# MINISTRY OF YOUTH DEVELOPMENT

## TE MANATŪ WHAKAHIATO TAIOHI

*Administered by the Ministry of Social Development*

# Service Guidelines

For the 2019/2020 Financial Year

# Contents

# 1.   About the Guidelines

## Purpose of the Guidelines

These Service Guidelines ("Guidelines") are for the Providers that the Ministry of Youth Development ("the Ministry") contracts with to provide services to young people.

'Services' is a term used consistently throughout these guidelines. In this context, 'services' can refer to projects, programmes, services, initiatives, events or opportunities being delivered to young people by the contracted Provider.

Providers will sign an Outcome Agreement (OA) with the Ministry. The OA requires that services are delivered in accordance with these Guidelines. The Guidelines form part of the OA, as do the [Framework Terms and Conditions](1).

These Guidelines provide:

- a set of practice principles to guide the delivery of services
- an outline of expected service delivery and practice
- a resource tool to help Providers deliver services consistently
- a resource tool to assist Providers in meeting the desired service outcomes
- a way for the Ministry to improve its responsiveness to feedback regarding changes to the service delivery component of the OA.

The Guidelines set the minimum standard for service delivery, from which each Provider can develop a service that reflects their philosophical base, incorporating local need and the culture within which they work.

## Revisions

This is a living document and will be updated over time to take Provider feedback and changes in Ministry direction and priorities in to account. Ministry staff will keep Providers informed of new editions, updates and changes.

## Information and Feedback

For further information on these Guidelines or if you would like to submit any feedback, please contact your Ministry Relationship Manager identified in your OA or email mydinfo@myd.govt.nz.

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[1] https://www.procurement.govt.nz/assets/procurement-property/documents/2nd-edition-framework-terms-conditions.pdf

# 2.   Working Together

## Relationship Principles

Both parties to the OA shall collaborate to ensure the services are effective and accessible. Both parties recognise that the service is a joint endeavour, in which both parties have a shared goal to achieve positive benefits for the target group, young people (aged 12 to 24 years) across Aotearoa New Zealand.

The following principles guide all our dealings under the OA. 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.

Both parties shall appoint relationship managers who will be responsible for effectively managing the contract relationship between us, by providing assistance and support as required.

Details of the relationship managers nominated by both parties are set out in the OA. They will be the first point of contact for issues arising under the OA. 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
- coordinating visits, reviews and evaluations as necessary.

The Ministry will be guided by the [Code of Funding Practice](2) 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.

## Cultural Responsiveness

Both parties recognise the needs of all people, including Māori, Pacific, ethnic communities (in particular those from a refugee or migrant background) and all other communities, to have services provided in a way that is consistent with their social, economic, political, cultural and spiritual values.

## Te Tiriti o Waitangi

The Ministry recognises Te Tiriti o Waitangi and is committed to working in partnership with Māori to support quality and culturally responsive youth development opportunities for Māori rangatahi. The Ministry expects its Providers to be equally responsive to Māori rangatahi.

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[2] https://www.dia.govt.nz/diawebsite.nsf/Files/Good-Practice-Participate/$file/Code_of_Funding_Practice.pdf

# Best Practice Approach

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

- using current best practice approaches, taking into account the local context, community and the knowledge and skills relevant to the purpose and focus of this service
- being youth-centred, including:
- involving young people 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 young people
- using a collaborative approach across services and agencies where possible
- regularly reviewing, reflecting and monitoring of the effectiveness of the service, including participant, staff and external feedback, and changing and modifying practice in response
- using formal feedback processes for reporting purposes and ensuring that young people are aware of how information they provide will be used
- providing relevant training, professional development and (where appropriate) supervision, and utilising appropriate resources and support
- engaging with a 'community of practice' (such as Ara Taiohi) to share ideas, information and to build professional practice knowledge.

The Ministry 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[3]
- Guide to Effective and Safe Practice in Youth Mentoring[4]

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[3] http://www.arataiohi.org.nz/images/uploads/general/CoE2.pdf
[4] http://www.youthmentoring.org.nz/content/docs/GYM/NZYMN%20Effective%20Practice%20Guide.pdf

# 3.  Youth Development

## About Us

The Ministry of Youth Development - Te Manatū Whakahiato Taiohi encourages and supports the use of a positive youth development approach to help support all young people, aged between 12 and 24 years old, to increase their overall wellbeing so that they are better able to succeed in, contribute to and enjoy life. The Ministry also supports the broader youth sector and promotes a better understanding of how best to support and empower young people.  Appendix 1 gives a high-level logic model of what we do and why.

