



Building Financial Capability

Debt Solution services

Service Guidelines

Last updated October 2020

Business Group	Community, Partnerships and Programmes Ministry of Social Development
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1.0 About these Service Guidelines

1.1 What are these Guidelines for?

These Debt Solution services Guidelines (“Guidelines”) are for Providers the Ministry of Social Development (“the Ministry”) contracts with to provide Debt Solution services for individuals, family / whānau in financial hardship.

Outcome Agreements with Providers of Debt Solution services require that they are delivered in accordance with these Guidelines. The Guidelines form part of the Outcome Agreement.

These Guidelines provide:

- a set of practice principles to guide service delivery
- an outline of service delivery and practice
- a resource tool to help Providers deliver services consistently
- a resource tool to assist Providers in meeting the desired service outcomes
- a way for the Ministry to improve its responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement.

1.2 How should these Guidelines be used?

These Guidelines are intended to be used by:

- Providers of Debt Solution services Component 1 (Debt solutions specialised services)
- Providers of Debt Solution services Component 2 (Debt consolidation loan services)

The Guidelines set the minimum standard for service delivery, from which each Provider can develop a service that reflects their philosophical base, incorporating local need and the culture within which they work.

1.3 Updates to the Guidelines

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

Ministry staff will consult with Debt Solution services Providers on any updates or changes. Feedback on the Guidelines is welcome at any time and can be sent to the Ministry national office using the attached Feedback Form (see **Appendix 2**).

1.4 Further information on these Guidelines

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

2.0 Relationships

2.1 Relationship principles

Both Parties to the Outcome Agreement shall collaborate to ensure the services are effective and accessible. Both Parties have a shared goal to achieve positive benefits for the Building Financial Capability services target group and recognise that the service is a joint endeavour.

The following principles guide all our dealings under the Outcome Agreement. Both 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.

Both Parties shall appoint contract managers who will be responsible for effectively managing the contract relationship between us, by providing assistance and support as required.

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 Ministry.

2.2 Cultural responsiveness

Both Parties recognise the needs of all people, including Māori, Pacific, ethnic communities and all other communities, to have services provided in a way that is consistent with their social, economic, political, cultural and spiritual values.

2.3 Accessibility

Increased participation is supported by enhanced accessibility and recognises the diverse needs of all people through:

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

2.4 Good practice approach

Both Parties support the development of good practice in the delivery of the service. This includes:

- using current good practice approaches, taking into account the local context, community and the knowledge and skills relevant to the purpose and focus of this service
- being client focused, by:
 - involving Service Users and Clients appropriately in decisions about the delivery of the support they receive and,
 - recognising the importance of cultural responsiveness in service delivery
- designing services and physical facilities in a way that supports accessibility to services for Clients
- using a collaborative approach across services and agencies where possible
- regularly reviewing, reflecting and monitoring of the effectiveness of the service, including Service Users and Clients, staff and external feedback, and changing and modifying practice in response
- using formal feedback processes for reporting purposes and ensuring that Clients are aware of how information they provide will be used. This includes obtaining permission from the Client to discuss or share their details with creditors, external agencies or other third parties, as provided by the Privacy Act 1993 (and 2020 as its provisions come into force)
- providing relevant training, professional development and (where appropriate) supervision, and utilising appropriate resources and support
- engaging with a 'community of practice' through a Service Design process to share ideas, information and build professional practice knowledge.

3.0 About the Debt Solution services

3.1 Defining ‘debt’

The Families Commission (2008) defined debt as: “Any financial obligation, leveraged against an asset (secured debt) or against future income (unsecured debt)... [for example] mortgages, student loans, bank loans, hire purchase, credit cards, store credit [and now shop now / pay later instant credit], having arrears, and the use of fringe lenders.”¹

Problem debt, however, is defined as “unmanageable debt leading to financial strain.”

Most New Zealand individuals, families and whānau have some form of debt, so discussions on debt often try to differentiate ‘good’ and ‘bad’ debt but this distinction can become unhelpful.

How, and if, any Government debt (for example Work and Income recoverable payments, student loans, etc.; but not fines, fraud recoveries, and penalties) should be included in debt solutions is also being debated.

The Ministry looks forward to these issues being considered as part of the Debt Solution services service design (see p8-9).

3.2 The aim of Debt Solution services

As part of Budget 2020, Government made a Covid Response Recovery Fund (CRRF) two-year allocation through the Ministry of Social Development (the Ministry) for services to assist New Zealanders facing problem debt.

The aim is to expand existing Debt Solution services to meet the increasing demand from people with problem debt, by supporting Clients with expanded specialist debt support and debt consolidation services.

These services can benefit creditors and debtors, and the wider economy, by maximising the flow of potential payments to creditors while sheltering indebted individuals and whānau from the financial, health and social impacts of overwhelming debt.

3.3 Role within the Building Financial Capability services

The Ministry funds the delivery of Building Financial Capability services aimed at building the financial capability and resilience of New Zealanders experiencing financial hardship.

¹ Families Commission and Retirement Commission Research Report No 8/08 December 2008: Beyond Reasonable Debt - A background report on the indebtedness of New Zealand families

Debt Solution services are 'Specialist Interventions'

The services are classed as 'Specialist Interventions' within the BFC services offered, and the description of these interventions given in the *Building Financial Capability Services Guidelines* [Page 10 of the 2020 edition] applies.

