develop the identity of rangatahi including cultural identity, whakapapa, gender identity, sexual orientation, disability needs, spirituality or religion and their language knowledge and practise (National Care Standards, (s)5, 1989)
- “Lead responsibility” means overall responsibility for ensuring the activity happens as required. Other parties may be involved or undertake the activity on behalf of the lead party; however accountability remains with the lead responsible party
- “Mana tamaiti means the intrinsic value and inherent dignity derived from the whakapapa (genealogy) of a rangatahi and their belonging to a whānau, hapū, iwi or family group, in accordance with tikanga Māori or its equivalent in the culture of the child or rangatahi
- “Missing rangatahi” means any rangatahi whose whereabouts are unknown and there are genuine fears for the safety or concerns for the welfare of that person. NB: Rangatahi will be considered missing until they are located and their wellbeing or otherwise is established
- “Oranga Tamariki” means Oranga Tamariki—Ministry for Children, which is the Purchasing Agency under the Outcome Agreement
- “Oranga Tamariki site Manager” means the manager responsible for the budget and Oranga Tamariki Social Workers in a given geographic location
- “Oranga Tamariki site Office” means the local operations site of Oranga Tamariki—Ministry for Children and “Site” has the same meaning
- “Oranga Tamariki Social Worker” means a person employed by Oranga Tamariki under the Government workforce policy and personnel provisions (Part 5) of the State Sector Act 1988 as a social worker
- “Provider” means the party named in point 2 under Parties to the Outcome Agreement
- “Rangatahi” means any young person aged between 15 and up to 25 years of age.
- “Service” means the service as described in these service specifications
- “Tamariki” means children less than 14 years of age.
- “Transition to Adulthood Service Contact Centre” – means the dedicated team that is contained within the Oranga Tamariki National Contact Centre. Dedicated number (0800 55 89 89)

- “Transition Plan” means a plan developed with the rangatahi by the Social Worker (whilst in care or custody) or the Provider (once discharged) that details the goals the rangatahi would like to achieve, what support they need, how this will be provided, who will take responsibility and the timeline required to achieve the outcome.
- “Whakapapa” in relation to a person means the multi-generational kinship relationships that help to describe who the person is in terms of their mātua (parents), and tūpuna (ancestors), from whom they descend
- “Whānaungatanga” in relation to a person means (a) the purposeful carrying out of responsibilities based on obligations to whakapapa: (b) the kinship that provides the foundations for reciprocal obligations and responsibilities to be met: (c) the wider kinship ties that need to be protected and maintained to ensure the maintenance and protection of their sense of belonging, identity, and connection.

APPENDIX 2: PROVIDER FEEDBACK FORM

Provider Feedback Form		
Please email to your Relationship 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:

APPENDIX 3: TRANSITION OUTCOMES

Transition Outcomes	Lead Role ¹⁴	Description	Supporting role ¹⁵	Description
More rangatahi have safe and stable living arrangements	Under care or custody CE			
	Oranga Tamariki	Lead responsibility for ensuring that appropriate placements are available which meet the needs of rangatahi.	Providers	N/A
	Discharged			
	Providers	Lead responsibility for supporting young people to find appropriate accommodation.	Oranga Tamariki	Will support Providers by working to identify and address barriers to access and service gaps, across government and community services.
More rangatahi have the life skills they need to thrive as adults	Oranga Tamariki	Lead responsibility for remain / return to living with a caregiver provisions under s386AAD. Includes supporting the caregiver understand their obligations.	Providers	Will support the rangatahi to negotiate a support arrangement should they wish to remain / return to living with a caregiver.
	Under care of custody of CE			
	Oranga Tamariki	Lead responsibility for the needs assessment, life skills assessment, transition planning and the provision of services, resources etc to meet the needs of the rangatahi.	Providers	Will support Oranga Tamariki to co-ordinate and enable young people to access the services, resources etc that meet their needs as described in their plan.
More young people are healthy and recovering from trauma	Discharged			
	Providers	Lead responsibility for the ongoing transition planning and support to develop lifeskills.	Oranga Tamariki	Not unless responding to a request for support or providing this function in lieu of NGO provider availability.
More young people are healthy and recovering from trauma	Under care or custody of CE			
	Oranga Tamariki	Lead responsibility for the provision of services, resources etc to meet the needs of rangatahi.	Providers	Will support Oranga Tamariki to co-ordinate and enable rangatahi to access the services, resources etc that meet their needs as described in their plan.
	Discharged			
More young people are healthy and recovering from trauma	Providers	Lead responsibility for connecting rangatahi to the services, resources etc to meet their needs.	Oranga Tamariki	Will support Providers by working to identify and address barriers to access and service gaps, across government and community services.

