



MINISTRY OF SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora

SUPERVISED ACCESS GUIDELINES

JULY 2011

Table of Contents

Table of Contents	1
1. About these Guidelines	2
Who are these guidelines for?	2
How did these guidelines come about?	2
What is the purpose of these guidelines?	2
How should these guidelines be used?.....	2
Will these guidelines be revised?	2
Where can you go for further information?.....	2
2. Relationships	3
What are the principles that underpin the relationship between the Ministry, the Provider and the client?	3
Cultural awareness	3
Accessibility.....	3
3. About Supervised Access	4
What is Supervised Access about?.....	4
Who is the client group Supervised Access?	4
What is Supervised Access seeking to achieve?.....	4
Vision.....	4
Long-term outcomes	4
Results	4
What are Supervised Access core principles?.....	4
How does Supervised Access work?	5
4. Service Delivery	6
Where do Providers fit in the big picture?	6
What activities does Supervised Access focus on?	7
What is the role of the referral agencies?	7
5. Measuring Results and Reporting	8
How do we know if Supervised Access is working?.....	8
What data needs to be collected for reporting?	8
Where can we find more information about RBA?	8
What reports are required by the Ministry?	8
6. Definitions	9
Appendix One	10
Report Format	10
Appendix Two	12
Provider Feedback Form.....	12

1. About these Guidelines

Who are these guidelines for?

These guidelines are for the Providers that the Ministry of Social Development (“the Ministry”) contracts with to provide Supervised Access Services.

How did these guidelines come about?

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

What is the purpose of these guidelines?

The guidelines provide:

- a set of commonly agreed practice principles and values to guide Supervised Access work;
- detailed information about service delivery and practice;
- a resource tool to help you deliver Supervised Access 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 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 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 Agreement. 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 two).

Where can you go for further information?

For further information on these guidelines please contact your Contract Manager as identified in your 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 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
- support the principles of the Code of Funding Practice.

The 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 Maori, 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 Supervised Access

What is Supervised Access about?

Supervised Access is a Service that provides a safe environment for children/young people to have contact with their parent or family/whānau member they do not live with due to safety or wellbeing concerns. The Service is delivered in a controlled environment with constant supervision provided by a trained member of the Providers staff.

Who is the client group Supervised Access?

The client group for Supervised Access Services is children/young people who do not live with, nor have daily contact with, one or both of their parents due to safety or wellbeing concerns, and who require someone to supervise approved access requests.

What is Supervised Access seeking to achieve?

Supervised Access is seeking to achieve the following vision, long-term outcomes and results for the child or young person:

Vision:

The child/young person has a safe and controlled environment for contact with a parent or family/whānau member who they do not live with due to safety or well-being concerns.

Long-term outcomes:

The child/young person has been able to remain in contact with their parent or family/whānau member.

Results:

The child/young person continues to have contact with their parent or family/whānau member who they do not live with due to safety or wellbeing concerns.

What are Supervised Access core principles?

