



MINISTRY OF
YOUTH DEVELOPMENT

TE MANATŪ WHAKAHIATO TAIOHI

Administered by the Ministry of Social Development

Service Guidelines

For the 2020/2021 Financial Year

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1. About the Guidelines

Purpose of the Guidelines

These Service Guidelines (“Guidelines”) are for the Providers that the Ministry of Youth Development/Te Manatū Whakahiato Taiohi (“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](#).

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 needs 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 into 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.

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 them, 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 is 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.

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 rangatahi Māori. The Ministry expects its Providers to be equally responsive to rangatahi Māori.

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 contracted services to the policies and guidelines included in the following publications:

- [Code of Ethics for Youth Work in Aotearoa New Zealand](#)
- [Guide to Effective and Safe Practice in Youth Mentoring](#)

3. Youth development

About the Ministry

The Ministry of Youth Development/Te Manatū Whakahiato Taiohi (the Ministry), administered by the Ministry of Social Development/Te Manatū Whakahiato Ora (MSD), 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. It also supports the broader youth sector and promotes a better understanding of how best to support and empower young people.

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

What the Ministry does

The Ministry supports young people by focussing on the following areas:

- Funding services 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 services 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 community¹
 - Young people with disabilities
 - Young people from ethnic communities (in particular those from a refugee and migrant background)
 - Young people living in the regions².
- 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.

¹ The Ministry uses the term 'Rainbow' to include all people under the sex, sexuality and gender diversity umbrellas.

² '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. 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.

4. Service overview

Target group definition

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

Priority cohorts

The Ministry aims to support equitable access to positive youth development services and has prioritised seven cohorts for particular focus. The Ministry aims to target at least 50% of funding for youth development opportunities to the priority cohorts, as listed on page six.

Youth development outcomes

For services funded through the Youth Development Funding Stream, the core outcome expected is an **increase in the wellbeing of young people** across Aotearoa New Zealand so that they are better able to succeed in, contribute to and enjoy life, through the use of positive youth development approach/es.

How this is done will vary for different young people and in different communities, but the outcomes listed below are expected:

- Participation in, engagement with and contribution to something they **value** in their community or society.
- Feeling more connected, having a greater sense of **belonging** and feeling comfortable and aware of their **identity**.
- Learning or developing **skills** (these may be their social, emotional, physical, autonomy, work or intimacy skills).
- Developing **strong and healthy relationships** with their peers and adults and feeling accepted, respected, understood and listened to.
- **Optimistic about the future**, believing that they have choices about their future and are prepared for the future work environment.

Youth Enterprise and Entrepreneurship outcomes

For services funded through 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.

- Increased **entrepreneurship, business and financial acumen**.
- Increased **decision-making and problem-solving skills**.
- Development of **innovation** and **original thinking**.
- Increased awareness of **information** and digital technologies, and
- Increased leadership **skills**, career opportunities and career management skills.

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 Services Accreditation

In order to ensure the safety of the young people taking part in the services receiving funding from Ministry, it requires any organisations involved to gain accreditation when assessed against the [Social Sector Accreditation Standards](#) (SSAS) and additional specific standards, as applicable.

Most Ministry 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 several 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.

Providers are likely to require **Level 3** accreditation if the service 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 a Provider intends to run adventure-based learning or overnight stays then they will also be required to meet the [Specialist Accreditation Standard: Outdoor Pursuits and camp programmes for children and young people](#) standard.

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, providers 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.

Applicants who do not have Social Services Accreditation

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 apply for accreditation. The Ministry's Contracts Advisors and Regional 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 [Family Services Directory](#) throughout the term 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 [Youth Hub](#) platform. 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 and wraps around mentors, businesses, youth service providers, schools, teachers and government organisations to support their pathway through education, training and employment. The Ministry encourages its Providers and the young people taking part in Ministry supported programmes to connect with this platform.

