



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

FAMILY VIOLENCE PREVENTION GUIDELINES

Table of Contents

1. About these Guidelines	3
Who are these Guidelines for?	3
How did these Guidelines come about?	3
What is the purpose of these Guidelines?	3
How should these Guidelines be used?	3
Will these Guidelines be revised?	3
Where can you go for further information?	4
2. Relationships	5
Principles that underpin the relationship between MSD, the Provider and the client?	5
Cultural awareness	5
Accessibility	5
3. About these Family Violence Services	6
What are these Family Violence Services about?	6
Who is the client group for the Family Violence Services?	6
What are these Family Violence Services seeking to achieve?	6
Vision:	6
Long-term outcomes:	6
Results:	6
What is the Family Violence Services core principle?	7
How do the Family Violence Services work?	7
Figure 1: Family Violence Service Process	7
Social Sector Accreditation Standards	8
4. Service Delivery	9
Programme Services	9
Where do Providers fit in the big picture?	9
Making referrals to other agencies	10
What activities do these Family Violence Services focus on?	10
What are some key elements of practice?	10
5. Measuring Results and Reporting	11
How do we know if these Family Violence Services are working?	11
What data needs to be collected for reporting?	11
Where can we find more information about RBA?	11
What reports are required by MSD?	11
Family Services Directory	12
6. Definitions	13
Appendix One: Report Format	14
REPORT FORMAT	14
Appendix Two: Provider Feedback Form	16

1. About these Guidelines

Who are these Guidelines for?

These Guidelines are for the Provider that the Ministry of Social Development (“MSD”) contracts with to provide Family Violence Prevention Services. These Guidelines form part of the Outcome Agreement.

How did these Guidelines come about?

Outcome Agreements with Providers for the delivery of Family Violence (“FV”) Services require that these Services are delivered in accordance with these Guidelines. These Guidelines are a living document and may be varied at the discretion of MSD. MSD will inform the Provider of any variation to be made.

What is the purpose of these Guidelines?

The Guidelines provide:

- a set of commonly agreed practice principles and values to guide the FV Service work;
- detailed information about service delivery and practice;
- a resource tool to help you deliver the FV Services consistently;
- a resource tool to assist you in meeting the desired service outcomes; and
- a way for us to improve our responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement.

How should these Guidelines be used?

These Guidelines should be seen as setting the minimum standard, from which each Provider can develop a service that reflects their organisation’s philosophical base, incorporating local need and the culture within which it works. You will use them to assist you to competently deliver the service according to the Outcome Agreement requirements.

Will these Guidelines be revised?

These Guidelines are a living document and will be updated as required. MSD 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 your Contract Manager using the attached Feedback Form (see Appendix Two).

Where can you go for further information?

For further information on these Guidelines please contact your Contract Manager as identified in your Outcome Agreement.

2. Relationships

Principles that underpin the relationship between MSD, the Provider and the client?

For this to be effective, 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 others' 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 MSD.

Cultural awareness

Each party recognises the needs of all people, including Māori, Pacific peoples, migrant communities and all other communities to have Services provided in a way that is consistent with their social, economic, political, cultural and spiritual values.

Accessibility

Each party recognises that increased participation is supported by enhanced accessibility and recognising the diverse needs of all people, through:

- ease of communication
- flow of information
- physical accessibility.

3. About these Family Violence Services

What are these Family Violence Services about?

The following FV Services are included in these Guidelines:

- Provision of group programmes for self referred adult perpetrators of family violence; and
- Provision of group programmes for self referred youth perpetrators of family violence.

Who is the client group for the Family Violence Services?

The client group for these FV Services is self-referred adults and self-referred youths who are responsible for perpetrating FV.

What are these Family Violence Services seeking to achieve?

These FV Services will achieve the following vision, long-term outcomes and results for individuals and their families/whānau.

Vision:

That children, individuals and families/whānau feel safe and free from family violence.

Long-term outcomes:

- Individuals have the knowledge and skills to enable them to provide a safe and nurturing environment for children
- A long term reduction in the level of FV and child abuse
- Education and assistance is provided for perpetrators of FV.

Results:

- Individuals take responsibility for their actions
- Individuals gain an increased awareness of how their behaviour affects others
- Individuals increase their knowledge of how to behave and acquire tools to use to effectively communicate
- There is a decrease in FV incidences.

What is the Family Violence Services core principle?

