



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Family-Centred Services (Direct Services) Guidelines

Last updated June 2018

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About the Guidelines

1. Introduction

- 1.1 These guidelines ('the guidelines') are for the provider that the Ministry of Social Development ('the Ministry') contracts with to provide these services. The guidelines form part of the outcome agreement.
- 1.2 Outcome agreements with providers for these services require that they are delivered in accordance with the guidelines. The guidelines are a living document and may be varied at the discretion of the Ministry. The Ministry will inform the provider of any variation to be made to the guidelines.

2. Purpose of the guidelines

- 2.1 The guidelines have been developed to assist Family-Centred Services (Direct Services) stakeholders by providing:
 - detailed information about service delivery and practice in a more easy-to-read format than is possible to include in an outcome agreement
 - a resource tool to help providers deliver services consistently and in line with the national goals
 - a way for the Ministry to improve its responsiveness to feedback regarding changes to the service delivery component of the outcome agreement.

3. Using the guidelines

- 3.1 The guidelines should be seen as setting the minimum standard from which the provider can develop a service that reflects their organisation's philosophical base, incorporating local need and the culture within which the provider works. The provider should use the guidelines to assist them to competently deliver the service.

4. Guideline reviews

- 4.1 The guidelines are reviewed on a regular basis. The review process ensures that the:
 - guidelines reflect the most current decisions of the Government that affect the service and the activities being funded
 - reporting measures are up-to-date, relevant and collecting the most useful information on service delivery and effectiveness.
- 4.2 The provider is invited to participate in the review of the guidelines. Feedback on these can be sent at any time using the feedback form in Appendix 1. In addition, providers will be contacted prior to the review and invited to engage on the reporting measures and usability of the document.

Working together

1. Relationship principles

- 1.1 Both parties shall collaborate to ensure the services are effective and accessible. In so doing they recognise that the service is a joint endeavour, in which both parties have a shared goal to achieve positive benefits for the target group.
- 1.2 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.
- 1.3 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. Details of the contract managers nominated by both parties are set out in the outcome agreement.

2. Cultural responsiveness

- 2.1 Both parties recognise the needs of all people, including Maori, 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.

3. Good practice approach

- 3.1 Both parties support the development of good practice in the delivery of the service.
- 3.2 This includes:
- basing the service on current good practice approaches, taking into account the local context and community and the knowledge and skills relevant to the purpose and focus of this service
 - being client focused – including:
 - involving clients appropriately in decisions about the delivery of the support they receive
 - 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
 - undertaking regular review, reflection and monitoring of the effectiveness of the service, including client, staff and external feedback, and changing and modifying practice in response
 - ensuring that formal feedback processes are used for reporting purposes and that clients participating in them are aware of how the information they provide will be used

- undertaking relevant professional development and (where appropriate) supervision
- engaging with a 'community of practice' to share ideas, information and build professional practice knowledge.

4. Results-based accountability (RBA)

4.1 The Ministry has adopted a Results-Based Accountability approach to contract reporting and monitoring. This approach uses a simple framework to help the Ministry and providers focus on achieving positive outcomes / results. This approach means the Ministry can work better with the provider to ensure that programmes are effective and achieving the right outcomes for individuals, families and communities.

4.2 RBA identifies two types of accountability that are interconnected:

- **population accountability:** is focused on high-level outcomes for a particular population (e.g. a specific demographic or geographic community)
- **performance accountability:** is focused at the service delivery and client outcome level which contributes to population outcomes. Performance accountability has a dual emphasis on ensuring that agencies deliver the type and volume of services they are contracted to deliver and that these services are achieving the expected results.

4.3 The Ministry's outcome agreements mainly require reporting information on performance accountability, and will ask the provider to report on three types of measures:

- **accountability measures:** how much did we do? How well did we do it?
- **outcome / result measures:** was anyone better off?
- **audience measures:** measures that the Ministry is required to report on for a specific reason (e.g. it is a government requirement, or the information is being collected for a specific purpose)

4.4 The first two types of measures are developed through the RBA process, while audience measures are reporting requirements the Ministry has as a government agency with responsibility for public funds.

4.5 The data is backed up by a narrative report which forms part of the outcome agreement. A guide to writing the narrative report is found in the list of reporting measures contained in these guidelines as well as in the outcome agreement.

4.6 More information on RBA can be found on the Ministry's website at <https://www.familyservices.govt.nz/> and at <http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/>.

Service Overview

1. Background

- 1.1 The Family-Centred Services (Direct Services) Fund aims to foster family and whānau wellbeing/mauri ora in New Zealand communities, by enabling providers and provider collectives to respond holistically and in an innovative and flexible way to a broad range of needs of families and whānau who have experienced, or at risk of experiencing violence within families.

2. Purpose of Family-Centred Services

- 2.1 Family-Centred Services (Direct Services) are intended to help families and whānau become safe places to be and to restore family and whānau safety and wellbeing/mauri ora where violence has occurred. From the family and whānau perspective, their safety, needs and aspirations are at the centre of the services provided.
- 2.2 Family-Centred Services (Direct Services) help families and whānau to make their own decisions, draw on strengths within the family and whānau, and chart their own course for their future by delivering effective, holistic, culturally appropriate and responsive services. Providers are encouraged to work together to provide innovative and joined-up ways of meeting family and community need.