5. Reporting, Performance Measures and Monitoring

The Ministry needs to understand and demonstrate how the services the Ministry funds use youth development to improve outcomes for young people, and who is using the services.

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 supply data, and support participants to supply 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):

- **Quarterly 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 may be 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 the information detailed in the Provider Update Reports.
- **Online Participant Feedback Surveys** – these surveys provide feedback from the young people participating in a service. 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 service 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 Participant Feedback Survey online.
- **End of Contract Report** – in some cases the Ministry requires 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 Provider Update Reports are due to be submitted.

Period the report covers	Deadline for report submission
Quarter 1: 1 July 2020 to 30 September 2020 (three months)	05 October 2020
Quarter 2: 1 July 2020 to 31 December 2020 (six months)	15 December 2020³
Quarter 3: 1 July 2020 to 31 March 2021 (nine months)	05 April 2021
Quarter 4: 1 July 2020 to 30 June 2021 (12 months)	05 July 2021

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

Funding stream	Provider reporting	Participant reporting
Youth Development	Provider Update Report - Quarterly (see Appendix 1)	Participant Feedback Survey - Open all Financial Year (see Appendix 2)
Youth Enterprise – Programmes and Services	Provider Update Report - Quarterly (see Appendix 1)	Participant Feedback Survey - open all financial year (see Appendix 3)
Youth Enterprise – Opportunity for Young People	End of Contract Report	N/A
Partnership Fund	Provider Update Report - Quarterly (see Appendix 1) and Roundtable Reporting ⁴ (six-monthly)	Participant Feedback Survey - open for the duration of the contract (see Appendix 2 and 3)

³ The early deadline is to account for issues with holiday absences at this time of year, the period reported on should still cover 01 July 2020 to 31 December 2020.

⁴ The Partnership Fund Roundtable Reporting covers much of the data collected through the Quarterly Provider Update Report so Appendix 1 can be used as a guide.

Participant Feedback Surveys

The 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 05 July 2021. 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 hyperlink 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 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.

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).

Performance measures

Providers are expected to deliver on the outcomes as specified in their OA. This includes delivering the services and volumes as specified.

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 85%** of young people responding to the feedback survey should report that they have significantly increased their wellbeing through their participation in the service⁵.

For services funded under the Youth Enterprise and Entrepreneurship stream, **at least 85%** of young people responding to the feedback survey should report that they have increased their preparedness for the future work environment by taking part in the service⁵.

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.

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.

⁵ 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 Regional Relationship Managers will monitor the contracts that they manage through the Participant Feedback Survey data and the 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 services in action
- Checking original participant documentation, including, but not limited to:
 - enrolment forms
 - programme/opportunity activities
 - financial expenditure information.

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](#)' is available, this can help Providers to understand more about how to measure and understand the effects of their services. The Ministry encourages all Providers to use this resource.

Appendix 4 presents a summary of the relationship management, monitoring and evaluation framework.

Review

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

- the data submitted through the Provider Update Reports
- the data submitted through the Participant Feedback Surveys
- the results of any monitoring processes
- the results of any evaluations
- a Provider's progress in contributing to the Ministry's priorities
- a Provider's progress in contributing to the outcomes
- a Provider's delivery of services
- the expenditure of the funding
- any difficulties/challenges that a Provider or the Ministry may have
- any other matters that a Provider or the Ministry may wish to raise.