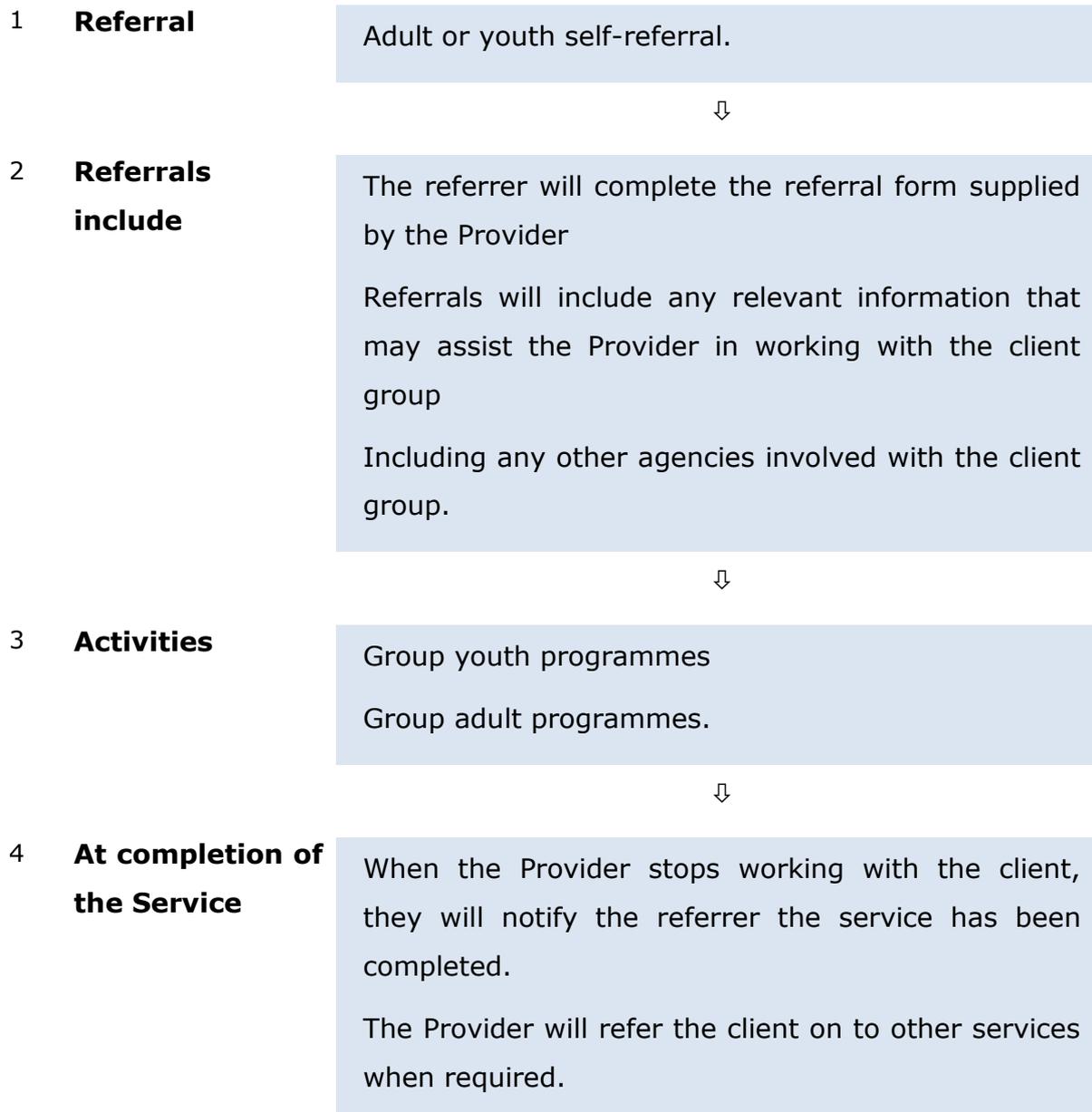
FV Services have the following core principle that underpins practice:

- Changing attitudes and behaviours around FV.

How do the Family Violence Services work?

The FV Services referral process is shown in Figure 1 below:

Figure 1: Family Violence Service Process



Social Sector Accreditation Standards

Providers delivering Family Violence Prevention Services are required to meet Level Two, Ministry of Social Development specific accreditation standards. Providers are required to maintain their Accreditation Level according to MSD's relevant Social Sector Accreditation Standards.

4. Service Delivery

(Please disregard any of the following services described below that do not relate to your Outcome Agreement)

Programme Services

Programme Services include the following Service types:

- Provision of group programmes for self referred adult perpetrators of family violence.
- Provision of group programmes for self referred youth perpetrators of family violence.

As the Provider, when delivering a programme you will ensure that:

- FV prevention and education will be addressed at the individual and family/whānau level; and
- Programmes need to help broaden the focus to preventing FV, not just responding to it.

Negotiated programmes will be directed towards the specific needs of people such as:

- individuals who want to acknowledge their behaviour;
- individuals who want to learn new skills including positive communication;
- individuals who want to understand the effects of FV on their children and/or
- individuals who want to learn more about the impacts of FV.