Further context for the role of the Debt Solution services within BFC practice and delivery is contained in the *Building Financial Capability Services Guidelines*, and the *BFC Plus Service Guidelines*.²

Debt Solution services are interim services

Government seeks to enable rapid scale-up of existing specialist Debt Solution services in the short-term while a comprehensive National Debt Solution approach is being developed.

These Guidelines cover an interim service for two years, from 1 July 2020 to 30 June 2022.

3.4 Components of the Debt Solution services

There are two components to provide an integrated response to problem debt:

Component 1: Debt solutions specialised services	Providers will provide Clients and/or Service Users with specialised debt solutions to improve Clients' financial wellbeing. Provider tools may include: developing negotiated debt options including insolvency; and/or management of some/all of a person's finances; and/or debt restructuring.
Component 2: Debt consolidation loan services	Providers will provide Clients and/or Service Users with specialised debt solutions to improve Clients' financial wellbeing. Provider tools may include: no or low interest loans for debt repayment, including loans that enable consolidation of harmful debt(s) into affordable repayments.

Clients may receive both Component 1 AND Component 2 services from different Providers if they need.

² All the Ministry *Service Guidelines* are uploaded here as they are completed:

<https://www.msdc.govt.nz/about-msdc-and-our-work/publications-resources/service-guidelines/index.html#b>

3.5 Participation in service design

This initiative will support a service design with the sector of ongoing debt solutions for all New Zealanders, informed by the economic impact of COVID-19 and the operation of the interim Debt Solution services over the two years to 30 June 2022.

Providers are required to participate in service design hui, meetings and consultations as part of the service design.

How will the service design operate?

The Ministry will lead a service design process that will build on the existing BFC co-design and the depth of research that Providers bring to the table.

We will use hui, online collaboration, and the informal interactions that come about as Providers deliver the Debt Solution services to deliver practical learnings that can be fed back into the service development. These will include:

- Collaboration across the financial services sector (leveraging the Safer Credit and Financial Inclusion strategy – SCAFI)
- Client outcomes and Users' satisfaction measures
- Clarify referrals and track client pathways to assistance
- Smooth out processes
- Practical 'this is what we found' workshops
- Agreeing definitions.

The service design will also explore increased cultural competencies as an asset to proactively engage with the diversity of communities, including Māori, Pacific and other ethnic groups. It would be good to consult clients in this process and, to fulfil Te Tiriti obligations, a te ao Māori lens should be applied.

There is a clear distinction between service outcomes (needed by the Ministry for accountability) and client outcomes which we have more freedom to explore through service design. This can include discussions around ways to measure the services' impact, remembering that meaningful client outcomes will look different for different people.

3.6 Entry into service and Client pathways

Clients will enter Debt Solution services in two ways, subject to the Provider's acceptance of the referral:

(a) Referrals by Service Users:

All BFC financial mentors, MoneyMates facilitators, and BFC Plus Kahukura can refer their existing or new Clients requiring specialist Debt Solution services to a Debt Solution service free of charge.³

³ See section 4.6 'Charging for Services' for some exceptions.

Referrers will identify Clients with intractable problem debt or complicated financial affairs that require input and solution design from a Specialist Intervention.

(b) Referrals from Service Users outside BFC:

Clients who are new to Debt Solution services and have no current relationship with BFC services are also eligible to receive assistance free of charge,⁴ subject to an initial assessment of their financial situation and the Client's ability to meet the Provider's own eligibility criteria.

These Client referrals may be from non-Ministry funded budgeting services, Whānau Ora services, social sector NGOs, financial services providers, and individuals' families' and whānau self-referrals.

MSD-funded microfinance providers may also refer their Clients to other Debt Solution services.

Encouraging links with BFC

For all referrals from Service Users outside BFC, once the Provider has accepted a Client referral, they should encourage the Client to link with a BFC service.

- If the Client consents, the Provider should assist Clients to connect with a suitable BFC service. Information on the benefits of BFC services will be provided.
- If the Client does not consent to a BFC referral, the Provider will manage all aspects of the relationship with the Client.