¹⁴Lead role: Overall responsibility for achieving this outcome.

¹⁵Supporting role: Supports the partner, who has the lead role to achieve the outcome.

More rangatahi have a trusted adult in their lives and are engaged with family, cultural and community groups	Under care or custody of CE			
	Oranga Tamariki	Lead responsibility for supporting relationships between the rangatahi and their family, whānau, hapū, iwi, and family group to be maintained and strengthened. Lead responsibility for supporting relationships between the rangatahi, caregiver, other trusted adults, and the wider community to be established, built on and maintained.	Providers	Will support Oranga Tamariki to establish, build and maintain positive connections for the rangatahi to family, culture and community.
	Discharged			
	Providers	Lead responsibility for supporting relationships between the rangatahi and their family, whānau, hapū, iwi, and family group to be maintained and strengthened. Lead responsibility for supporting relationships between the rangatahi, caregiver, other trusted adults, and the wider community to be established, built on and maintained.	Oranga Tamariki	Not unless responding to a request for support or providing this function in lieu of NGO provider availability.
More rangatahi are in education, employment or volunteering	Under care of custody of CE			
	Oranga Tamariki	Lead responsibility for meeting the educational and vocational needs of the rangatahi.	Providers	Will support Oranga Tamariki to co-ordinate and enable rangatahi to access the services, resources etc that meet their needs to achieve their education and employment goals.
	Discharged			
	Providers	Lead responsibility for supporting young people to achieve their educational and employment goals.	Oranga Tamariki	Will support Providers by working to identify and address barriers to access and service gaps, across government and community services.

Reduced disparities in outcomes and experiences for rangatahi Māori and their whānau	Under care of custody of CE			
	Oranga Tamariki	Lead responsibility for ensuring the service is equitable for all Māori young people and delivers the same outcomes for rangatahi Māori and their whānau.	Providers	Will support Oranga Tamariki in providing an equitable service to rangatahi Māori and their whānau.
	Discharged			
	Providers	Lead responsibility for ensuring the service is equitable for all rangatahi Māori and delivers the same outcomes for rangatahi Māori and their whānau. Lead responsibility for providing information to Oranga Tamariki to enable it to carry out its reporting and monitoring functions.	Oranga Tamariki	Lead responsibility for reporting and monitoring the outcomes of the service including being able to report by ethnicity to evidence a reduction in disparities.
Rangatahi feel more listened to and understood	Under care of custody of CE			
	Oranga Tamariki	Lead responsibility for ensuring the voice of rangatahi is collected and included as a key input to ongoing service design and improvement. Lead responsibility for providing opportunities for rangatahi to freely express their views on matters affecting them, and ensuring any views expressed are taken into account.	Providers	Will support Oranga Tamariki in passing on feedback from rangatahi if provided. Will support rangatahi to have an active say in matters affecting them.
	Discharged			
	Providers	Lead responsibility for ensuring the voice of the rangatahi is collected and included as a key input to ongoing service design and improvement.	Oranga Tamariki	Lead responsibility for providing opportunities for rangatahi to freely express their views on matters affecting them, and ensuring any views expressed are taken into account.

APPENDIX 4: SERVICE STAGES

Overview of referral, admission, placement and transition stages

Stage	Activity	Oranga Tamariki	Provider
Referral to the Service	Referral of rangatahi to the Service	Provide appropriate referral information via Oranga Tamariki regional process.	Provide appropriate referral information via the National Contact Centre should the rangatahi move to another area or wish to change Providers.
	Referral discussions and allocation	Oranga Tamariki and Provider joint process to review referral information, seek more information where required and allocate to provider best placed to meet rangatahi's needs, where there is more than one provider in the region. Where there is only one provider this would be a direct referral discussion.	
	Initiation of Service	Confirmation and recording of provider details. Social Worker to meet with Transition Worker to provide any further information needed and make initial introduction to rangatahi.	Confirmation of referral, allocation of Transition Worker. <ul style="list-style-type: none"> Initiates contact with social worker to organise acceptance meeting. Meet with rangatahi to introduce service and role.
Preparation <i>(in care or custody)</i>	Assessment and Planning	Lead responsibility for assessment and planning, including the life-skills assessment. Lead responsibility for all planning including transition planning and coordination of FGC (including obtaining official documentation, banks account, and accommodation and ensuring the rangatahi is aware of their transition entitlements). Responsible for ensuring Transition Workers are invited to transition planning, including the FGC or planning hui. Lead responsibility for monitoring and reviewing plans.	Support rangatahi's voice and participation in assessment and planning processes. Support implementation of transition plan.