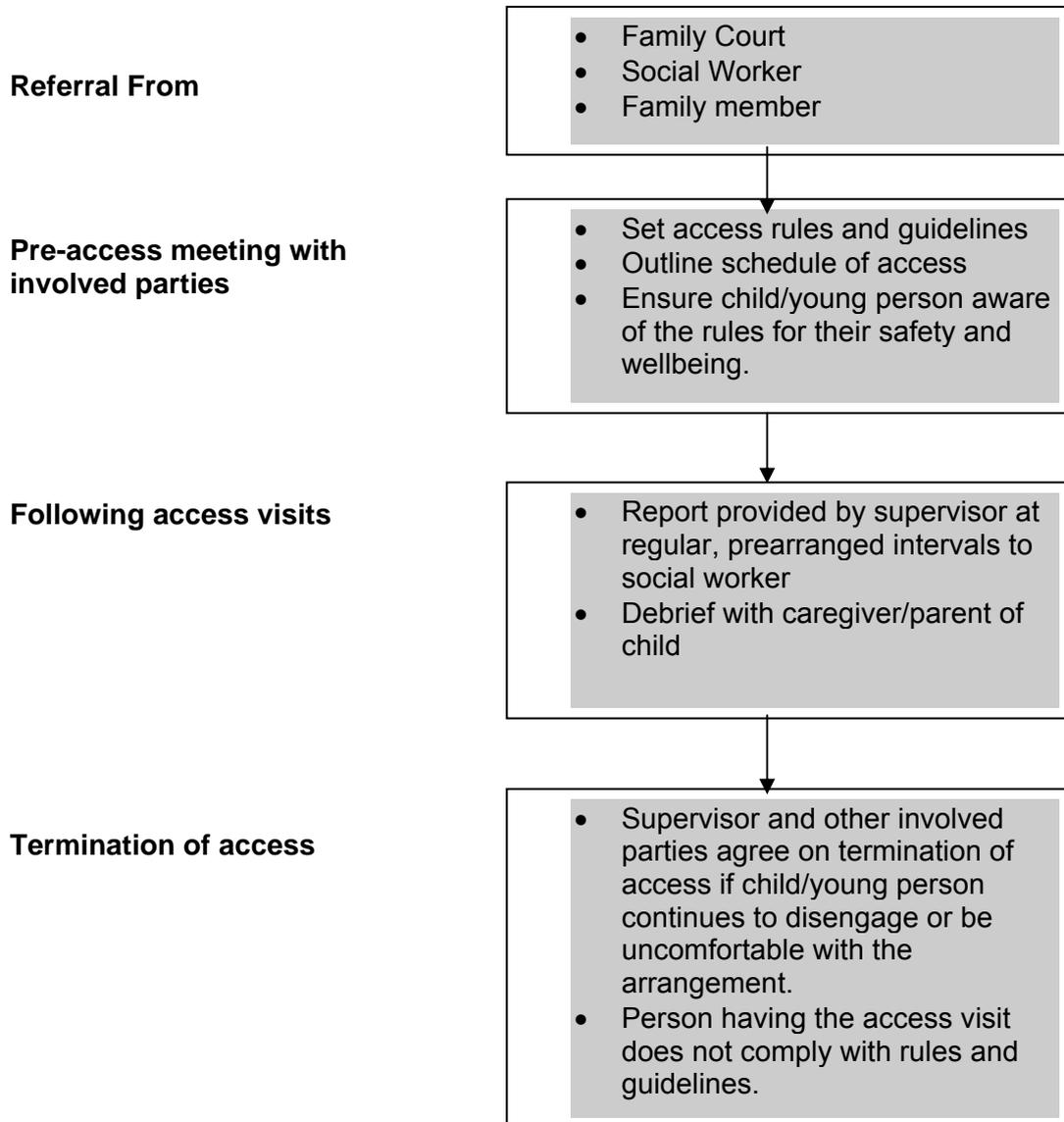
Supervised Access has the following core principles that underpin practice:

- children/young people are kept safe
- contact with parents and family/whānau is maintained where appropriate
- child/young person's well-being is paramount

How does Supervised Access work?

The Supervised Access process is shown in Figure 1 below:

Figure 1: Supervised Access Process

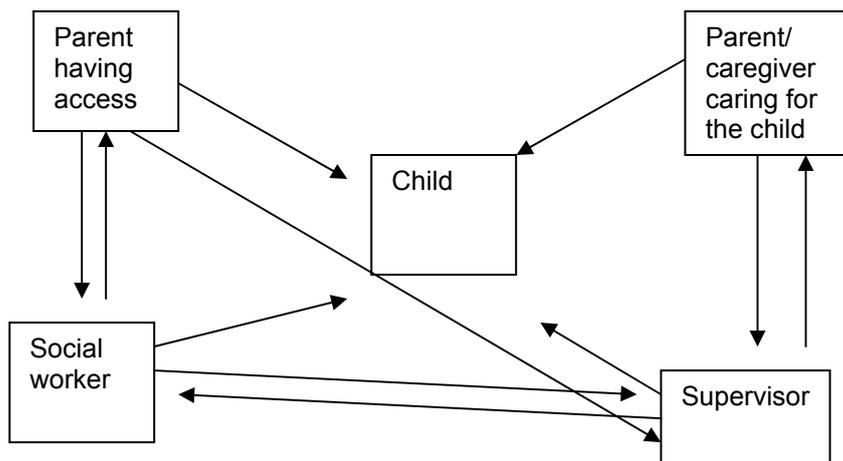


4. Service Delivery

Where do Providers fit in the big picture?