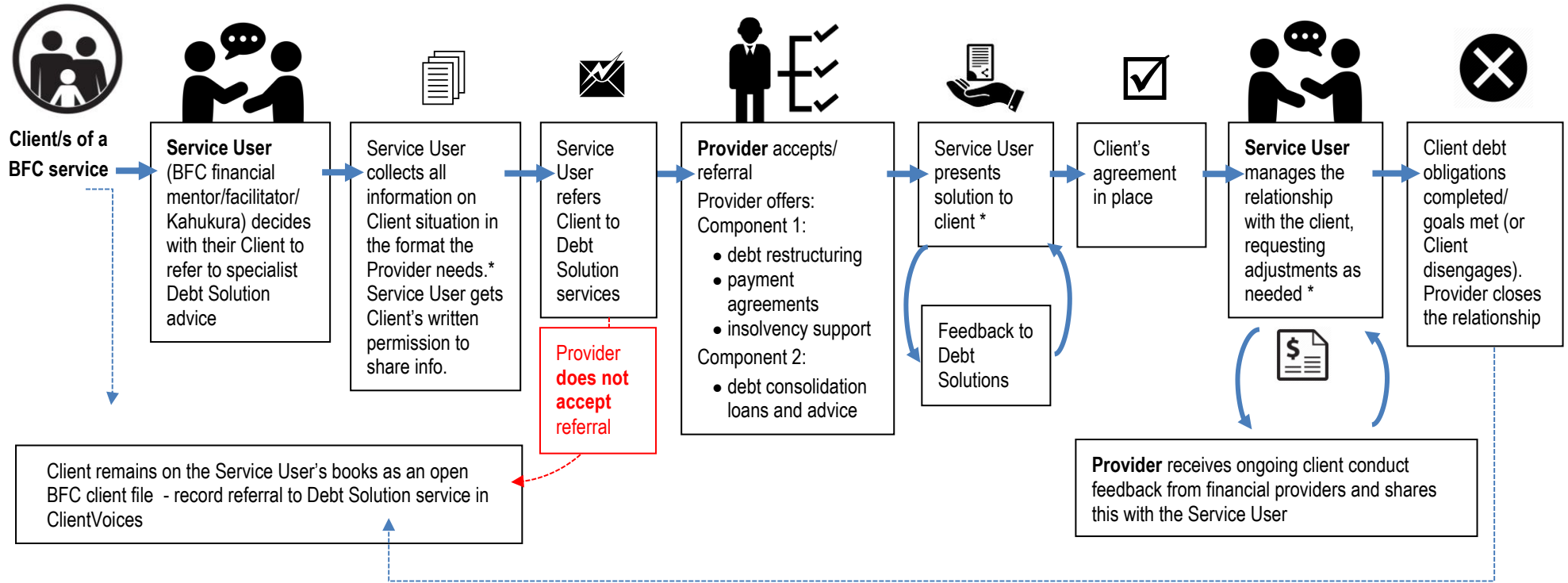
An interim map of these Client pathways through the service (to be tested throughout the service design) is shown graphically, overleaf.

⁴ See section 4.6 'Charging for Services' for some exceptions.

Entry into service and Client pathways – flow charts

(a) Referring existing client/s of a BFC service to Debt Solution services (Component 1 and/or Component 2)

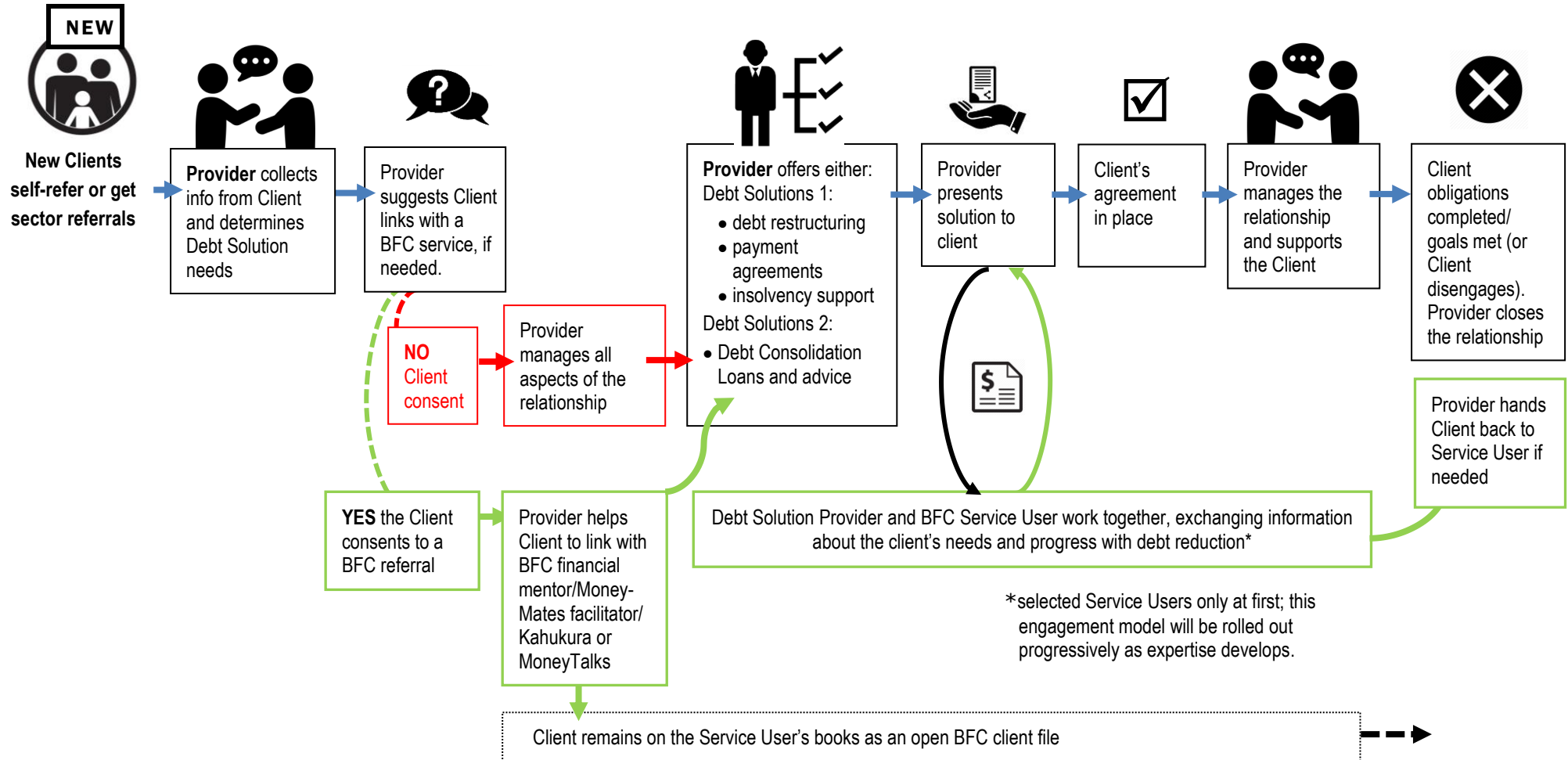
– interim process for testing through the service design



*selected Service Users only at first; this engagement model will be rolled out progressively as expertise develops.