Stage	Activity	Oranga Tamariki	Provider
		Lead responsibility for facilitating whānau, caregivers and significant others participation in the assessment and planning processes.	
	Advice and Assistance	Lead responsibility for ensuring the rangatahi is supported to receive the advice and assistance necessary to become increasingly independent (as per Care Standards Regulation 75).	Support access to services, provide practical support and skill development to rangatahi, as per transition plan Assist young people to build, strengthen and maintain connections with whānau, hapū, iwi and a broader network of supportive adults.
	Placements	Lead responsibility for placements / accommodation for young people whilst under statutory care or custody of the Chief Executive. Supporting the rangatahi to establish where they will live immediately after care or custody orders are discharged.	
	Financial Assistance	Lead responsibility for meeting needs of rangatahi and providing financial assistance to support transition plan. Responsibility to provide the \$1,500 discharge grant to the Provider. <i>(Before leaving care young people have available a minimum \$1,500 to purchase the essential items to live independently)</i>	Support the rangatahi to spend their discharge grant to purchase the essential items they need to live independently.
	Contact	Responsible for visiting the rangatahi and the caregiver separately at the frequency specified in a transition plan. Responsible for ensuring that the final transition planning document prior to discharge outlines how contact will be maintained, who will maintain contact,	Minimum monthly contact (or more as required) to develop a relationship and support implementation of the transition plan.

Stage	Activity	Oranga Tamariki	Provider
		consent around sharing information and alternative options that might be needed to make contact in certain circumstances.	
Transition (post-care or custody up until the age of 21)	Assessment and Planning	Not unless responding to a request for support or providing this function in lieu of NGO provider availability.	Lead responsibility for assessment and planning once orders are discharged.
	Advice and Assistance	<p>Lead responsibility for providing advice and assistance to rangatahi to the age of 25 that request support through the National Call Centre (and are not actively engaged with a Provider).</p> <p>Responsible for identifying barriers to access and gaps in service provision that are impacting rangatahi leaving care.</p> <p>Responsible for advocating at a systems level for better access to services for care leavers through other government and community agencies.</p>	<p>Lead responsibility for the provision of advice and assistance to young people they are actively engaged with including:</p> <ul style="list-style-type: none"> • providing emotional support • mentoring, role-modelling • brokerage and navigation of services as per transition plan • supporting rangatahi to learn how to identify and access services themselves • advocating with agencies for the rangatahi to ensure access to services they need.
	Financial assistance	Lead responsibility for providing financial assistance to rangatahi to the age of 25 through the National Contact Centre that request support (and are not actively engaged with a Provider).	Lead responsibility for providing financial assistance to rangatahi that are actively engaged with the Service (as per financial assistance guidelines).
	Contact	<p>Lead responsibility for visiting the rangatahi (while the rangatahi is still under care orders) and the caregiver separately at the frequency specified in a care plan.</p> <p>Has the <u>lead responsibility</u> for ensuring that the final transition planning document prior to discharge outlines how contact will be maintained, who will maintain contact, consent around sharing information</p>	<p>Lead responsibility for making reasonable efforts to maintain contact with rangatahi to the age of 21 years.</p> <p>Responsible for meeting the rangatahi face-to-face at least every two weeks, unless otherwise agreed in the transition plan.</p> <p>Responsible for recording all contacts and attempts at</p>