In delivering their programme, Providers will have a plan in place to ensure the programme is appropriate for the target group, including reviewing the success of the programme and identifying any areas needing improvement.

Where do Providers fit in the big picture?

Providers are key contributors to these FV Services being successful. In order to achieve a positive outcome for individuals, families/whānau, the Provider delivers a service that helps individuals to:

- assist in working through feelings;
- to have increased tools to communicate effectively;

- feel supported and able to connect with local services;
- develop and acquire new skills; and
- increase their confidence and motivation.

Making referrals to other agencies

As the Provider you must recognise which services you are able to provide and where referral to other specialist services may be required so that individuals receive appropriate services.

MSD suggest that Providers have processes in place for making referrals to other agencies, including keeping records of referrals.

What activities do these Family Violence Services focus on?

To achieve the aims of these FV Services it is important that you as the Provider, and all other parties associated with these Services, get involved and carry out a number of actions and functions.

- As the Provider, changing attitudes and behaviours around FV is a priority. It is about raising awareness on the effects of FV, the various types of community support services available, and where to access help.

What are some key elements of practice?

- Successful delivery of these Services includes some of the following factors:
 - completing individual needs assessments
 - reviewing the clients achievements and ways of moving forward
 - the programme curriculum meets the needs of the clients. This includes an annual review of the programme content to ensure it is current and engaging.

5. Measuring Results and Reporting

How do we know if these Family Violence Services are working?

We are all interested in being able to demonstrate that FV Services achieve outcomes (or results) for individuals and families/whānau. MSD does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and is reflected in the FV Services Provider Return Reports attached to your Outcome Agreement or provided electronically by your MSD Contract Manager.

What data needs to be collected for reporting?

To tell us if the initiative is making a difference MSD requires the Provider to collect data that will tell us:

- How much we did
- How well did we do it
- If anyone was better off.

The data is backed up by a narrative report. A guide to writing the narrative report is found in the Provider Return Report (attached to your Outcome Agreement or provided electronically by your Contract Manager).

Where can we find more information about RBA?

More information on RBA can be found at:

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

Your MVCOT Contract Manager, as identified in your Outcome Agreement, will also be able to assist and provide further information on RBA.

What reports are required by MSD?

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. MSD has agreed on the quantity and nature of the services the funding supports, and we are required to report to Government that this has been achieved.

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

- Statistical report (refer to Outcome Agreement for reporting frequency)
- Narrative report (refer to Outcome Agreement for reporting frequency)

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

Family Services Directory

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

6. Definitions

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

- “Accreditation” - The Social Services Accreditation team ensures that providers have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers meet a consistent set of standards that meet legislative and policy requirements. ‘Accreditation’ and ‘Approval’ (as stipulated under the Oranga Tamariki Act 1989) are synonymous and may be used interchangeably.
- “Outcome Agreement” means the contract entered into by the Provider and MSD for these Services;
- “Provider” means the organisation MSD has contracted with to provide these Services;
- “Services” means the Services to be provided under the Outcome Agreement, and “Service” has a corresponding meaning.

Appendix One: Report Format

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

REPORT FORMAT

Report Due dates
10 October 20XX
5 December 20XX
10 April 20XX
10 July 20XX

N.B. Clients are to be recorded at point of entry into the service from 1July each year.

Signed by
Date
Name
Position

Description of Service	Service Unit of Measure	Quantity of Service	Report1-Period1-Start-Date to Report1-Period1-End-Date	Report1-Period2-Start-Date to Report1-Period2-End-Date	Report1-Period3-Start-Date to Report1-Period3-End-Date	Report1-Period4-Start-Date to Report1-Period4-End-Date
Contracted-Service-Provider-Service-Descriptions-For-Report	Reporting-Measure-Descriptions-	Reporting-Measure-Contracted-				

	For-Report	Volumes- Period-1- For-Report				
--	------------	-------------------------------------	--	--	--	--

Provider narrative report – to support the data
<p>1. What is the “story behind the data”? (e.g. environmental factors impacting on client results including issues, gaps, overlaps and trends).</p> <ul style="list-style-type: none"> •
<p>2. What are your areas for improvement towards achieving better results for clients (continuous improvement)?</p> <ul style="list-style-type: none"> •
<p>3. Who are your partners that help you achieve results, and what joint activities have you participated in?</p> <ul style="list-style-type: none"> •
<p>4. What combination of services do you think is most effective for your clients?</p> <ul style="list-style-type: none"> •
<p>5. Provide examples of strategies or practices used to encourage ‘hard to reach’ clients to engage.</p> <ul style="list-style-type: none"> •
<p>6. Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.</p> <ul style="list-style-type: none"> •

Appendix Two: Provider Feedback Form

Provider Feedback Form		
Please email to your 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:	