The Ministry is a small organisation that achieves big results by partnering and working with and through others. We work collaboratively with young people, other funders (including corporates and philanthropic organisations), providers, local government, and other government agencies.

MYD is administered by the Ministry of Social Development (MSD).

## What We Do

We support young people by focussing on the following areas:

- Funding programmes that use a youth development approach when working with young people and that deliver wellbeing outcomes for young people
- Supporting equitable access to positive youth development programmes to help 'level the playing field'. Seven priority areas have been identified for particular focus to help achieve this, these are;
  - Rangatahi Māori
  - Young Pacific peoples
  - Young women
  - Young people from the Rainbow community[5]
  - Young people with disabilities
  - Young people from ethnic communities (in particular those from a refugee and migrant background)
  - Young people living in the regions[6]
- Working in partnership with the business and philanthropic sectors, iwi and other government organisations to jointly invest in delivering wellbeing outcomes for young people.
- Supporting the continual growth of youth sector capability.
- Supporting youth enterprise and entrepreneurship initiatives to help prepare young people for the future work environment.
- Ensuring that rangatahi have a voice that is heard and have opportunities for real decision-making, including at the governance table.
- Celebrating and recognising the achievements and potential of young people.

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[5] We use the term 'Rainbow' to include all people under the sex, sexuality and gender diversity umbrellas.
[6] 'The Regions' refers to non-urban, rural and often isolated regions across Aotearoa New Zealand.

# Principles of Youth Development

The Youth Development Strategy Aotearoa (YDSA) sets out the core principles of youth development[7]. In summary, a good youth development approach should:

- address the **holistic** needs of young people – physical, emotional, intellectual, social, spiritual; seeing young people as whole people, rather than the sum of their parts or perceived 'problems'
- see young people as a part of their families and communities, and help to **actively and positively connect** young people to these and other social environments
- see young people as **resourceful and capable**, working with them (and their families and communities) to build on their **strengths**, and focus on enhancing **protective factors** like a strong sense of identity and belonging, that help young people to deal with challenges
- build **relationships** with young people that are genuine, respectful, warm, mana-enhancing, non-judgemental and have clear boundaries
- support young people to **participate** meaningfully, increasing their sense of agency and their understanding of their own ability to contribute to decisions which affect them, at all levels in society; value young people, and see them as active participants rather than recipients of a programme
- are based on **good information** about what works, including quality research and evaluation which involves young people.

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[7] The YDSA is currently being reviewed by the Ministry in partnership with Ara Taiohi and the Vodafone New Zealand Foundation. Our review of the youth development ecosystem found the principles of youth development within the document are sound, but need clarifying and updating, particularly for the New Zealand cultural context. In a strengthened form, these will continue as the basis of an updated YDSA.

# 4. Service Overview

## Target Group Definition

The Ministry's target population is all 12 to 24 year olds living in New Zealand.

## Priority Areas

The Ministry aims to support equitable access to positive youth development programmes and has prioritised seven areas for particular focus. The Ministry aims to target at least 50% of Youth Development funding to these areas:

- Rangatahi Māori
- Young Pacific peoples
- Young women
- Young people from the Rainbow8 community
- Young people with disabilities
- Young people from ethnic communities (in particular those from a refugee or migrant background)
- Young people living in the regions9.

## Youth Development Outcomes

For services funded out of the Youth Development Funding Stream the core outcome expected is **increased wellbeing** for the young people participating, what this looks like will vary for different young people and in different communities, but the general youth wellbeing outcomes expected are:

- Young people have a sense of **belonging**, they feel **connected** to communities.
- Young people are able to explore their **culture and identity** and **feel positive** about who they are.
- Young people have a sense of **contributing** to society; their opinions are listened to and **valued**.
- Young people understand their **strengths**; they feel **equipped** to deal with adversity or change.

## Youth Enterprise and Entrepreneurship Outcomes

For services funded out of the Youth Enterprise and Entrepreneurship Funding Stream the core outcome expected is young people are **better prepared for the future work environment**. How this is done will vary for different young people and in different communities, but the outcomes listed below are expected.

- Young people have an **awareness** of different business models and strategies,

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8 We use the term 'Rainbow' to include all people under the sex, sexuality and gender diversity umbrellas.
9 'The Regions' refers to non-urban, rural and often isolated regions across Aotearoa New Zealand.

including social enterprise business models and how enterprise can affect social change.

