



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

**SUPPORTED HOUSING
GUIDELINES**

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1. About these Guidelines

Who are these guidelines for?

These guidelines are for the Provider that the Ministry of Social Development (“the Ministry”) contracts with to provide Supported Housing Services.

How did these guidelines come about?

These guidelines replace the Supported Housing Outcome Agreement Service Specifications. Outcome Agreements with Providers for the delivery of Supported Housing Services require that Services are delivered in accordance with these guidelines. These guidelines form part of the Outcome Agreement.

What is the purpose of these guidelines?

The guidelines provide:

- a set of commonly agreed practice principles and values to guide Supported Housing work;
- detailed information about Service delivery and practice;
- a resource tool to help you deliver Supported Housing 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 these guidelines is welcome at any time and can be sent to the Ministry national office 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

What are the principles that underpin the relationship between the Ministry, 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; 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 Ministry.

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; and
- physical accessibility.

3. About Supported Housing

What is Supported Housing about?

The Supported Housing Service is the provision of support to stressed and vulnerable families/whānau staying in emergency accommodation and up to three months after they leave the accommodation, with the intention of enabling them to move into permanent accommodation, be financial stable and make appropriate decisions.

Who is the client group for Supported Housing?

The client group for Supported Housing is stressed and vulnerable families/whānau with children or young people.

What is Supported Housing seeking to achieve?

The Supported Housing Service aims to achieve the following vision, long-term outcomes and results for families/whānau:

Vision:

To support children, young people and their families/whānau that are homeless, or are at risk of becoming homeless, and to enable them to:

- achieve permanent accommodation
- achieve financial stability and independence
- gain decision making powers over life choices.

Long-term outcomes:

Children, young people and their families/whānau are protected from becoming homeless, are financially stable, and feel able to make appropriate decisions that affect their lives.

Results:

- Achieved accommodation stability;
- Increased skill levels and/or incomes of vulnerable families/whānau; and
- Vulnerable families/whānau having more influence over decisions that affect their lives.

What are Supported Housing core principles?

Supported Housing has the following core principles:

Children, young people and their families/whānau are enabled to become empowered and independent as a result of the support provided whilst in emergency accommodation provided in a safe environment where they are able to develop other skills, move towards financial independence and develop better decision making processes.

Social Sector Accreditation Standards

Providers delivering Supported Housing service are required to meet Level Two, Ministry of Social Development specific accreditation standards. Providers are required to maintain their Accreditation Level according to the relevant Social Sector Accreditation Standards.

4. Service Delivery

What activities does Supported Housing focus on?

In order to achieve the aims of this Service it is important that you as the Provider and all the other parties associated with Supported Housing get involved, and carry out a number of actions and functions.

Support to families/whānau in emergency accommodation

The provision of support to families/whānau while in emergency accommodation and up to three months after they leave emergency accommodation. This may be in the form of:

- counselling to empower families/whānau in making decisions;
- budget advice in order that families/whānau are able to better provide for themselves;
- social work support to link families/whānau into their community and to support them with any other family/whānau issues; and
- support to settle into a long-term tenancy.

What are some key elements of practice?

Successful delivery of these Services will include some of the following factors:

- Completing individual and family/whānau needs assessments;
- Goal setting and targets through individualised transition plans to secure permanent accommodation;
- Where counselling is being provided goal setting is included; and/or
- Where a programme is being delivered that 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 Supported Housing is working?

We are all interested in being able to demonstrate that Supported Housing achieves outcomes (or results) for families/whānau. The Ministry does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and is reflected in the Supported Housing 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 Ministry 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 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 www.resultsaccountability.com. Your Ministry 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 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 that Outcome Agreement. The Ministry 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 Service Outcome Agreement for reporting frequency)
- Narrative report (refer to Service 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 Ministry, Providers must ensure that their organisation is listed on the Family Services Directory (<http://www.familyservices.govt.nz/directory>), and that necessary information is updated when required.

6. Definitions

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

“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

Report Format

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

Report Due Dates
Report1-Due-Dates

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				

Narrative section: [If the narrative report is not required on the dates above, insert one of the following as appropriate:]
[To be completed twice per year - due 10 October and 5 December]
[To be completed once per year – due 10 July]

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.

Provider Feedback Form

Please email to your Contract Manager

Suggested change to the Supported Housing Guidelines (including appendices)

Topic	Reference section / page	Suggested change / description

Name Date

Provider Name

Contact details