Providers are key contributors to the Supervised Access big picture. How they and other core players all interrelate is shown in Figure 2.

Figure 2: People involved in Supervised Access



The Provider Supervised Access Provider needs to demonstrate that:

- complies with requirements of current health, safety and employment legislation and practices;
- has in place systems for assessing and managing risks to relevant industry standards;
- undertakes Police checks of all staff members annually;
- keeps appropriate health and safety and accident records;
- has complete driver records on file where required;
- has obtained at least two employment references for each staff member who has any contact with children/young people on Supervised Access;
- operates a staff and participant's complaints procedure; and
- treats all involved in Supervised Access fairly, equally and with dignity at all times.

A Supervised Access Provider will assess:

- the nature and extent of any risk to the welfare and safety of the child/young person and any other relevant / involved parties
- that the child/young person is, or will become, comfortable with the proposed Supervised Access arrangements

- the appropriate level of access, and the Provider's ability to meet this
- the level of vigilance required by the supervisor
- whether the Provider has the capacity and resources to provide the required level of access.

What activities does Supervised Access focus on?

- providing a safe and controlled environment where children/young people can have contact with parents or family/whānau
- providing supervision by a trained staff member who is able to deal with any potential conflict situations, or risks to the child/young person
- providing monitoring and oversight of the meeting so that the meeting is beneficial for all parties
- providing appropriate intervention when a meeting becomes a volatile situation for the parties.

What is the role of the referral agencies?

It is the referring agencies role to give the Supervised Access Provider relevant information about the child/young person and the parent or family/whānau member they will be having the contact with. They need to be clear on the expectations of the Supervised Access, level of reporting/feedback required, and amount of Supervised Access sessions required. The parent or family/whānau member will meet with the child/young person under supervision and with a clear understanding of expectations and rules.

5. Measuring Results and Reporting

How do we know if Supervised Access is working?

We are all interested in being able to demonstrate that Supervised Access achieves outcomes (or results) for children and young people. The Ministry does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and are reflected in the Supervised Access Provider Return Report attached to the Agreement as appendix one.

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 the Agreement as appendix one).

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 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 Agreement. Reporting is necessary to ensure accountability to Government for the funding provided under that 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 Agreement for reporting frequency)
- Narrative report (refer to Service Agreement for reporting frequency)

An example of the reporting template is attached as appendix one to these guidelines.

6. Definitions

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

“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 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]

Please provide (in brief) the following information:

1. *An explanation of the variance (if any) between volumes contracted and volumes delivered.*
2. *The highlights/achievements over reporting period.*
3. *A description of the issues, trends, gaps and challenges for this service.*

Please also provide information on how you know your service is making a difference for clients. If you do not currently collect information on this, please tell us how you plan to collect this information in the future.

Guidance: The below are Results Based Accountability (RBA) performance measures for assessing the effectiveness and efficiency of services. These can help you identify the type of information you would need to include to report on this.

Service Quality and Efficiency - Tell us how well you deliver the service

4. *An explanation of how you assess the quality and efficiency of the service.*

This can include things such as timeliness of service, service accessibility and reach, qualifications of staff delivering the service, staffing ratios, and/or the professional or organisational practice standards that staff work under.

Service Effectiveness - Did your service make a difference? Was anyone better off?

5. *The service/programme objectives*

Information on what results you achieved for clients through the delivery of the service/programme.

6. *The evidence that you have that indicates the success or otherwise of the service/programme meeting its objectives.*

This can include information from client evaluations, provider assessments and service evaluations.

7. *A summary of what the evidence shows – i.e. whether anyone was better off as a result of the service/programme.*

This could include an improvement in client skills/knowledge, attitude, behaviour and life circumstances.

Provider Feedback Form

Please send to:

<p>Community Relationships</p> <p>CYF National Office PO Box 1556 WELLINGTON 6140</p>	<p>Or</p> <p>Fax 04 915 0022</p>
--	---

Suggested change to the [the Services] Guidelines (including appendices)

Topic	Reference section / page	Suggested change / description

Name Date

Provider Name

Contact details

[in the very back of the document, is where you will place, any forms or questionnaires that are unique to the programme]