



11 NOV 2015

Ms Sheree Vluggen
3/ 138 Hataitai Road, Hataitai
Wellington 6011
fyi-request-3122-fe5564ca@requests.fyi.org.nz

Dear Ms Vluggen,

On 2 September 2015 you emailed the Ministry requesting, under the Official Information Act 1982, information on the service delivery contracts the Ministry of Social Development holds, and has held, with the Wairarapa branch of the Open Home Foundation and any concerns the Ministry has with the services they provide.

Your request mentions concerns about a child's safety, this has been passed onto the appropriate Child, Youth and Family officials to follow up. In future, if you have concerns about a child's safety the Ministry urges you to contact Child, Youth and Family's contact centre immediately on 0508 326 459.

Open Home Foundation is approved as a national provider at Level 1 and Level 2 to deliver Child and Family Support Services under section 396 and Community Services under section 403 of the Children Young Persons and their Families Act 1989.

All funded providers must satisfy on-going contract monitoring requirements ensuring accountability for Government funding. The Ministry has robust monitoring and reporting mechanisms which provide quantitative and qualitative contracted service delivery measures. Care providers undergo a robust annual verification and monitoring visit by Ministry Approval Assessors. You can find more information about the approvals process on the Ministry of Social Development's website at: <https://www.msd.govt.nz/what-we-can-do/providers/approvals/index.html>

For the sake of clarity I will address your questions separately.

1. *What service delivery contract/s do/did the Ministry hold with the Wairarapa branch of the Open Home Foundation in relation to Child Youth and Family and Community Services?*

Services purchased from Open Home Foundation' Wairarapa branch in relation to Child Youth and Family and Community Services include Shared Care, Long Term Care, service units, family support, Caregiver support and prevention of entry to care intensive support.

2. *What service delivery contract/s are either not being renewed, and/or or have been terminated within the past 12 months?*

In the last 12 months Care and Support to families referred from the community has been refocused on supporting Child, Youth and Family clients. This is to prevent the need for children to come into care, provide support to caregivers and to assist with the transition of children out of care. In addition to this the shared care service ceased as the care was no longer required for this specific child or young person. All other services listed above continue to be provided by the Wairarapa branch.

3. *A copy of the service delivery contracts that are either not being renewed, and/or have been terminated within the past 12 months?*

All services contracted from Open Home Foundation nationwide are outlined in one streamlined contract. This contract is still current; therefore, your request for copies of the service delivery contracts which have not been renewed and/or have been terminated in the past 12 months is refused under section 18(e) of the Official Information Act as the information does not exist.

4. *What are the quality performance measures for the service delivery contracts that are either not being renewed, and or have been cancelled within the past 12 months?*

The quality performance measure for Shared Care is the provision of safe and appropriate day to day care while Care and Support to the community has a number of quality measures such as, the skills of staff delivering social work meeting an appropriate level, the amount of time a child or young person is in care under a section 139 of the Children, Young Persons and Their Families Act 1989 and that all services are delivered.

Further information relating to Shared Care guidelines is available on the Ministry of Social Development website at: <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/service-guidelines/shared-care.html>. You might also be interested in the Family Wellbeing service guidelines which are available at: <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/service-guidelines/family-wellbeing-services.html>

5. *What is/has been the performance against the service delivery requirements of the contract/s the Ministry holds/has held with Wairarapa branch of the Open Home Foundation over the past 12 months?*

In the past 12 months the Open Home Foundation met service delivery requirements for Shared Care while Care and Support services were redirected to focus on Child, Youth and Family clients.

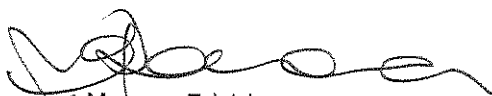
6. *What are/were the reasons the Ministry did not either renew or have decided to terminate these contracts?*

The Ministry's current contract with Open Home Foundation continues to cover the Wairarapa site; however, the services provided under this contract have been changed to reflect differences in demands and needs of those children, young people and their families who are amongst some of the most vulnerable in New Zealand.

I hope you find this information regarding the service delivery of contracts the Open Home Foundation in Wairarapa region helpful. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

Yours sincerely



 Murray Edridge
Deputy Chief Executive, Community Investment