- Young people develop the **knowledge** required to enter the trades and/or start up a small business/social enterprise (such as business strategy, marketing, financial literacy and basic economics).
- Young people develop their **soft skills** (such as communication, listening, leadership, teamwork, problem solving and innovative thinking) that are transferable and could support young people in many aspects of their lives (as well as in enterprise).
- Young people have **increased resilience and confidence** to help them throughout their lives (and to pursue a business idea or become an entrepreneur if this is their chosen path).
- Young people have appropriate **connections, networks and supports** in place around them to help them develop (and continue on their enterprise journey if they so wish).
- Young people have gained **experiences** that will support them to understand themselves better and confidently make life and career choices.

If these outcomes are achieved then, as well as **better preparing young people for the future work environment**, the general **wellbeing** of young people should also be increased.

## Social Sector Accreditation

In order to ensure the safety of the young people taking part in the projects receiving funding from MYD we require the organisations involved to gain accreditation when assessed against the Social Sector Accreditation Standards[10] (SSAS) and additional specific standards, as applicable.

Most MYD providers will be funded to deliver services at Level 3 or 4 of the SSAS.

Accreditation Levels are assigned to a service type depending on a number of factors, including, but not limited to:

- the level of perceived risk around the young people's safety
- the vulnerability of the young people
- the supervision and qualification requirements of a service on a Provider
- the level of young people's independence or dependency

You are likely to require **Level 3** accreditation if your proposed project involves;

- working with young people who may be considered vulnerable or at risk
- working with young people in unsupervised or one-to-one situations
- collecting personal information about the young people

Additionally, if an organisation intends to run adventure based learning or overnight stays then they will also be required to meet the Specialist Camps and Outdoor Pursuits

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[10] www.msd.govt.nz/what-we-can-do/providers/social-services-accreditation/accreditation-standards.html

<u>Standard</u>[11].

For the purposes of accreditation:

- A **camp** is defined as an overnight stay at a venue such as a school, community hall, campsite or marae; for example, where sleeping facilities are provided. An exception to this would be overnight travel; for example, on a ferry or a bus.
- An **outdoor pursuit** is defined as an activity that requires trained and experienced leaders to ensure that the risk to participants is minimised. Often, these trainers will require a recognised qualification. Examples of outdoor pursuits include, but are not limited to: rock-climbing, abseiling, white-water kayaking (or rafting), sea kayaking, bush craft and navigation, alpine activities, caving, canyoning, or high ropes obstacle courses.

When applying for accreditation, you must show evidence that your organisation meets the standards and complies with legal requirements, which involves supplying supporting documentation, such as policies, procedures and associated business documents.

If an application is successful and an offer of funding is to be made, a decision will be made about the type of contract that will be drafted and which level of accreditation is required. Successful applicants will be provided with information about how to obtain the appropriate level of accreditation. Our Contracts Advisors and Relationship Managers will help guide you through this process.

Applicants can receive an OA without their social sector accreditation being completed but they must submit the application for accreditation within the required timeframe, which is 30 days from the acceptance of a formal letter of offer.

# Family Services Directory

Providers must ensure that their organisation is listed in the Ministry of Social Development's <u>Family Services Directory</u>[12] throughout the course of their OA with the Ministry, and ensure that information is updated when required. There is no cost involved in listing on this website.

# Youth Hub

The Ministry supports the <u>Youth Hub</u> platform[13]. Youth Hub is an online platform to empower young people and to bridge the gap between education and employment. Youth Hub places youth at the centre of the solution and wraps around mentors, businesses, youth service providers, schools, teachers and government organisations to support their pathway through education, training and employment. The Ministry strongly encourages its Providers to connect with this platform (if they haven't already) and for them to encourage the young people that they are working with to sign up to the platform.

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[11] <u>www.msd.govt.nz/documents/what-we-can-do/providers/approvals/l1-l2-l3-msd-specialist-accreditation-standards-outdoor-pursuits-programmes.pdf</u>
[12] <u>www.familyservices.govt.nz/directory</u>
[13] <u>https://youthhub.co.nz/</u>

# 5.  Measuring Results and Reporting

The Ministry needs to understand who is using the services it funds, and to demonstrate that the services have a positive impact on young people.

Providers' collection of consistent and standardised data contributes to building the evidence base about the services' effectiveness, and the outcomes that are being achieved.

