



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

# FAMILY VIOLENCE INTERVENTION 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 (“MSD”) contracts with to provide these Family Violence Intervention services (“Services”). These Guidelines form part of the Outcome Agreement

Outcome Agreements with Providers for these services require that they are delivered in accordance with these Guidelines. These Guidelines are a living document and may be varied at the discretion of MSD. MSD 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 the Service delivery
- detailed information about Service delivery and practice
- a resource tool to help you deliver the Services consistently
- a resource tool to assist you in meeting the desired Service outcomes
- 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 for service delivery to assist you to competently deliver the Service according to the Outcome Agreement requirements. Each Provider can develop a Service that reflects their organisation’s philosophical base, incorporating local need and the culture within which it works.

## Will these Guidelines be revised?

This document is a living document and will be updated at any time. MSD 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 MSD’s 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 MSD Contact Manager as identified in your Outcome Agreement.

## 2. Relationships

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What are the principles that underpin the relationship between MSD, the Provider and the client?

For the relationship to be successful, 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

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 MSD.

### Cultural awareness

Each party recognises 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.

### 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.

### 3. About these Family Violence Intervention Services

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What are the Services provided for Family Violence Intervention?

The following FV Services are included in these Guidelines:

Provision of specialist Child centred counselling services to Child victims of/or witnesses to FV.

- provision of counselling to victims of FV
- provision of social work support to whānau affected by FV
- provision of life skills development programmes, targeted at victims of FV
- provision of crisis intervention social work support to rural families, affected by FV
- provision of group programmes for non-protected adult victims of FV
- provision of refuge accommodation and/or support.

What activities do these Family Violence Intervention Services focus on?

As the Provider, changing attitudes and behaviours around FV is a priority. This includes raising awareness on the effects of FV, highlighting the various types of community support services available, and where to access help.

The FV Services include group programmes for victims including Children affected by FV, parenting programmes that focus on the psychological effects of FV, improving life skills, and understanding the effects of FV on Children. The Services also include counselling services for Children, Young People and adult victims of FV.

Who is the client group for the Family Violence Intervention Services?

The client group for these FV Services are Children, Young People, individuals and families/whānau where FV or Child abuse has occurred.

What are these Family Violence Intervention Services seeking to achieve?

These FV Services will achieve the following vision, long-term outcomes and results for Children, Young People, individuals and families/whānau.

### Vision

That Children, Young People, individuals and families/whānau feel safe and are able to recognise when and how to seek help.

### Long-term outcomes

A reduction in the level of FV and Child abuse in New Zealand.

### Results

- Children, Young People, individuals and families/whānau have an increased knowledge and understanding around FV and how to seek help
- Children, Young People, individuals and families/whānau feel safer and more secure
- Families/whānau have an increased awareness of the impact of FV and Child abuse
- Families/whānau have an increased knowledge of positive Child raising practices.

What are the Family Violence Intervention Services core principles?