Stage	Activity	Oranga Tamariki	Provider
		and alternative options that might be needed to make contact in certain circumstances	contact made. Responsible for reporting to Oranga Tamariki when rangatahi 'opt-out' of receiving on-going proactive contact and support prior to 21 years.
	Accommodation	<p>Responsible for identifying barriers to access and gaps in service provision that are impacting rangatahi leaving care.</p> <p>Responsible for advocating at a systems level for better access to accommodation for care leavers through other government and community agencies</p> <p>Entitlement to remain / return to care</p> <p>Lead responsibility for finding a caregiver should the rangatahi wish to remain / return to care under s386AAD</p> <p>Lead responsibility for monitoring support arrangements and providing on-going training and support to caregivers.</p> <p>Lead responsibility for providing financial assistance to meet the reasonable costs of the living arrangement.</p>	<p>Lead responsibility for supporting rangatahi to find safe and stable accommodation.</p> <p><i>(Note this is not accountability to house rangatahi, but responsibility to help them locate and access options available).</i></p> <p>Entitlement to remain / return to care</p> <p>Will support the rangatahi to negotiate 'Living Arrangement Agreement' (under s.386AAE) should they wish to remain / return to care and support them to meet their obligations under this agreement.</p>
<p>Post-Transition <i>(up to the age of 25 years)</i></p>	Advice and Assistance	Lead responsibility for responding to requests for advice and assistance through the National Contact Centre from eligible young adults.	Responsibility to provide proactive support in relation to referral from Oranga Tamariki or direct contact from young adult.
	Financial assistance	Lead responsibility for providing financial assistance to young adults that request support.	Responsibility to refer on to Oranga Tamariki when contacted directly by young adult.

Stage	Activity	Oranga Tamariki	Provider
Exiting the Service	Exit	<p>Assess the Provider’s summary exit report to ensure it contains all relevant information.</p> <p>Upon receipt of information from the Provider, update the rangatahi record with the reason for exit and summary report.</p> <p>Facilitate the referral of a rangatahi to an appropriate provider upon receipt of the consent of the rangatahi and referral information from the Provider where rangatahi has moved out of the area</p>	<p>Responsibility to provide a summary report to Oranga Tamariki, on exit from the service of the rangatahi.</p> <p>Responsible for ensuring the rangatahi is aware of their entitlements to request advice and assistance to their 25th birthday. Ensure the steps outlined in the Maintaining Contact section have been followed if the rangatahi opts out of the service prior to completion.</p>

APPENDIX 5: FINANCIAL ASSISTANCE DECISION-MAKING FRAMEWORK

This resource guide decisions on whether to grant financial assistance under section 386B of the Oranga Tamariki Act 1989.

Principles for financial assistance

The following principles are to be applied when considering the provision of financial assistance to young people

- **Focus on youth-centred outcomes** - We consider the best interests of the young person first and support them to reach their potential.
- **Individual case-by-case consideration** - We consider each young person's individual circumstances and respond to their changing needs.
- **Safety net approach** - We supplement existing entitlements and/or income - and balance self-reliance and support.
- **High trust relationship** - We start with the belief that young people are honest, and we act reasonably with taxpayer's money.
- **Responsive and simple** – We take decisions and make payments without unnecessary delays, avoiding unnecessary processes or paperwork.

Determining whether financial assistance should be paid

We recommend that the decision to provide financial assistance should be considered through the following 5-step process (see overleaf for detailed flow-chart version).

- Step 1 - Is another source of financial assistance available?
- Step 2 - Is it an emergency-related need?
- Step 3 - Will support help a young person move towards independence?
- Step 4 - Is the request reasonable and practical?
- Step 4b - Give particular consideration to funding requests for assistance from young people with high or complex needs.

See overleaf for a more detailed flow-chart version of the 5-step process.

Step 1 – Is other assistance available?

Check that all other sources of financial assistance for this need have been accessed and exhausted.

- The young person may have financial entitlements they are not yet aware of or accessing.
- Transition support funds are available to supplement a young person's existing entitlements or income, not replace it.

Yes ➔



Help the young person apply for the financial assistance available to them.

No ⬇

Step 2 – Is it an emergency need?

Ensure young people in crisis can meet their basic needs in a timely manner (eg a place to stay, food, and a change of clothing).

- Many requests for emergency help are likely to come from young people with high or complex needs.

Yes ➔



Provide assistance up to delegated amount. Seek manager approval over delegated amount.

No ⬇

Step 3 – Will it help achieve independence?

Assess if it will help them move towards or achieve independence.

- Key enablers of independence include a sense of identity and connectedness, stable housing, good health, and development (e.g. education, training, job-seeking or work).
- Consider the goals included in their transition plan and the young person's current life circumstances.

No ➔



Consider declining assistance.

Yes ⬇

Step 4 – Is the request reasonable and practical?

Consider whether the request is reasonable and practicable.

- Is it a necessary or typical purchase for a young person?
- Would it be deemed relatively affordable or reasonably priced?
- Is the young person able to achieve the benefit or attain the goal?
- Would there be any adverse impacts of declining the request?

