



**MINISTRY OF SOCIAL  
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

# **STRENGTHENING PROVIDERS AND COMMUNITIES SERVICE GUIDELINES**

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## **1. About these Guidelines**

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### **Who are these guidelines for?**

These guidelines are for the Provider that the Ministry of Social Development (Purchasing Agency) contracts with to provide Strengthening Providers and Communities Services. These guidelines form part of the Outcome Agreement.

Outcome Agreements with Providers for the delivery of Strengthening Providers and Communities Services require that Services are delivered in accordance with these guidelines. These guidelines are a living document and may be varied at the discretion of the the Purchasing Agency. The Purchasing Agency will inform the provider of any variation to be made.

### **What is the purpose of these guidelines?**

The guidelines provide:

- a set of commonly agreed practice principles and values to guide Strengthening Providers and Communities work;
- detailed information about Service delivery and practice;
- a resource tool to help you deliver Strengthening Providers and Communities 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?**

This document is a living document and will be updated as required. The Ministry 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

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### **What are the principles that underpin the relationship between the Purchasing Agency, 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 other's responsibilities;
- encourage quality and innovation to achieve positive outcomes; and

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

### **Cultural awareness**

Each party recognises the needs of all people, including Māori, Pacific 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 recognises the diverse needs of all people, through:

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

### **3. About Strengthening Providers and Communities Service**

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#### **What is the history of Strengthening Providers and Communities**

The Strengthening Providers and Communities Service was established to increase the capacity and capability of Non-Government Organisations (NGO), and to increase the opportunities for training and leadership potential within the sector.

#### **What is Strengthening Providers and Communities about?**

Strengthening Providers and Communities refers to services that contribute to strengthening the capacity and capability of Providers to deliver strong and effective social services, and training may be a part of this delivery.

#### **Who is the client group for Strengthening Providers and Communities**

The client group for Strengthening Providers and Communities is the NGO sector.

#### **What is Strengthening Providers and Communities seeking to achieve?**

Strengthening Providers and Communities Service aims to achieve the following vision and long-term outcomes for their organisations and members:

##### **Vision:**

Providers are able to maintain through service development, support to their national office, staff and the Provider networks.

##### **Long-term outcomes:**

Providers have able governance, management systems, administration, information resources and training/education is provided to support staff and/or associated members.

##### **Results:**

The social service sector is further improved through receiving service development and support in a number of areas such as training to enable Providers to deliver an enhanced service to their respective client groups.

#### **Social Sector Accreditation Standards**

Providers delivering Strengthening Providers and Communities service are required to meet Level Five, Ministry of Social Development specific accreditation standards. Providers are required to maintain their Approval Level according to the Ministry's relevant Approval and Accreditation Standards.

## **4. Service Delivery**

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

Providers are one of the key contributors to strengthening other Providers and enabling communities to be successful. In order to achieve a positive outcome for the Providers organisation, staff, other NGOs and/or members, the Provider must deliver the Services contracted for in their Outcome Agreement such as:

- National office support to provider network; and/or
- Funding for provider and service development.

### **What activities do Strengthening Providers and Communities focus on?**

In order to achieve the aims of these Services it is important that the Provider and all the other parties associated with Strengthening Providers and Communities get involved and carry out a number of actions and functions:

#### **National office support to its provider network**

This will include one or more of the following:

- Education;
- Ongoing national office support to its network;
- Professional development to community agencies, professionals and others; and/or
- Training.

#### **Funding for provider and service development**

This will include one or more of the following:

- Administration;
- Ongoing advice;
- Ongoing advocacy;
- Best practice seminars;
- Governance;
- Information resources;
- Management;
- Ongoing mentoring;
- Networking assistance;
- Provide ongoing support; and/or
- Ongoing training.

## 5. Measuring Results and Reporting

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### **How do we know if Strengthening Providers and Communities is working?**

We are all interested in being able to demonstrate that Strengthening Providers and Communities achieve outcomes (or results) for individuals and NGO's. The Purchasing Agency does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and is reflected in Strengthening Providers and Communities Provider Return Reports attached to your Outcome Agreement or provided electronically by your Contract Manager.

### **What data needs to be collected for reporting?**

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

- How much we did;
- How well did we do it; and
- 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 Strengthening Providers and Communities Provider Return Report (attached to your Outcome Agreement or provided electronically by your Contract Manager).

### **Where can we find more information about RBA?**

For more information on RBA go to <http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/>

Your Contract Manager will also be able to assist and provide further information on RBA.

### **What reports are required by the Purchasing Agency?**

Reporting is required to meet the contractual obligations set out in the Outcome Agreement. Reporting is necessary to ensure accountability to Government for the funding provided under that Outcome Agreement. The Purchasing Agency has agreed on the quantity and nature of the services the funding supports and we are required to report to Government that this has been achieved.

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

- (a) Statistical report (refer to Outcome Agreement for reporting frequency)
- (b) 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 the Purchasing Agency, Providers must ensure that their organisation is listed on the Ministry of Social Development's Family Services Directory (<https://www.familyservices.govt.nz/directory/>), and that necessary information is updated when required.

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## 6. Definitions

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

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

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### Report Format

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

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

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

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

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

**Provider narrative report – to support the data**

1. What is the “story behind the data”? (e.g. environmental factors impacting on client results including issues, gaps, overlaps and trends).
2. What are your areas for improvement towards achieving better results for clients eg NGO sector (continuous improvement)?
3. Who are your partners that help you achieve results, and what joint activities have you participated in?
4. What combination of services do you think is most effective for your clients?
5. Provide examples of strategies or practices used to encourage ‘hard to reach’ clients to engage.
6. Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.

### Provider Feedback Form

Please email to your Contract Manager or your Advisor – Partnering for Outcomes.

**Suggested change to the Strengthening Providers and Communities Guidelines (including appendices)**

Topic	Reference section / page	Suggested change / description

Name ..... Date .....

Provider Name .....

Contact details .....