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

Appendix 1: Provider Update Report

Question No.	Question Text	Use
Q1	Before you start the report, please confirm which report you are completing. <i>Quarter 1 (covers the period from 1 July 2020 through to 30 September 2020: due 5 October 2020)</i> <i>Quarter 2 (covers the period from 1 July 2020 through to 31 December 2020: due 15 December 2020)</i> <i>Quarter 3 (covers the period from 1 July 2020 through to 31 March 2021: due 5 April 2021)</i> <i>Quarter 4 (covers the period from 1 July 2020 through to 30 June 2021: due 5 July 2021)</i>	Ministry use
Q2	Please record the total number of programmes, that you receive funding from MYD for, that you have delivered since 1 July 2020:	Office use
Q3	Please record the total number of young people (aged 12-24) that you have worked with, across the programmes recorded above, since 1 July 2020:	Reported measure
Q4	Please record how many of these young people identify with each ethnicity listed below (please note that individuals can identify with more than one ethnicity): <i>NZ European/Pakeha, European, Māori, Pacific Peoples, Asian, Other</i>	Reported measure
Q5	Please record how many of these young people fit within each age listed below: <i>12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24</i>	Reported measure
Q6	Please record how many of these young people fit within each gender category listed below: <i>Male, Female, Gender Diverse</i>	Reported measure
Q7	Are you on track to deliver, or have you delivered, the programmes and the volumes as per your Outcome Agreement with MYD?	Office use
Q8	If 'No' to the above question, please tell us why:	Office use
Q9 (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?	Office use
Q10 (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?	Narrative

Question No.	Question Text	Use
Q11 (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) taking part have benefited; thinking particularly about how the young people have been supported to improve their wellbeing and/or improve their preparedness for the future work environment.	Narrative
Q12	If you faced any challenges this quarter (not already mentioned above), please tell us about these below:	Narrative
Q13	If you need any additional support, from MYD or other partners, please tell us about your needs below:	Narrative
Q14	If you have any other thoughts, issues or comments you'd like to raise with MYD, please record these below:	Office use
Q15	How would you rate your experience of interacting with MYD to date? <i>Very good, Good, Neither good nor bad, Bad or Very bad.</i>	Office use
Q16	Please tell us a little bit about why you gave MYD this rating.	Office use

Appendix 2: Participant Feedback Survey – Youth Development

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	Overall, how happy were you with... ...your experience of the programme or service? <i>Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy</i>	Office use
Q1.1	Overall, how happy were you with... ...the people running the programme or service? <i>Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy</i>	Office use
Q2	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? <i>0,1,2,3,4,5,6,7,8,9,10</i>	Net Promoter Score
Q3	Has taking part in this programme or service, helped you to... ...make new friends? <i>Yes, No, Maybe</i>	Reported measure
Q3.1	Has taking part in this programme or service, helped you to... ...build better relationships with your family or local community? <i>Yes, No, Maybe</i>	Reported measure
Q4	Has taking part in this programme or service, helped you to... ...understand your culture and/or identity better? <i>Yes, No, Maybe</i>	Reported measure
Q4.1	Has taking part in this programme or service, helped you to... ...feel more positive about who you are? <i>Yes, No, Maybe</i>	Reported measure
Q5	Has taking part in this programme or service, helped you to... ...develop your skills and strengths? <i>Yes, No, Maybe</i>	Reported measure
Q5.1	Has taking part in this programme or service, helped you to... ...feel more confident about what you can achieve? <i>Yes, No, Maybe</i>	Reported measure
Q6	Has taking part in this programme or service, helped you to... ...feel that your voice is heard and/or that your actions are valued? <i>Yes, No, Maybe</i>	Reported measure
Q6.1	Has taking part in this programme or service, helped you to... ...feel more confident about actively participating in society (the world around you)? <i>Yes, No, Maybe</i>	Reported measure

Question No.	Question Text	Use
Q7	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
Q8	If you can think of anything that would have made your experience better, please tell us about it below:	Narrative
Q9	If you know the name of the programme or service that you are telling us about please record it below, if not just leave it blank and click 'Next'.	Narrative
Q10	What gender do you identify as? <i>Male, Female, Gender Diverse, Prefer not to say</i>	Office use
Q11	How old are you? <i>12 - 14, 15 - 17, 18 - 20, 21 - 24</i>	Office use
Q12	Which ethnic group (or groups) do you identify as? Please select all that apply. <i>NZ European/Pakeha/European, Māori, Pacific Peoples, Asian, Other</i>	Office use
Q13	What town or city do you live in? Please record a town or city and region.	Office use