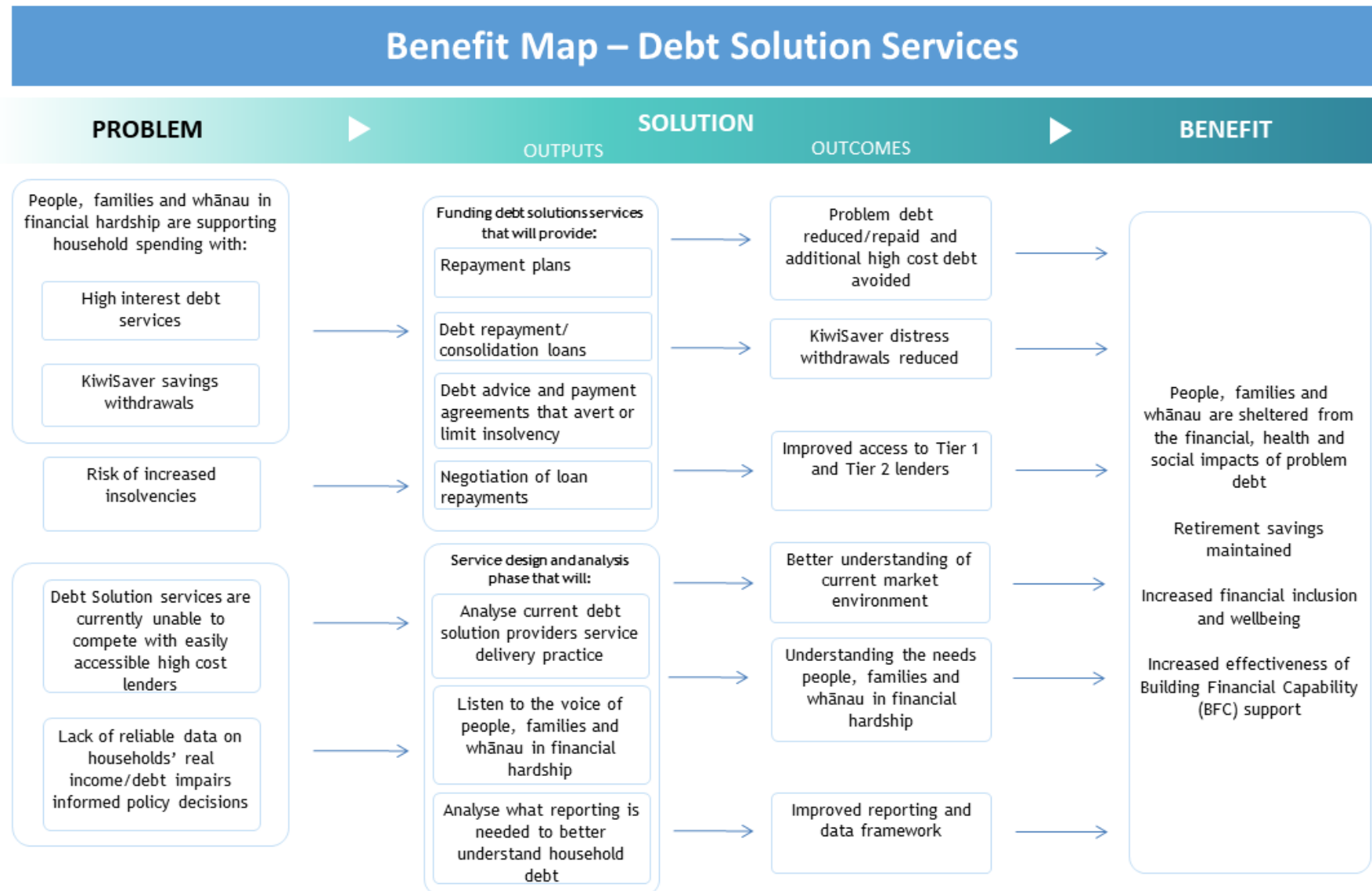
(b) Referrals from outside BFC: Clients who are new to Debt Solution services (Component 1 and/or Component 2) and have no relationship with BFC services

- interim process for testing through the service design



3.7 Map of outputs, outcomes and benefits

In funding Debt Solution services, the Ministry aims to achieve the following benefits:



4.0 Debt Solution services delivery

4.1 The role of Providers

Providers are specialist financial services contracted by the Ministry to deliver the Debt Solution services.

