Ministry of Youth Development Guidelines

2016

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About the Guidelines

1. Introduction

1.1 These guidelines ('the guidelines') are for Providers funded to deliver Ministry of Youth Development youth development opportunities.

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 of Youth Development. The Ministry of Youth Development 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 contracted organisations through providing:

- detailed information about service delivery and practice in an accessible, easy to use format as part of the outcome agreement
- a resource tool to help Providers deliver services consistently and in line with policies, priorities and goals at a national level
- a way for the Ministry of Youth Development 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 needs and the culture within which the provider works. The provider should use the guidelines to assist them to competently deliver the service.

3.2 Appendix 1 lists all the web addresses referenced in this document.

4. Guideline reviews

4.1 The guidelines are reviewed on a regular basis. The review process ensures that:

- 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.

Working Together

1.   The Relationship

1.1   All 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 all parties have a shared goal to achieve positive benefits for the target group.

1.2   In all our dealings under the outcome agreement, all 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   Relationship Managers will be assigned at the beginning of the outcome agreement. They will be the first point of contact for issues arising under the outcome agreement. They will be responsible for:

- managing the relationship, providing assistance and support as required
- arranging review meetings and any additional meetings that may be required
- receiving all reports, invoices and any other information required under the outcome agreement
- coordinating audits.

1.4   The Ministry of Youth Development will be guided by the Code of Funding Practice in its relationship with the provider. The Code of Funding Practice aims to support government agencies and non-profit agencies when entering into funding arrangements. It also encourages greater collaboration between the parties. For more information on the Code of Funding Practice, click here.

1.5   The Ministry of Youth Development is guided by the Community Investment Strategy to ensure that youth development opportunities are targeted at the right people and the right communities, based on evidence of what works.

The strategy will be implemented through six elements:

- focusing more clearly on priority results
- building the evidence base
- improving the quality of data collection
- setting a clear direction for future funding
- simplifying compliance requirements
- building provider capability.

For more information about the Community Investment Strategy, click here.

1.6 For the majority of providers receiving Ministry of Youth Development funding for programmes and services, they are required to meet Level 3 Social Sector Accreditation Standards. Where this is not the case providers will be notified in advance. In all cases, providers are required to maintain their Approval Level according to the Ministry of Social Development's relevant Approval and Accreditation Standards. For more information on Approval and Accreditation Standards, click here.

2. Cultural responsiveness

2.1 All 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.

3. Good practice approach

3.1 All parties support the development of good practice in the delivery of the service. This includes:

- basing this service on current good practice approaches, taking into account the local context, community, knowledge and skills relevant to the purpose and focus of this service
- being young person focussed and involving young people in the co-design, delivery and evaluation of services
- using a collaborative approach across services and agencies where possible
- the provider is responsible for ensuring that staff (paid and unpaid) are appropriately qualified (New Zealand Certificate, Diploma or equivalent) and have access to professional development opportunities.

3.2 The Ministry of Youth Development requires providers to align the development of their service and opportunities for young people to the principles of youth development:

- Youth development is shaped by the 'big picture'
- Youth development is about young people being connected
- Youth development is based on a consistent strengths-based approach
- Youth development happens through quality relationships
- Youth development is triggered when young people fully participate
- Youth development needs good information.

For more information on the principles of youth development, click here.

3.3 The Ministry of Youth Development requires Providers to align their services to the policies and guidelines included in the following publications:

- Code of Ethics for Youth Work in Aotearoa New Zealand, click here.
- Guide to Effective and Safe Practice in Youth Mentoring, click here.

3.4   The Ministry of Youth Development has adopted a Results-Based Accountability approach to contract reporting and monitoring. This approach uses a simple framework to help the Ministry of Youth Development and providers focus on achieving positive outcomes/results. For more information on Results-Based Accountability, click here.

The Ministry of Youth Development

1.1   The Ministry of Youth Development - Te Manatū Whakahiato Taiohi - encourages and supports young people, aged between 12 and 24 years old, to develop and use knowledge, skills and experiences to participate confidently in their communities.

1.2   The Ministry of Youth Development achieves results by working with and through others. We work collaboratively with others including corporate and philanthropic organisations, service providers, local and central government agencies.

1.3   The aim is for all young people in New Zealand to have the chance to participate in youth development opportunities.

1.4   In November 2015 Government agreed a new direction and set of priorities for the Ministry of Youth Development. This focuses on increasing the number of quality youth development opportunities for more young people, in particular, those that provide leadership, volunteering and mentoring experiences.