Appendix 3: Participant Feedback Survey – Youth Enterprise

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	Overall, how happy were you with... ...your experience of the programme or service? <i>Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy</i>	Office use
Q1.1	Overall, how happy were you with... ...the people running the programme or service? <i>Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy</i>	Office use
Q2	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? <i>0,1,2,3,4,5,6,7,8,9,10</i>	Net Promoter Score
Q3	Has taking part in this programme or service, helped you to... ...increase your awareness of business models and entrepreneurship? <i>Yes, No, Maybe</i>	Reported measure
Q3.1	Has taking part in this programme or service, helped you to... ...develop your business or enterprise knowledge (such as business strategy, marketing, financial literacy)? <i>Yes, No, Maybe</i>	Reported measure
Q3.2	Has taking part in this programme or service, helped you to... leadership, teamwork)? <i>Yes, No, Maybe</i>	Reported measure
Q4	Has taking part in this programme or service, helped you to... ...feel more confident in yourself and your abilities? <i>Yes, No, Maybe</i>	Reported measure
Q4.1	Has taking part in this programme or service, helped you to... ...feel more resilient (more able to bounce back when things don't go to plan)? <i>Yes, No, Maybe</i>	Reported measure
Q5	Has taking part in this programme or service, helped you to... ...meet people who inspire you and support your development? <i>Yes, No, Maybe</i>	Reported measure
Q5.1	Has taking part in this programme or service, helped you to... ...connect with individuals or organisations who can offer you mentoring or further development? <i>Yes, No, Maybe</i>	Reported measure

Question No.	Question Text	Use
Q6	Has taking part in this programme or service, helped you to... ...have experiences that have supported you to grow and develop? <i>Yes, No, Maybe</i>	Reported measure
Q6.1	Has taking part in this programme or service, helped you to... ...understand yourself better through the experiences you've had? <i>Yes, No, Maybe</i>	Reported measure
Q7	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?): Please ensure that you do not include any personal information that could identify you or others.	Narrative
Q8	If you can think of anything that would have made your experience better, please tell us about it below: Please ensure that you do not include any personal information that could identify you or others.	Narrative
Q9	If you know the name of the programme or service that you are telling us about please record it below, if not just leave it blank and click 'Next'.	Office use
Q10	Do you think that taking part in this programme or service will have a positive impact on your NCEA credits/grades? <i>Yes, No, Maybe, Not Applicable</i>	Office use
Q11	Are you planning to study commerce, business or enterprise related subjects in the future? <i>Yes, No, Maybe, Not Applicable</i>	Office use
Q12	Are you planning to run your own business or enterprise in the future? <i>Yes, No, Maybe, Not Applicable</i>	Office use
Q13	What gender do you identify as? <i>Male, Female, Gender Diverse, Prefer not to say</i>	Office use
Q14	How old are you? <i>12 - 14, 15 - 17, 18 - 20, 21 - 24</i>	Office use
Q15	Which ethnic group (or groups) do you identify as? Please select all that apply. <i>NZ European/Pakeha/European, Māori, Pacific Peoples, Asian, Other</i>	Office use
Q16	What town or city do you live in? Please record a town or city and region.	Office use

Appendix 4: Relationship Management, Monitoring and Evaluation Framework

<p>Relationship Phone-call</p>	<p>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.</p>	<p>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.</p>	<p>Who? MYD Relationship/Contract Managers.</p>
<p>Face-to-face Contact</p>	<p>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).</p>	<p>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.</p>	<p>Who? MYD Relationship/Contract Managers.</p>
<p>Monitoring Visit</p>	<p>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.</p>	<p>What? A monitoring visit would usually include (but is not limited to):</p> <ul style="list-style-type: none"> • 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. 	<p>Who? MYD Relationship/Contract Managers. Plus additional MYD staff as appropriate.</p>
<p>Evaluation</p>	<p>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.</p>	<p>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.</p>	<p>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.</p>