Providers should aim to continuously improve their service delivery by:

- employing and supporting competent staff capable of delivering a quality service
- providing opportunities for on-going training and professional development
- ensuring appropriate financial sector collaboration and networking links are made to support staff and clients
- developing and maintaining effective collaborative working relationships with Service Users
- operating a viable service which is able to support all staff and professional development, in accordance with Social Sector Accreditation Standards and these Guidelines
- participating in training and up-skilling activities to keep up to date with financial capability information
- participating in the service design of the Debt Solution services.

4.2 Key relationships in the service delivery

Referrals into the Debt Solution services will come from a range of sources.

Providers are responsible for Specialist Interventions which assist clients with problem debt. In order to achieve the aims of these services, Providers should work closely with other Providers, including the BFC services.

Key roles include:

Service Users

Service Users are all those who refer to Specialist Interventions on behalf of their clients.

Service Users may be Ministry BFC-funded (financial mentors, MoneyMates facilitators, BFC Plus Kahukura, microfinance services, and MoneyTalks) or non-Ministry funded budgeting services, Whānau Ora services, social sector NGOs, and financial services providers.

They may refer clients to appropriate Component 1 (Debt Solutions) and/or Component 2 (Debt Consolidation Loans) services as part of a Client-centred plan to improve Clients' financial wellbeing.

Clients

Clients (Individuals, families and whānau) can refer themselves, regardless of income or previous engagement with BFC services or Work and Income.

The only entry criterion is the presence of self-identified intractable debt (personal consumer debt) and potential insolvency.

Improvements to financial wellbeing and resilience for clients and their whānau are the ultimate aim of the services. The Client is defined as a person or family/whānau who agree to engage with the Provider regarding their financial situation.

When a BFC service has made the referral, Providers should keep them informed of the Client's progress and any issues.

Client/whānau who have self-referred or been referred by non-BFC services should be encouraged by Providers to engage with BFC services, but this is not compulsory.

Creditors

The aim of Debt Solution services is to shelter indebted individuals and whānau from the financial, health and social impacts of overwhelming debt while maximising the flow of potential payments to creditors.

- Component 1 Providers should work with creditors (Tier 1, 2 and 3 financial service providers, finance companies, utilities and other creditors) to negotiate repayment plans, other debt agreements, or contract variations.
- Component 2 Providers will also work with creditors to verify debts and incorporate them into Client support arrangements.

Providers of lending capital

Component 2 Providers should maintain arrangements with external financial services providers so they have sufficient lending capital to support their lending programmes. No Government funding is available for lending capital.

FinCap, the National Building Financial Capability Charitable Trust

FinCap will assist connection with BFC services via the MoneyTalks helpline and assist Providers' participation in the service design.

The Ministry of Social Development

The role of the Ministry is to:

- approve Providers
- manage the funding allocated to Debt Solution services
- monitor the performance and contractual management of the Provider
- ensure national coverage and quality of services through a fair and equitable funding allocation process
- seek continuous improvement of service delivery, including updating these Guidelines.
- report back to Government on the Debt Solution services and outcomes
- develop resources to support the service (in consultation with the BFC sector)
- work with Providers to share knowledge and expertise.

Oranga Tamariki–Ministry for Children

The role of Oranga Tamariki–Ministry for Children (Oranga Tamariki) is to carry out the contract and relationship management functions of the Outcome Agreement on behalf of the Ministry. These functions include:

- Negotiation and contract development
- Receipt and assessment of provider returns
- Invoicing and payments
- Monitoring of service delivery as per these Guidelines
- Relationship management.

4.3 Social Sector Accreditation Standards

Providers are required to maintain the appropriate level of Accreditation according to the Social Sector Accreditation Standards⁵.

- Component 1 Providers are required to meet **Level Two** of the Ministry of Social Development Accreditation Standards.
- Component 2 Providers are required to meet **Level Four** of the Ministry of Social Development Accreditation Standards.

4.4 Reporting to the Commerce Commission

Where the Provider becomes aware that indicate a person's rights may be breached under the Fair Trading Act or the Credit Contract and Consumer Finance Act the Provider will:

- discuss this breach with the client,
- ask if they would like to have a report registered with the Commerce Commission.

Permission from the Client is required if their personal information is to be included in the report to the Ministry as provided by the Privacy Act 1993 (and 2020 as its provisions come into force.)

A report may be made:

- by the Client
- by the Provider on behalf of the client
- by the Provider, with the Client being kept anonymous.

More information is available on the Commerce Commission's website:

<http://www.comcom.govt.nz/the-commission/making-a-complaint/>

⁵ Accreditation Standards, <https://www.msd.govt.nz/what-we-can-do/providers/social-services-accreditation/accreditation-standards.html>

Consumer complaints about financial grievances

There are four approved schemes that provide financial dispute resolution services:

- Banking Ombudsman (<https://bankomb.org.nz/>)
- Insurance and Financial Services Ombudsman (<https://www.ifso.nz/>)
- Financial Services Complaints Ltd (<http://www.fscl.org.nz/>)
- Financial Dispute Resolution Service (<https://fdrs.org.nz/>)

If there are grounds to make a complaint, the websites shown have more information on the appropriate processes.

4.5 Client complaints about Provider services

All Providers should use an effective process to resolve any complaints per the Ministry of Social Development Social Sector Accreditation Standards or the FinCap policies.