## Reporting

Providers will be required to provide data, and support participants to provide data, to enable effective monitoring and evaluation of the service and its delivery and the progress being made towards the achieving the agreed outcomes. Collection of this data may include (but is not limited to):

- **Online Provider Update Reports** – these reports provide a high-level summary of the number of young people participating in services and demographic details about them. Some narrative reporting will also be required to provide examples and case studies of a service's impact and highlight future developments. Providers are required to complete this report and submit it to the Ministry on a quarterly basis or at the end of a contract (as agreed in the OA). A unique link to the Provider Report will be emailed to Providers at the start of the OA (or as required).
- **Roundtable Reporting** – this method of reporting is used for Partnership Fund OAs. Providers, funding partners (and representative young people if available) are brought together face-to-face with the Ministry to discuss the progress of the service. The information recorded from this meeting will include all of the information detailed in the Online Provider Update Reports.
- **Online Participant Feedback Surveys** – these surveys provide feedback from the young people participating in a programme. Participants will be asked about their experience and asked to indicate what they achieved from taking part. Some narrative reporting will also be collected to provide examples and case studies of the impact that a programme had on the young person and what improvements they might like to see. A link to the participant feedback survey will be supplied to the Provider by the Ministry at the start of the OA. Providers are required to support and/or enable participants to complete the online Participant Feedback Survey.
- **End of Contract Report** – in some cases we require Providers receiving funding from the Ministry to provide an end of contract report to summarise what has been achieved during the course of the contract and detail how the funding has been spent.

The table below details the dates when the Quarterly Online Provider Reports are due to be submitted.

| Period the Report Covers | Deadline for Report Submission |
|---|---|
| **Quarter 1:** 1 July 2019 to 30 September 2019 [3 months] | **5 October 2019** |
| **Quarter 2:** 1 July 2019 to 31 December 2019 [6 months] | **15 December 2019[14]** |
| **Quarter 3:** 1 July 2019 to 31 March 2020 [9 months] | **5 April 2020** |
| **Quarter 4:** 1 July 2019 to 30 June 2020 [12 months] | **5 July 2020** |

This table below details the reporting requirements for each funding stream (unless otherwise negotiated).

| Funding Stream | Provider Reporting | Participant Reporting |
|---|---|---|
| **Youth Development** | Quarterly Update Report (see **Appendix 2**) | Participant Feedback Survey Open all Financial Year (see **Appendix 3**) |
| **Youth Enterprise – Programmes and Services** | Quarterly Update Report (see **Appendix 2**) | Participant Feedback Survey Open all Financial Year (see **Appendix 4**) |
| **Youth Enterprise – Opportunity for Young People** | End of Contract Report | N/A |
| **Partnership Fund** | Roundtable Reporting[15] (six monthly) | Participant Feedback Survey Open for the duration of the contract (see **Appendix 3**) |

# Participant Surveys

The Online Participant Feedback Surveys will remain open throughout the whole financial year. Extracts of data will be processed each quarter at the same time when reports are due. The final deadline for all participant reporting is 5 July 2020. The survey links will expire at this time and no feedback will be able to be submitted after this date.

Ideally young people will independently complete the Participant Feedback Survey online through the weblink that the Ministry sends to providers to pass on to their participants. However, Providers do have the option of using a paper form to collect responses if this is

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[14] The early deadline is to account for issues with holiday absences at this time of year, the period reported on should still cover 1 July 2018 to 31 December 2018.
[15] The Partnership Fund Roundtable Reporting covers much of the data collected through the Quarterly Provider Update Report so Appendix ? can be used as a guide.

more practical and suitable. A paper copy of the survey will be supplied to Providers but Providers can create their own paper forms that include the Ministry's questions. If paper forms are used, it is the Provider's responsibility to enter this data through the SurveyMonkey link provided. A third option, for Providers who may collect feedback from participants through their own mechanisms, is to submit the data in an Excel format. The Ministry will only accept Excel submissions if the data follows a specific format. An Excel template can be requested from the Ministry for Providers who wish to submit data this way.

The Ministry will not accept hard copies of paper forms or scanned copies. Participant feedback data will only be accepted if it is submitted through the SurveyMonkey link provided (or in Excel format if the correct template and formatting has been used).

Appendix 5 presents a summary of the reporting framework.

## Performance Measures

Providers are expected to deliver on the outcomes as specified in their OA. This includes delivering at least the minimum number of opportunities agreed and delivering the services as specified[15].

Providers will also be assessed on the quality of the service they have delivered. This will be assessed through feedback by the young people taking part in the service.

For services funded under the Youth Development stream, **at least 80%** of young people responding to the feedback survey should report that they have increased their wellbeing (based on reported achievement of the outcomes specified above) by taking part in the service[16].