- Increasing the proportion of funding targeted to youth from disadvantaged backgrounds. Opportunities are defined in the glossary of terms in Appendix 2
- Working in partnership with business and philanthropic organisations to jointly invest in shared outcomes.
- Building a formal recognition of young people's community and voluntary participation and contributions by having a way that this can be recorded and valued.

For more information on the Ministry of Youth Development's direction and priorities, click here.

Service Overview

1   Target group definition

1.1   To support young people aged 12 to 24 years to develop the skills and attitudes they need to take a positive part in society, now and in the future.

2   Outcomes/results we expect to achieve

2.1   Providers are expected to deliver on the outcomes of the youth development opportunities they are contracted to provide for young people. These outcomes include:

- 95-100% of young people report increased resilience through:
  - o Increased personal and/or social identity
  - o Increased sense of self-worth and/or self-esteem
  - o Increased ability to manage change or loss
  - o Increased social networks
  - o Increased optimism for the future

- 95-100% of young people report increased capability through:
  - o Improved decision-making skills
  - o Improved communication skills
  - o Improved self-management skills
  - o Improved problem-solving skills
  - o Improved relationship skills
  - o Increasing participation and/or contribution to their community.

2.2   95-100% of young people engage in volunteering and/or activities that contribute to their communities.

2.3   Total number of volunteering hours completed by young people.

2.4   95-100% of young people complete the Participant Survey.

2.5   Information to support the achievement of these outcomes is included in the Provider and Individual Participant Surveys. See Appendix 3 and 4 respectively.

3   Reporting

3.1   Providers will complete the following reports to enable effective programme reporting and monitoring of delivery:

- Electronic Dataset Report (The Excel dataset reporting tool collects individual client level information. The provider is required to complete the Electronic Dataset Report and submit it to the Ministry of Social Development quarterly. The reporting tool will be supplied by the Ministry of Youth Development).
- Quarterly Narrative Report (The provider is required to complete the on-line provider narrative report and submit it to the Ministry of Social Development quarterly. The link to the narrative report will be supplied by the Ministry of Youth Development. Details of the on-line narrative report are attached as Appendix 3).
- Individual Participant Surveys (The provider is required to support and/or enable participants to complete the on-line Individual Participant Survey. The target for completions is between 95 to 100%. Details of the on-line Individual Participant Survey are attached as Appendix 4).

3.2   By sending your report it will be deemed to be a true and correct record.

4   Monitoring

4.1   The Ministry of Social Development will monitor the funded services. Monitoring of the services will include, but is not limited to:

- discussions with the participants, staff and management
- checking original participant documentation, including, but not limited to:
    - enrolment forms
    - programme/opportunity activities
    - financial expenditure information

5   Review

5.1   The Ministry of Youth Development will review the effectiveness of the services it purchases. This may include a review of:

- your progress in contributing to Ministry of Youth Development priorities
- your progress in contributing to the outcomes and the delivery of youth development opportunities
- the expenditure of the funding
- any difficulties/challenges that you or the Ministry of Youth and/or Social Development may have
- any other matters that either you or the Ministry of youth and/or Social Development may wish to raise.

5.2   Your Relationship Manager will arrange review meetings as and when required during the term of the outcome agreement.

Appendix 1 – website addresses

Code of funding
http://www.communitymatters.govt.nz/Promoting-good-practice

Community investment strategy
https://www.msd.govt.nz/about-msd-and-our-work/work-programmes/community-investment-strategy/index.html

Social Sector Accreditation Standards
http://www.msd.govt.nz/what-we-can-do/providers/approvals/

Principles of youth development
http://www.myd.govt.nz/working-with-young-people/youth-development-approach.html

Code of Ethics for Youth Work Aotearoa New Zealand
http://www.arataiohi.org.nz/images/uploads/general/CoE2.pdf

Guide to Effective and Safe Practice in Youth Mentoring
http://www.youthmentoring.org.nz/content/docs/GYM/NZYMN%20Effective%20Practice%20Guide.pdf

Results-Based Accountability
http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/

The Ministry of Youth Development's direction and priorities
http://www.msd.govt.nz/about-msd-and-our-work/newsroom/media-releases/2015/changes-to-myd.html

Appendix 2 – Glossary of terms

Community Investment Strategy: A Ministry of Social Development funding strategy to support vulnerable young people using an evidence-based approach. The Ministry of Youth Development's focus is primarily in the prevention band of service intensity, including 30% of funding aimed at young people from disadvantaged backgrounds.

Disadvantaged Background: A young person may come from a "disadvantaged background" for a wide range of reasons, which may include: lack of financial resources; feeling a lack of belonging; lack sufficient social or environmental resources; family circumstances, or a lack of family/whānau support.