4.6 Charging for services

Providers will not charge Clients or Service Users for Debt Solution services where the Providers claim funding from the Ministry for those same services. This includes receiving donations, gifts or koha or tithes (or any other term referring to money received) from Clients. If Clients attempt to make such payments, they should be returned in full to the Client.⁶

Exception: disbursements and defined fees

Recovery - at cost - of court filing fees, solicitors' advice, and similar upfront fees may be included in the structuring of formal debt solutions.

Disbursements and ongoing fees for Debt Repayment Orders and Creditors' Proposals as defined in the relevant statutes may be recovered from funds collected from the Client prior to being remitted to their creditors.⁷

Disbursements and ongoing fees for Debt Management Plans, determined by reference to agreed terms of engagement with the Client and/or the Client's creditors, may also be included.

⁶ This advice is adapted from the Social Workers Registration Board Code of Conduct, <https://swrb.govt.nz/public-and-employers/code-of-conduct> and the Ministry recommends that Providers follow the Board's approach (Principle 6.4) to client payments and gifts.

⁷ Statutory fees calculated in accordance with the Insolvency (Personal Insolvency) Regulations 2007 (IPI Regs).

4.7 Family Services Directory

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

5.0 Measuring results and reporting

As part of the service design for a possible future national problem debt solution, the Ministry needs to understand how the interim Debt Solution services will work across a range of sectors to maximise the flow of potential payments to creditors while sheltering indebted individuals, families and whānau from problem debt.

The Ministry does this through collecting results based on a Result Based Accountability (RBA) approach⁸. These are reflected in the Provider Report and Performance Measures attached to the Outcome Agreement.

The Ministry relies on Providers collecting consistent and standardised data to build the evidence base.

5.1 What data needs to be collected for reporting?

To tell us if Debt Solution services are making a difference the Ministry requires Providers to collect data that will tell us:

- how much we did,
- how well we did it and
- whether people who use the services are better off.

The measures are detailed in the Provider Report and Performance Measures attached to the Outcome Agreement. Three types of measures will be collected: Quantity, Quality and client outcome measures. Quantity and Quality measures are numerical or percentages, based on Provider records.

This data is supported by the Provider Narrative report (**Appendix One**).

5.2 What reports are required by the Ministry?

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 the Outcome Agreement. The Ministry has agreed on the quantity and nature of the services the funding supports, and is required to report to Government that this has been achieved.

The following must be completed and sent to your Contract Manager on or before the dates set out in the Outcome Agreement:

- Provider Report and Performance Measures (Appendix to your Outcome Agreement) to be filled out quarterly depending on your contract reporting due dates.

⁸ RBA at MSD: <https://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html>
RBA in the social sector: <https://www.procurement.govt.nz/procurement/specialised-procurement/social-services-procurement/developing-a-social-services-procurement-plan/how-to-measure-outcomes-and-outputs/>

To help you fill out your contracted reporting, **Appendix One** includes:

- Template of the Provider Report and Performance Measures for quarterly reporting
- Template of the Provider narrative report.

5.3 Outcome Measurement Tool and other feedback mechanisms

As part of the service design, all the participants will want to collect information on Clients' and Service Users' experiences with the initiative, additional to the Provider Report and Performance Measures.

This information will include effectiveness of the referral pathways, Client experiences and what the outcomes of their interactions have been, and possible adjustments to the service that could be made through the service design process.

Tool development

We will use the first part of the service design to have one or both of these tools developed and agreed in 2021:

- An Outcome Measurement tool which Providers will send to Users on the receipt of referrals. This tool would enable Service Users or Clients to record Providers' progress towards achieving debt goals and expectations.
 - Frequency of use (as a minimum standard, such tools are used once on opening and once on closing of a Client file) will be confirmed in the service design.
- Client and Service Users' Satisfaction tools delivered at regular intervals to assess their experiences referring to and using the interim services.
 - Methodology and media (e.g. survey, email, Survey Monkey or other software?) and frequency of use (fortnightly or monthly?) will be confirmed in the service design.

5.4 Evaluation

The Provider agrees to cooperate with, and participate in, any evaluation of BFC services that is undertaken by the Ministry (or by a third party appointed by the Ministry) to facilitate such an evaluation.

More information on the BFC Evaluation can be found on the Ministry's website: <https://www.msd.govt.nz/what-we-can-do/providers/building-financial-capability/evaluation-of-bfc-services.html>

5.5 Provider obligations under the Privacy Act

In supplying information to the Ministry, Providers are required to comply with their obligations under the Privacy Act 1993 (and 2020 as its provisions come into force.)

5.6 Provider Report and Performance Measures

The performance measures are designed to collect information on a range of factors relating to the delivery of both of the Debt Solution services components.

Component 1		Component 2		
FTEs				
Number of FTEs directly employed	<i>[Target number]</i>	Number of FTEs directly employed	<i>[Target number]</i>	
Client Referrals				
Total referrals of Clients into this service <i>(discuss the sources of referrals in your Narrative Report)</i>	Actual number	-	-	
Total Clients ended (open files)	Actual number	-	-	
Results				
Total Client debt	Actual \$	Number of debt consolidation loan interviews completed	Actual number	
Total Client debt paid or retired	Actual \$	Number of debt consolidation loans written off	Actual number	
Number of insolvency agreements commenced	Debt Repayment Order	Actual numbers	Number of debt consolidation loans paid off	Actual number
	No Asset Procedure			
	Bankruptcy			
Number of alternative solutions commenced	Actual number	Number of debt consolidation loans approved	Actual number	
<i>Continued overleaf</i>				