For services funded under the Youth Enterprise and Entrepreneurship stream, **at least 80%** of young people responding to the feedback survey should report that they have increased their preparedness for the future work environment (based on reported achievement of the outcomes specified above) by taking part in the service[15].

Providers should aim to have **at least 50%** of young people participating in their services complete the Participant Feedback Survey, where feasible or practicable. For Providers delivering services to particularly large cohorts of young people a target percentage of completed feedback surveys can be negotiated with the Ministry[15].

If a Provider does not meet the outcomes specified, or if they are delivering a service that is assessed as poor quality, the Ministry will discuss concerns with the Provider to try to rectify the issues. If improvements are not made then the Ministry will not be likely to enter in to another OA with that Provider.

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[16] These measures will be monitored throughout the course of the OA but the targets are set to be reached by the end of the financial year. The Ministry will be proactive in discussing with Providers cases where it looks like the expected outcomes are not likely to be achieved within the agreed timeframes.

# Monitoring

Ministry Relationship Managers will monitor the contracts that they manage through the Participant Feedback Survey data and the Quarterly Provider Update Reports in the first instance.

The Ministry reserves the right to further monitor funded services as deemed necessary. Monitoring of the services would usually include, but is not limited to:

- Individual and/or Group Interviews with key members of staff, such as staff who design and/or manage the programmes or frontline staff running the programmes
- Focus Group sessions with young people who have participated or are participating in the programme
- Focus Group sessions with members of the community if applicable
- Roundtable discussions with the Ministry, Provider staff and participants, if applicable
- Other funding partners may be invited to attend, as appropriate
- Sessions to observe the youth development activities in action
- Checking original participant documentation, including, but not limited to:
  - enrolment forms
  - programme/opportunity activities
  - financial expenditure information.

Appendix 6 presents a summary of the relationship management, monitoring and evaluation framework.

# Evaluation

The Ministry reserves the right to commission (often through an independent organisation) an evaluation of a funded service, as deemed necessary.

Evaluations are a good way to assess how a service has performed on achieving planned outcomes, or how well a programme was implemented, and the processes it works under.

The Ministry may request an evaluation for services where there is little clear evidence of impact or success. New or innovative services may require evaluation. Evidence gained through evaluation is useful when the Ministry is making funding decisions.

The specifics of what an evaluation should cover would be developed on a case-by-case basis and in consultation with the Provider in question. Providers are expected to cooperate fully with any evaluation commissioned.

Providers are also encouraged to conduct or commission their own evaluations. The results of any evaluations conducted should be shared with the Ministry. A useful resource called 'Making Sense of Evaluation: A Handbook for the Social Sector'[17] is available, this can help Providers to understand more about how to measure and understand the effects of their

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[17] https://thehub.sia.govt.nz/resources/making-sense-of-evaluation-a-handbook-for-everyone/

services. The Ministry encourages all Providers to use this resource.

## Review

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

- the data submitted through the Quarterly Provider Update Reports
- the data submitted through the Participant Feedback Surveys
- the results of any monitoring processes
- the results of any evaluations
- your progress in contributing to the Ministry's 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 may have
- any other matters that you or the Ministry may wish to raise.

Relationship Managers will arrange review meetings if and when required during the term of the OA.

**MINISTRY OF YOUTH DEVELOPMENT**
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*Administered by the Ministry of Social Development*
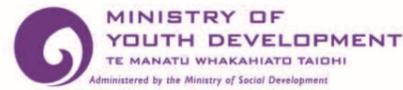
**Our vision is that all young people are able to succeed in, contribute to and enjoy life**

**Longer-term Outcomes**

| Improved Overall Health and Wellbeing | Less State Interventions | Increased Educational Achievement | Greater Employment Options |
|---|---|---|---|

**Overarching Outcomes**

| Increased Wellbeing | Increased Preparedness for the Future Work Environment |
|---|---|

**Core Outcomes**

- Young people have a sense of **belonging**; they feel **connected** to communities.
- Young people are able to explore their **culture** and **identity** and feel **positive** about who they are.
- Young people have a sense of **contributing** to society; their opinions are listened to and **valued**.
- Young people understand their **strengths**; they feel **equipped** to deal with adversity or change.

- Young people develop their **knowledge** (such as business strategy, marketing, financial literacy).
- Young people develop their **soft skills** (such as communication, listening, leadership, teamwork).
- Young people have increased **resilience** and **confidence** to face challenges.
- Young people have the appropriate **connections** and **networks** to help support them and develop.
- Young people have gained **experiences** that will support them to **understand themselves** better.