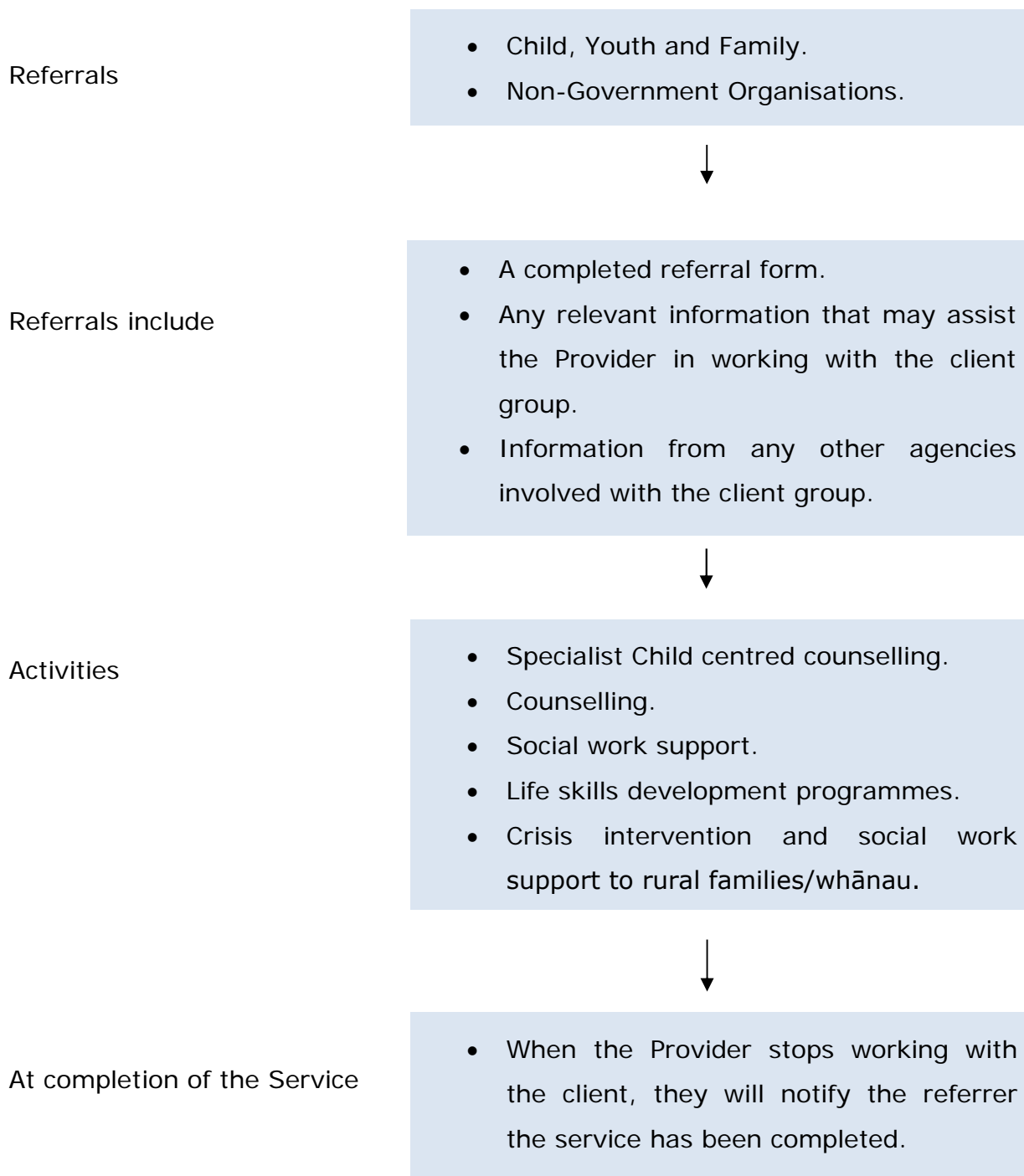
FV Services have the following core principles that underpin practice:

- changing attitudes and behaviours around FV
- assist those who experience FV in the family/whānau setting.

## How do the Family Violence Intervention Services work?

The FV Services referral process is shown in Figure 1 below:

Figure 1: FV Intervention Service Process





What are some key elements of practice?

Successful delivery of these Services includes some of the following factors:

- Completing individual needs assessments
- Reviewing the client's achievements
- Goal setting
- An annual review of the programme content to ensure it is current, engaging and meets client need.

### Social Sector Accreditation Standards

Providers delivering FV Intervention Services are required to meet Level Two, MSD specific accreditation standards. Providers are required to maintain their Accreditation Level according to MSD relevant Social Sector Accreditation Standards.

## 4. Service Delivery

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(Please disregard any of the following services described below that do not relate to your Outcome Agreement)

### Counselling

Counselling includes the following:

- Provision of specialist Child centred counselling Services to Child victims of, or witnesses to FV.
- Provision of counselling to victims of FV.

Service delivery when providing counselling is as follows:

Counselling must be delivered in an environment where the client feels safe and secure.