Component 1		Component 2	
Number of consultations closed without an agreement [includes Clients who disengage without a resolution]	Actual number	-	-
Results: Client situation			
Outcomes Measurement tool and measures to be developed as part of the service design	[measure/s developed in 2021]	Outcomes Measurement tool and measures to be developed as part of the service design	[measure/s added from 1 Mar. 2021]
Results: Service User (referrer) satisfaction			
Service User satisfaction feedback tool and measures to be developed as part of the service design	[measure/s developed in 2021]	Service User satisfaction feedback tool and measures to be developed as part of the service design	[measure/s added from 1 Mar. 2021]
<i>Continued overleaf</i>			

Narrative reporting

Providers should use the narrative section of the Provider report to record a broader and more detailed view of the interim services and their development.

Debt Solution services Provider narrative report – to support the data
<p>What internal factors or barriers relating to your service delivery affected results for Service Users and Clients? <i>Internal factors could be: referrals (sources, quality or numbers), completeness and quality of Clients' data provided by Service Users, set-up issues, relationships with referrers, staffing, professional development.</i></p>
<p>What activities are you engaging in to address these barriers and issues relating to service delivery to achieve better results for Service Users and Clients?</p>
<p>What adjustments could be made through the service design to address these barriers and issues?</p>
<p>What external factors or barriers relating to Service Users and their Clients' situations effect Debt Solutions results? <i>External factors could be: the general economic situation, relationships with financial services providers, Clients' limited language access or cultural differences, social norms and attitudes.</i></p>
<p>What activities are you engaging in to address barriers relating to the Clients' situations to achieve better results for Clients?</p>
<p>What adjustments could be made through the service design to address these barriers and issues?</p>
<p>Provide an explanation of the variances (if any) between volumes contracted and volumes delivered.</p>

6.0 Definitions

Client

A person, family or whānau who agree to engage with the Provider or Service User's services for people in financial hardship.

The term "Client" can encompass family and whānau or others deemed by that person as relevant to that person's financial circumstances.

Closed Clients

A Client should be recorded as 'closed' when:

- they have completed their plan/achieved the debt reduction or debt consolidation goals they requested, and they no longer require support
- the term of their debt repayment arrangement or debt consolidation loan has ended
- they have not initiated contact or responded to contact requests for a period of time and the Provider and Service User consider it appropriate to close their Debt Solutions file.

Financial capability

Clients' ability to make informed judgements and effective decisions about the use and management of money. It includes financial planning and budgeting, dealing with debt, informed use of financial services, saving and investing.

Financial hardship

Having insufficient resources to meet basic needs and being excluded from a minimum acceptable way of life in one's own society.

Financial resilience

Clients' ability to access and draw on inherent capabilities and appropriate, acceptable and accessible external resources and support in times of financial adversity. This enables people to bounce back after adverse events and experiences, adapt to changing circumstances and deal with environmental stress.

Hard to reach communities

These are communities that do not connect to existing financial capability support services and may have differing understandings of the ethical framework and use of money, financial concepts and individual and collective ownership.

Strengths-based approach

This approach values the capacity, skills, knowledge, connections and potential in people and communities by emphasising their determination and strengths. It also views people as resourceful and resilient in the face of adversity, and as the experts in their own lives.

7.0 More information and useful web links

Services for people, families and whānau experiencing hardship (key elements of practice)	https://www.msd.govt.nz/documents/what-we-can-do/providers/building-financial-capability/bfc-services-for-people-experiencing-hardship.pdf
The Voice of People, Families and Whānau Experiencing Hardship (understanding those who use BFC services)	https://www.msd.govt.nz/documents/what-we-can-do/providers/building-financial-capability/bfc-voices-of-people.pdf
The Voices of People in Hard-to-Reach Communities (tailoring BFC services to meet the needs of hard-to-reach)	https://www.msd.govt.nz/documents/what-we-can-do/providers/building-financial-capability/cultural-and-social-inclusion/the-voices-of-people-in-hard-to-reach-communities.pdf
More information on results based accountability (RBA)	https://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html https://www.procurement.govt.nz/procurement/specialised-procurement/social-services-procurement/developing-a-social-services-procurement-plan/how-to-measure-outcomes-and-outputs/
FinCap’s repository of policies that meet Social Sector Accreditation requirements	https://tepapahou.co.nz/policies/
FinCap BFC staff register	https://www.fincap.org.nz/financial-mentor-registration/
Health and Safety information	https://worksafe.govt.nz/
Privacy Act information	https://www.privacy.org.nz/the-privacy-act-and-codes/privacy-act-and-codes-introduction/

Appendix One – Provider report and performance measures templates

Debt Solution services Component 1 – Provider Report and Performance Measures

Provider Name for Period 01 July 2020 to 30 June 2021

Report Due Dates
10 December 2020
10 April 2021
10 July 2021
10 October 2021
10 December 2021
10 April 2022
10 July 2022

Signed
by: _____

Date: _____

Name: _____

Position: _____

Description of Service	Performance Measures	Quantity of Service	01 July 2020 to 30 September 2020	01 July 2020 to 30 November 2020	01 July 2020 to 31 March 2021	01 July 2020 to 30 June 2021
<p>Debt Solution Services</p> <p>Providers will provide Clients and/or Service Users with specialised debt solutions to improve Clients’ financial wellbeing.</p> <p>The aim is to shelter people, family and whānau in financial hardship from the financial, health and social impacts of intractable debt while maximising the flow of potential payments to creditors.</p>	FTEs					
	Number of FTEs directly employed	[Target number]	-			
	Client Referrals					
	Total referrals of Clients into this service (discuss the sources of referrals in your Narrative Report)	Actual number	-			
Total Clients (open files)	Actual number	-				

All results are cumulative →

By delivering these interim services, Providers will also support service design with the sector of ongoing debt solutions for all New Zealanders, which will be also informed by the economic impacts of COVID-19.