**Funding Streams**

| Youth Development Funding | Youth Enterprise and Entrepreneurship Funding |
|---|---|

**Target Population**

All Young People in New Zealand aged 12 to 24

**Priority Areas**

| Rangatahi Māori | Young Pacific peoples | Young people with disabilities | Young women | Young people living in the regions | Young people from the Rainbow community | Young people from ethnic communitis |
|---|---|---|---|---|---|---|

**Intervention Level**

Prevention and Education

# Appendix 2: Quarterly Provider Update Report

| Question No. | Question Text | Use |
|---|---|---|
| **Q1** | Please record the total number of programmes, that you receive funding from MYD for, that you have delivered since 1 July 2019: | Office use |
| **Q2** | Please record the total number of unique individual young people (aged 12-24 years) that you have worked with across your programme or programmes since 1 July 2019: | Reported measure |
| **Q3** | Please record how many of the unique young people (aged 12-24 years) that you have worked with since 1 July 2019 identify with each ethnicity listed below (please note that individuals can identify with more than one ethnicity): NZ European/Pakeha, European, Māori, Pacific People, Asian, Other | Reported measure |
| **Q4** | Please record how many of the unique young people (aged 12-24 years) that you have worked with since 1 July 2019 fit within each age listed below: 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24 | Reported measure |
| **Q5** | Please record how many of the unique young people (aged 12-24 years) that you have worked with since 1 July 2019 fit within each gender category listed below: Male, Female, Gender Diverse | Reported measure |
| **Q6** (in Quarters 1 to 3 only) | Are you currently on track to deliver the programmes and achieve the volumes as per your OA with MYD? | Office use |
| **Q6** (in Quarter 4 only) | Have you successfully delivered the programmes and the volumes this financial year as per your OA with MYD? | Office use |
| **Q7** | If 'No' to the above question, please tell us why: | Office use |
| **Q8** (in Quarter 3 and 4 only) | Thinking about the youth development opportunities that you have delivered with your funding from MYD, what do you consider to be your main achievements over the course of this OA? | Narrative |
| **Q9** (in Quarter 3 and 4 only) | Thinking about the youth development opportunities that you have delivered with your funding from MYD, what general trends, issues or impacts have you observed for the young people you have been working with over the course of this OA? | Narrative |

| | | |
|---|---|---|
| **Q10**<br>(in Quarter 3 and 4 only) | Please provide at least one specific example for each of the programmes that you have delivered, detailing how the young people (aged 12-24 years) taking part have benefitted; thinking particularly about how the young people have been supported to build their wellbeing and resilience and skills and capability: | Narrative |
| **Q11** | If you faced any challenges this quarter (not already mentioned above), please tell us about these below: | Narrative |
| **Q12** | If you need any additional support, from MYD or other partners, please tell us about your needs below: | Office use |
| **Q13** | If you have any other thoughts, issues or comments you'd like to raise with MYD, please record these below: | Office use |
| **Q14**<br>(in Quarter 4 only) | How would you rate your experience of interacting with MYD throughout the last 12 months?"<br>Very good, Good, Neither good nor bad, Bad or Very bad. | Office use |
| **Q15**<br>(in Quarter 4 only) | Please tell us a little bit about why you gave MYD this rating. | Office use |

# Appendix 3: Participant Feedback Survey – Youth Development[18]

**Please Note:** Summary reports of the data provided by participants will be shared with Providers for their own use.

| Question No. | Question Text | Use |
|---|---|---|
| **Q1** | Please provide the name of the programme or service that you are telling us about: | Office use |
| **Q2** | Overall, how happy were you with your experience of the programme or service?<br>Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy | Reported measure |
| **Q3** | Overall, how happy were you with the people running the programme or service?<br>Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy | Reported measure |
| **Q4** | On a scale of 0 to 10, where 0 is 'not at all likely' and 10 is 'extremely likely', how likely would you be to recommend this programme or service to a friend? | Reported measure |
| **Q5** | Overall, how much has taking part in this programme or service increased your connections with, or improved your relationships with…<br>...other young people?<br>...your family/whanau?<br>...communities or groups that you are part of? | Reported measure |
| **Q6** | Overall, how much has taking part in this programme or service helped you to…<br>...explore and understand your culture?<br>...explore and understand your identity?<br>...feel positive about who you are? | Reported measure |
| **Q7** | Overall, how much has taking part in this programme or service helped you to…<br>...understand and appreciate your existing resourcefulness, skills and capabilities?<br>...develop or build-upon these strengths?<br>...feel prepared to deal with challenges you may face? | Reported measure |
| **Q8** | Overall, how much has taking part in this programme or service helped you to…<br>...feel that your thoughts and/or actions are valued?<br>...feel confident to participate in, and contribute to, your local environment/community?<br>...feel that you have the ability to make decisions about your future? | Reported measure |