Inputs: These are the resources (time, money and facilities) put into the youth development opportunities to achieve the outcomes.

MSD: Ministry of Social Development

MYD: Ministry of Youth Development.

Outcome Agreement: Contract between the Provider and the Ministry of Social Development.

Outcomes: The results of what we set out to achieve.

Participants: Young people who are engaged with the youth development opportunities the Provider is funded to deliver.

Partnership Fund: The Minister for Youth allocated $1 million in 2016/2017 to co-invest with business and philanthropic partners to multiply youth development opportunities and to work together to support positive outcomes for all young people.

Relationship Manager: The person who is authorised by the Provider to represent the organisation and a designated person from the Ministry of Social Development who is assigned responsibility for effectively managing the outcome agreement.

Social Investment Strategy: A strategy that: systematically measures the effectiveness of services, so we know what works well and what doesn't; moves funding to the most effective services, purchasing results rather than specific inputs; and prioritises early investment to achieve better long-term results for people and help them to rely less on the state.

The Provider: Organisation contracted to deliver opportunities through the outcome agreement with the Ministry of Social Development.

Young Person: Any individual who is 12 to 24 years old.

Youth Development Opportunity: A place on or participation in a youth development programme for a unique individual young person.

Appendix 3 – Provider Quarterly Narrative Report

This table provides an outline of the questions asked in the on-line provider narrative report and how this information is proposed to be used for reporting:

Collection Tool	Question	Proposed Use
Provider Report Online SurveyMonkey	Which period are you reporting on?	Not Reported: for filtering cases for analysis
	Please enter your name below (Optional)	Not Reported: for monitoring
	Please enter your email address (Optional)	Not Reported: for monitoring
	Please record the total number of <u>unique individual young people</u> that you have worked with during this quarter {{ Q1 }}:	Reported Measure: Total Clients
	Please record the total number of <u>unique individual young people</u> you have worked with since 1 July 2016: {{ Q1 }}:	Reported Measure: Total Clients
	Please record the programmes, services and initiatives delivered during this quarter: {{ Q1 }}:	Not Reported: for monitoring
	Please select one category from below that best describes each of the corresponding programmes, services and initiatives listed above:	Not Reported: for monitoring
	Please provide an explanation of any differences (if any) between the volumes contracted and the volumes delivered:	Narrative
	Please provide details of 3 successes of your activities:	Narrative
	Please provide details of 2 things that you would like to improve on:	Narrative
	Please describe how the young people (or agencies) benefited from the services you were contracted to deliver and provide two examples of success stories (see guidance notes below):	Narrative
	Please describe what trends, issues and/or impacts have been identified for the young people (or agencies) that influence the outcomes:	Narrative

Appendix 4 – Individual Participant Survey

This table provides an outline of the questions asked in the on-line Participant Survey and how this information is proposed to be used for reporting:

Collection Tool	Question	Proposed Use
Participant Feedback Online SurveyMonkey	Please provide the name of the programme/service that you have participated in (or are participating in) with this provider:	Not Reported: for monitoring, Detail of Programme
	Which of the words listed below do you think could be used to describe the programme, project or initiative that you participated in most recently?	Reported Detail: Type of Opportunity
	Which of the categories below best describes your situation?	Not Reported: for monitoring, participant situation
	Has the programme, project or initiative….	Reported Measure: Increased Capability
	…helped you get better at making decisions?	
	…helped you to get better at communicating with other people?	
	…helped you to organise yourself better?	
	…helped you to get better at understanding other people better?	
	…helped you to better solve problems that you may face?	
	…helped you to play more of a role in your local area?	
	Has the programme, project or initiative….	Reported Measure: Increased Resilience
	…helped you understand yourself better?	
	…made you more confident in yourself?	
	…made you more able to deal with difficult situations?	
	…helped you make friends and contacts?	
	…made you feel happy and positive about what the future holds?	
	Overall, how satisfied were you with this programme, project or initiative?	Reported Measure: Satisfaction
	If you have any general comments you'd like to make about the programme, project or initiative, or experiences you'd like to share, please tell us about these below:	Narrative
	What gender do you identify as?	Not Reported: for monitoring, respondent demographics
	What is your age?	Not Reported: for monitoring, respondent demographics
	Which ethnic group (or groups) do you identify as? Please select all that apply.	Not Reported: for monitoring, respondent demographics
	Which of the areas listed below best fits with where you currently live?	Not Reported: for monitoring, Geography, possible disadvantage flag