Service Component 1

Debt solutions specialised services

Providers will provide Clients and/or Service Users with specialised debt solutions to improve Clients’ financial wellbeing. Provider tools may include: developing negotiated debt options including insolvency; and/or management of some/all of a person’s finances; and/or debt restructuring.

Results / Client situation

All results are cumulative →

Total Client debt	Actual number	-			
Total Client debt paid or retired	Actual number				
Number of insolvency agreements commenced: Debt Repayment Order	Actual number	-			
Number of insolvency agreements commenced: No Asset Procedure	Actual number				
Number of insolvency agreements commenced: Bankruptcy	Actual number				
Number of alternative solutions commenced	Actual number	-			
Number of Client cases under advice but without an agreement	Actual number	-			
Number of cases closed without an agreement [includes Clients who disengage without a resolution]	Actual number	-			

Outcomes: Client situation

Outcomes Measurement Tool and measures to be developed as part of the service design	[measure/s developed in 2021]	-			
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	Outcomes: Service User satisfaction					
	Service User satisfaction feedback tool and measures to be developed as part of the service design	[measure/s developed in 2021]	-			
	Narrative Report	Report actual	1	1	1	1
Provider narrative report – to support the data						
What internal factors or barriers relating to your service delivery effect results for Service Users and Clients?						
What activities are you engaging in to address these barriers and issues relating to service delivery to achieve better results for Service Users and Clients?						
What adjustments could be made / did you make through the service design to address these barriers and issues?						
What external factors or barriers relating to Service Users and their Clients’ situations effect Debt Solutions results?						
What activities are you engaging in to address barriers relating to the Clients’ situations to achieve better results for clients?						
What adjustments could be made / did you make through the service design to address these barriers and issues?						
Provide an explanation of the variances (if any) between volumes contracted and volumes delivered.						

Debt Solution services Component 2: Debt Consolidation Loans Provider

Provider Report and Performance Measures

Provider Name for Period 01 July 2020 to 30 June 2021

Report Due Dates
10 December 2020
10 April 2021
10 July 2021
10 October 2021
10 December 2021
10 April 2022
10 July 2022

Signed by: _____

Date: _____

Name: _____

Position: _____

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2020 to 30 September 2020	01 July 2020 to 30 November 2020	01 July 2020 to 31 March 2021	01 July 2020 to 30 June 2021	
<p>Debt Solution Services</p> <p>Providers will provide Clients and/or Service Users with specialised debt solutions to improve Clients' financial wellbeing.</p> <p>The aim is to shelter people, family and whānau in financial hardship from the financial, health and social impacts of intractable debt while</p>	Number of FTEs directly employed	<i>[Target number]</i>	-				
	Results: Debt consolidation loans				<i>All results are cumulative →</i>		
	Number of Debt consolidation loan interviews completed	Report actual					
	Number of Debt consolidation loans written off	Report actual					
	Number of Debt consolidation loans paid off	Report actual					
Number of Debt consolidation loans approved	Report actual						

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	01 July 2020 to 30 September 2020	01 July 2020 to 30 November 2020	01 July 2020 to 31 March 2021	01 July 2020 to 30 June 2021
<p>maximising the flow of potential payments to creditors.</p> <p>By delivering these interim services, Providers will also support service design with the sector of ongoing debt solutions for all New Zealanders, which will be also informed by the economic impacts of COVID-19.</p> <p>Service Component 2</p>	Outcomes: Client situation					
	Outcomes Measurement Tool and measures to be developed as part of the service design resources	[measure/s developed in 2021]				
	Outcomes: Service User satisfaction					
<p>Debt consolidation loan services</p> <p>Clients are supported to reduce their harmful debt. Provider tools may include: no or low interest loans for debt repayment, including loans that enable consolidation of harmful debt(s) into affordable repayments.</p>	Service User satisfaction feedback tool and measures to be developed as part of the service design	[measure/s developed in 2021]				
	Narrative Report	Report actual	N/A	1	1	1

Provider narrative report – to support the data

What internal factors or barriers relating to your service delivery effect results for Service Users and Clients?

What activities are you engaging in to address these barriers and issues relating to service delivery to achieve better results for Service Users and Clients?

What adjustments could be made / did you make through the service design to address these barriers and issues?

What external factors or barriers relating to Service Users and their Clients' situations effect Debt Solutions results?

What activities are you engaging in to address barriers relating to the Clients' situations to achieve better results for clients?

What adjustments could be made / did you make through the service design to address these barriers and issues?

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

Appendix Two – Provider Feedback Form

Use this form to provide feedback on these Guidelines, or other aspects of the service design

Provider Feedback Form		
Please email to the BFC team at Financial_Capability@msd.govt.nz		
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:

Notes