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[18] The content of this survey is currently in draft, the content will be finalised by 1 July 2019.

| | | |
|---|---|---|
| **Q9** | Please tell us a little bit about what you feel was really good about the programme or service that you took part in (for example; What were your favourite things? What did you learn? What will you remember most about it?): | Narrative |
| **Q10** | If you can think of anything that would have made your experience better, please tell us about it below: | Narrative |
| **Q11** | What gender do you identify as? Male, Female, Gender Diverse | Office use |
| **Q12** | What is your age? 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24 | Office use |
| **Q13** | Which ethnic group (or groups) do you identify as? Please select all that apply. NZ European/Pakeha, European, Māori, Pacific People, Asian, Other | Office use |
| **Q14** | If you know the name(s) of your iwi (tribe or tribes), please record details below: | Office use |
| **Q15** | Which region do you currently live in? | Office use |
| **Q16** | If you live in a city listed below, please select which one (if you don't live in one of these cities, just skip this question) | Office use |
| **Q17** | Please record the name of the town or suburb where you live: | Office use |

# Appendix 4: Participant Feedback Survey – Youth Enterprise[19]

**Please Note:** Summary reports of the data provided by participants will be shared with Providers for their own use.

| Question No. | Question Text | Use |
|---|---|---|
| **Q1** | Please provide the name of the programme or service that you are telling us about: | Office use |
| **Q2** | Overall, how happy were you with your experience of the programme or service?<br>Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy | Reported measure |
| **Q3** | Overall, how happy were you with the people running the programme or service?<br>Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy | Reported measure |
| **Q4** | On a scale of 0 to 10, where 0 is 'not at all likely' and 10 is 'extremely likely', how likely would you be to recommend this programme or service to a friend? | Reported measure |
| **Q5** | How do you think participating in this programme will impact your final NCEA credits/grades?<br>…no impact on my final NCEA credits/grades<br>…a positive impact on my final NCEA credits/grades<br>…a negative impact on my final NCEA credits/grades | Reported measure |
| **Q6** | Are you planning to study commerce, business or enterprise related subjects in the future? | Reported measure |
| **Q7** | Are you planning to run your own business or enterprise in the future? | Reported measure |
| **Q8** | Overall, how much has taking part in this programme or service increased your awareness of…<br>…different business models, including social enterprise business models?<br>…how enterprise can affect social change? | Reported measure |
| **Q9** | Overall, how much has taking part in this programme or service increased your knowledge of…<br>…business strategy?<br>…marketing?<br>…financial literacy?<br>…basic economics? | Reported measure |

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[19] The content of this survey is currently in draft, the content will be finalised by 1 July 2019.

| | | |
|---|---|---|
| **Q10** | Overall, how much has taking part in this programme or service increased your… <br> …communication skills? <br> …listening skills? <br> …teamwork skills? <br> …problem solving skills? <br> …innovative thinking skills? | Reported measure |
| **Q11** | Overall, how much has taking part in this programme or service increased your… <br> …resilience (ability to face challenges and keep going)? <br> …confidence (to try new things and develop ideas)? <br> …drive to be an entrepreneur? | |
| **Q12** | Overall, how much has taking part in this programme or service increased your… <br> …awareness of enterprise as a career option? <br> …ability to pursue a career (whether as an entrepreneur or as an employee)? <br> …connections, networks or supports? | |
| **Q13** | Please tell us a little bit about what you feel was really good about the programme or service that you took part in (for example; What were your favourite things? What did you learn? What will you remember most about it?): | Narrative |
| **Q14** | If you can think of anything that would have made your experience better, please tell us about it below: | Narrative |
| **Q15** | What gender do you identify as? Male, Female, Gender Diverse | Office use |
| **Q16** | What is your age? 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24 | Office use |
| **Q17** | Which ethnic group (or groups) do you identify as? Please select all that apply. <br> NZ European/Pakeha, European, Māori, Pacific People, Asian, Other | Office use |
| **Q18** | If you know the name(s) of your iwi (tribe or tribes), please record details below: | Office use |
| **Q19** | Which region do you currently live in? | Office use |
| **Q20** | If you live in a city listed below, please select which one (if you don't live in one of these cities, just skip this question) | Office use |
| **Q21** | Please record the name of the town or suburb where you live: | Office use |

### Provider Reporting

through Quarterly Online Update Reports, End of Contract Reports and Roundtable Reporting

**Quantity Reporting**

Total number of achieved opportunities
Ethnic breakdown of young people
Age profile of young people
Gender breakdown of young people

**Narrative Reporting**

Are you on track to deliver contracted volumes?
If 'No', why not?
What do you consider your main achievements?
What trends, issues or impacts have you observed?
Examples of how young people have benefitted?
What challenges have been faced?
Any support required? Additional thoughts or comments?