Anything that is said by the client during the counselling session is considered confidential unless the client is a danger to themselves or another party, or when a client gives consent for particular information to be disclosed.

When providing counselling to Children, Young People and victims of FV we require that you:

- undertake an assessment of the needs of each client
- assess what the client would like to achieve by the conclusion of the Service (i.e. goal setting)
- upon completion of the Service refer the client on to other services where appropriate.

### Social Work Support

Social work support includes the following:

- The provision of social work support to family/whānau affected by FV
- The provision of crisis intervention social work support to rural families/whānau, affected by FV
- Refuge accommodation and/or support to victims of FV.

Service delivery when providing social work support is as follows:

When providing support to Children, Young People, individuals and families/whānau at risk of experiencing or perpetuating FV we require that the Provider:

- undertake an assessment of the needs of each client
- work with the client to agree on the relevant services specific to their particular needs selected from the following:
  - information and advice
  - social work support, either in a group setting or individually
  - life skills development, including parenting support
  - referrals to other services as required
  - work with the family/whānau of the client as appropriate.

A significant component of the support provided to a Child, Young Person, individual and/or their family/whānau will focus on education and prevention of FV.

## Programme Services

Programme Services include the following:

- Provision of life skills development programmes targeted at victims of FV
- Parenting programmes that focus on the psychological effects of FV on Children
- Group programmes for non-protected (not court referred) adult victims of FV
- Group programmes for victims and Children affected by FV.

Service delivery when providing a programme is as follows:

When delivering this programme you will ensure that:

- FV prevention and education will be addressed at the individual, family/whānau level
- Programmes help broaden the focus to preventing, not just responding, to FV
- Negotiated programmes will be directed towards the specific needs of the following:
  - Families/whānau who want to develop their life skills

- Families/whānau who want to understand the effects of FV on their Children
- Children and Young People affected by FV
- Individuals and groups who want to learn more about the impacts of FV.

In delivering your programme you will plan to ensure your programme is appropriate for the target group, including reviewing the success of your programme and identifying any areas that may need improvement.

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

Providers are key contributors to these FV Services being successful. In order to achieve a positive outcome for Children, Young People, individuals, families/whānau, the Provider must deliver a service that helps individuals to:

- assist in working through feelings
- feel supported and able to connect with local services
- develop and acquire new skills
- increase their confidence and motivation
- to access accommodation and support when needed
- to feel safe.

### Referrals to other agencies

As the Provider you must recognise which services you are able to provide and where referral to other specialist services may be required so that clients receive appropriate services.

We require that you have processes in place for making referrals to other agencies, including keeping records of referrals.

## 5. Measuring Results and Reporting

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How do we know if these Family Violence Services are working?

We are all interested in being able to demonstrate that FV Services achieve outcomes (or results) for individuals and families/whānau. MSD does this through various reporting requirements which are all based on a Results Based Accountability (RBA) framework, and is reflected in the FV Services Provider Return Reports attached to your Outcome Agreement or provided electronically by your MSD Contact Manager.

What data needs to be collected for reporting?

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

- how much we did
- how well did we do it
- 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 MSD Contact Manager).

Where can we find more information about RBA?

More information on RBA can be found at:

- <http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/>
- <http://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html>

Your MVCOT 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 MSD?

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. MSD 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 MSD Contact Manager:

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

## 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.
- “Child” and “Young Person” derive their meanings from the Oranga Tamariki Act 1989 and “Children”, “Young People” and “Youth” shall be construed accordingly;
- “Outcome Agreement” means the contract entered into by the Provider and MSD for these Services;
- “Provider” means the organisation the MSD 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: Provider Return Report Format

## Provider Return Report Format

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

Signed \_\_\_\_\_ by:

Report Due Dates
Report1-Due-Dates

Date: \_\_\_\_\_

Name: \_\_\_\_\_

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

Position: \_\_\_\_\_

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-	Reporting-Measure-Contracted-				



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
	For-Report	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 (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.

## Appendix Two: Provider Feedback Form

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Provider Feedback Form		
Please email to your Contract Manager		
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:	