No ➔



Consider declining assistance.

Yes ➔



Consider providing assistance to delegated amount. Seek manager approval over this amount.

Yes ⬇

Step 4b – Do they have high or complex needs?

Give particular consideration to funding requests for assistance from young people with high or complex needs.

- This group may incur higher costs (e.g. resulting from unstable living arrangements or mental health or substance issues).
- This group is less resilient and may be struggling or reluctant to engage with mainstream services, such as primary health care.

No ↗

Yes ➔



Consider providing assistance to delegated amount. Seek manager approval over this.

APPENDIX 6: PROVIDER RETURN REPORTS

(A) Monthly Service Report

Provider Name: _____

Clients Entering Transition Programme

	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Number of new referrals												
Number of Clients Re-entering the programme												

Clients Exiting the Service

	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Number of Clients completing and exiting the programme												
Number of Clients exiting the programme prior to completion												

Current Clients on the Programme

		July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Number of Clients by Ethnicity on programme at end of period <i>* NB: Total Ethnicity may not equal Total Gender as clients may identify with more than 1 ethnicity</i>	Total Ethnicity	0	0	0	0	0	0	0	0	0	0	0	0
	NZ Māori												
	European												
	NZ Pākehā												
	Other												
	Pacific Island												
	Unknown												

		July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Number of Clients on programme by Gender	Total Gender	0	0	0	0	0	0	0	0	0	0	0	0
	Female												
	Male												
	Other												

		July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Number of Clients on programme by Age	Total Age	0	0	0	0	0	0	0	0	0	0	0	0
	Under 16												
	16												
	17												
	18												
	19												
	20												
	21 and over												

		July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Number of Clients on programme by accommodation type	Total	0	0	0	0	0	0	0	0	0	0	0	0
	Care												
	Parent/Whānau												
	Semi-independent												
	Independent												
	Incarcerated												
	Homeless												
	Unknown												

		July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Number of Clients on programme by education/employment type	Total	0	0	0	0	0	0	0	0	0	0	0	0
	Education												
	Employment												
	Education & employment												
	Volunteering												
	Not in education, employment or training												

		July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Number of clients that are parents	Total	0	0	0	0	0	0	0	0	0	0	0	0
	Mother												
	Father												
	Other Parent												

(B) Monthly Incident report

Provider:			MONTHLY: (e.g. 1 July 2019 to 31 July 2019)	
Name of Rangatahi	Date	Significant or Serious Incidents	Action taken	Other relevant information

(C) Quarterly Expenditure Reports

Specialist Programmes

Type of programme	Description	Number of rangatahi participated	Costs			
			First Quarter	Second Quarter	Third Quarter	Fourth Quarter

Financial Assistance

CYRAS Number	Full Name	DOB	Date	Financial Assistance Description	Amount

(D) Quarterly Provider Return Reports

Report Due Dates
10 October
05 December
10 April
10 July

Signed by: _____

Date: _____

Name: _____

Position: _____

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	1 July 20XX to 30 September 20XX	1 July 20XX to 30 November 20XX	1 July 20XX to 31 March 20XX	1 July 20XX to 30 June 20XX
The provider will support eligible rangatahi on their path to adulthood and long term wellbeing. This will include preparation for their transition from care or youth justice; provide proactive contact and support as they establish themselves; and assist the rangatahi to further develop their skills and achieve independence.	Total number of FTE workers	x				
	Number of new rangatahi referred in the reporting period	Report actual				
	Total number of rangatahi who formally opted out in the reporting period	Report actual				
	Total number of rangatahi who completed service	Report actual				
	Total number of rangatahi receiving service	Report actual				
	Total number of rangatahi who are maintaining regular proactive contact	Report actual				
	Total number of rangatahi in safe and stable living arrangements	Report actual				
	Total number of rangatahi actively engaged in education, training, employment or volunteering	Report actual				

Provider Narrative Report

What is the "story behind the data"? (E.g. environmental factors impacting on client results including issues, gaps, overlaps and trends).

What are your areas for improvement towards achieving better results for clients (continuous improvement)?

Who are your partners that help you achieve results, and what joint activities have you participated in?

What combination of services do you think is most effective for your clients (if applicable)? Are there needed services which are not available? Are there access barriers?

Provide examples of strategies or practices used to encourage 'hard to reach' clients to engage.

Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.

Guidance notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and service evaluations.

In providing the narrative, consider the following:

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