### Participant Feedback Reporting

through Online Survey open all year round

**Quality Reporting**

How happy were you with the programme?
How happy were you with the people?
How likely are you to recommend the programme?

**Narrative Reporting**

What did you feel was really good about the programme?
What would have made it better?

**Outcome Reporting**
*[Youth Development]*

How much have you increased your connections with, or improved your relationships with, other young people, your family/whanau and communities or groups that you are part of?
How much have you explored and understood your culture, explored and understood your identity and feel positive about who you are?
How much have you understood and appreciated your existing resourcefulness, skills and capabilities, developed or built-upon these strengths, and felt prepared to deal with challenges you may face?
How much have you felt that your thoughts and/or actions are valued, felt confident to participate in, and contribute to, your local environment/community, and felt that you have the ability to make decisions about your future?

**Outcome Reporting**
*[Enterprise]*

How much have you developed your business awareness and knowledge?
How much have you developed your transferable their soft skills?
How much have your experiences helped you to understand yourself better and increased your confidence to make life and career choices?
How much have you increased your resilience and your ability to face challenges?
How much have you developed your connections, networks and supports to help you develop?

**Demographics**

Age, Gender, Ethnicity, Iwi, Region, City, Town, Suburb

### System Reporting

through system databases

**Quantity Reporting**

Total number of contracted opportunities
Value of contracts
Percentage of funding targeting specific priority areas

# Appendix 6: Relationship Management, Monitoring and Evaluation Framework

## Relationship Phone-call

### When?
Ongoing, as required   OR

If quarterly update report is not submitted by the deadline   OR

If there are issues raised in the quarterly update report or in the participant feedback surveys   OR

At least once a year if no other contact has been made.

### Why?
To maintain relationships   OR

To request completion and submission of quarterly update reports   OR

To discuss issues raised through reporting   OR

As a general check in with providers to maintain the relationship.

### Who?
MYD Relationship/Contract Managers.

## Face-to-face Contact

### When?
If there are *significant* issues raised in the quarterly update report or in the participant feedback surveys   OR

If practical and cost effective and agreed by both parties (if not at least a phone-call should be made).

### Why?
To discuss *significant* issues raised through reporting   OR

To build and maintain a good relationship with providers. It could be an opportunity to see a MYD funded programme in action.

### Who?
MYD Relationship/Contract Managers.

## Monitoring Visit

### When?
If there are *serious and significant* issues raised in the quarterly update report, the participant feedback surveys, or at any other point   OR

On a case by case basis, when it is agreed by MYD management that a monitoring visit is needed or would be beneficial in building the evidence base about a provider or a programme.

### What?
A monitoring visit would usually include (but is not limited to):
- Individual and/or Group Interviews with key members of staff, such as staff who design and/or manage the programmes or frontline staff running the programmes
- Focus Group sessions with young people who participated or are participating in the programme
- Focus Groups sessions with members of the community if applicable Roundtable discussions with MYD, Provider staff and participants
- Sessions to observe the youth development activities in action.

### Who?
MYD Relationship/Contract Managers. Plus additional MYD staff as appropriate.

## Evaluation

### When?
If a business case can be made to fund and undertake an evaluation of a provider/programme or fund. This may be because there are concerns about the quality or effectiveness of the activity, or currently a lack of evidence about the impact that the programme is having. It may be because a milestone has been reached and it is a good opportunity to take stock of what is working well. An evaluation can happen at any time (with agreement from all parties) when the benefits are agreed and finances and resources allow.

### What?
An evaluation could focus on a particular provider, a particular programme or the performance of a fund (possibly covering a suite of providers/programmes).

An evaluation could evaluate how a programme/provider/fund has performed on achieving planned outcomes, or how well a programme was implemented and the processes it works under.

The specifics of what the evaluation should cover needs to be developed on a case by case basis.

### Who?
Evaluations can be done by providers themselves or by MYD/MSD but preferably evaluations are conducted by an independent contractor to ensure independence and objectivity.