3. Service summary

- 3.1 **Target group:** Families and whānau who have experienced or are at risk of experiencing family violence.

Outcomes / results we expect to achieve: Family-Centred Services (Direct Services) are intended to help families and whānau become safe places to be. For families and whānau where there has been family violence, the intention is that:

- their needs are met through wrap-around support which is effective, holistic, culturally appropriate and responsive
- they become strong and resilient, and able to identify their own ways to restore safety and wellbeing/mauri ora
- lasting, positive change is achieved for them through the support of family, whānau and the wider community
- they experience measurable, positive change over time, and no repeat family violence

Social Sector Accreditation Standards: Providers delivering Family-Centred Services (Direct Services) are required to meet Level Two, 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. Reporting measures

- 4.1 The reporting measures for this service are listed below. Provider Return Report templates are contained in the outcome agreement.

Type of measure		Measures
Output Measure	Quantity How much?	Number of clients who received the service
	Quality How well?	Number of clients who provided feedback
Outcome / Result Measure	Effectiveness Is anyone better off?	Percentage of clients who expressed that they were satisfied or very satisfied with the service / content and delivery of the programme

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 (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.

5. Providing reports

5.1 Unit Definition

‘Clients’ is defined as family / whānau. Family and whānau are recognised as including diverse and far-reaching relationships, as defined by the family and whānau. One family is one client for this measure.

6. Reports

- 6.1 Reports are necessary to ensure accountability to Government for the funding provided in the terms of the outcome agreement.
- 6.2 The Ministry has agreed on the quantity and nature of the services that government funding supports, and we are required to report to Government that this has been achieved.

6.3 During the term of this outcome agreement, you will need to send the following reports about the provision of the services to the contract manager on the due dates set out in the outcome agreement:

- a) Provider Return Report – including Statistical and Narrative Report (refer to the outcome agreement for reporting frequency)
- b) Annual independent, audited, financial accounts.

6.4 Reports may be made available electronically where we have established such reporting facilities. Alternatively, reports may be provided in the format specified in the outcome agreement.

6.5 **Family Services Directory**

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

Service Delivery

1. Services

1.1 Family-Centred Services (Direct Services) include a wide range of activities and may include:

- taking steps to secure safety of vulnerable family and whānau members through development of a safety plan
- providing post-crisis and long-term support
- working with families and whānau to identify their issues and solutions
- strengthening family and whānau participation and connections
- co-ordinating wrap-around services
- building the capacity and family violence prevention skills of practitioners and kai whakaruruhau

2. How do the Family-Centred Services (Direct Services) work?

2.1 Family-Centred Services (Direct Services):

- deliver direct services to families and whānau that restore safety and wellbeing/mauri ora where family violence has occurred or is at risk of occurring, and that help create the longer term changes needed to prevent family violence from recurring
- help families and whānau to access additional services they may need, and to draw on their wider whānau and community to help achieve longer term transformational change
- focus on effective, innovative and joined-up ways of meeting family, whānau and community need around family violence. In so doing reduce service fragmentation, duplication and gaps in frontline services for families and whānau

3. What is family violence?

3.1 Family violence includes:

- partner abuse – same and different sex relationships
- child abuse and neglect
- elder abuse and neglect
- sibling violence
- violence towards parents
- dating violence.

3.2 Family violence includes physical, sexual and/or psychological violence (including intimidation, threats, harassment, damage to property and allowing a child to see or hear family violence) as well as spiritual and financial abuse.

- 3.3 It is family violence if the violence or abuse is done by a person towards someone they are in a domestic or family relationship with, e.g. current or ex-spouse/partner, parent, grandparent, child, boyfriend/girlfriend, or other family or whānau member.

4. What are the core principles underpinning Family-Centred

- 4.1 Good practice around Family-Centred Services (Direct Services) is underpinned by the following key principles:
- Safety
 - Collective solutions
 - Continuous improvement and review
 - Ready access
 - Strength based
 - Culturally responsive
 - Strong relationships
 - Hanging in there
 - Sound knowledge and base support.

About the People Involved

1. About the people involved

1.1 Families and Whānau

Individuals, families and whānau actively engage in identifying their own needs, and in planning and taking action to address these and work towards their own safety and wellbeing/mauri ora.

1.2 Providers

Providers contribute by supporting families and whānau through the delivery of direct family violence prevention services, by helping them to access additional help they may need, and walking alongside them in their journey toward safety and wellbeing/mauri ora. Providers also contribute by working together in the community in a more effective and integrated way.

1.3 The Wider Community

The wider community works together to support families and whānau in meeting their own needs.

Appendix 1 – Provider Feedback Form

Please email to your Contract Manager

Suggested change to the Family Centred Services Fund (Direct Services) Guidelines (including appendices)

Topic	Reference (section/page)	Suggested change/description

Contact Name: _____ **Position:** _____

Provider name: _____

Provider postal address: _____

Provider email: _____

Provider phone: _____ **Date:** _____



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