

FAMILY VIOLENCE PROVIDER UPDATE | JUNE 2021

New contracts from 1 July, invoicing and reporting guidelines, Provider checklists, Code of Practice release and advance notice of possible NVP referrals.

Ngā mihi nui ki a koutou katoa

This Provider Update has been prepared to guide you through the updated documents you will be using from 1 July 2021. Attached to this email we have included the following documents:

- new release of the Code of Practice
- a Provider checklist
- updated invoicing and reporting guidelines.

We understand that providers will have to adjust to the new contract requirements. If you have any questions or concerns about the new contract or service requirements, please contact your contract manager. We will also be in touch to arrange a site visit to make sure you are well supported during this transition.

Contracts for family violence services from 1 July 2021

As you are aware, your new Ministry of Justice family violence contracts come into effect on 1 July 2021. The Final Contract Changes document we sent on 31 March, and the Variation to the Outcome Agreement sent this week detail the service changes introduced in this new contract.

You would have received the Variation to Outcome Agreement document sent to you for consideration and signing earlier this week. Just a reminder that you need to send us back the document for counter signing 7 days after it was sent to your agency if you wish to continue delivering family violence services from 1 July 2021. If you haven't sent us back your Variation document, please arrange for the appropriate authority to sign the variation and return it to PCSRequests@justice.govt.nz.

Provider checklist

We realise there are a number of changes for you to embed and become familiar with. We have developed a provider checklist covering the key changes to the contract for you to use. You aren't required to use it and can amend it for your own agency if you wish.

Code of Practice and FVPP forms new release

Attached to this email is the updated Code of Practice to reflect the changes that come into effect on 1 July 2021. The key changes to the Code were outlined in the Final Contract Changes document sent to you in March, however the Code provides more details and examples on these changes.

The FVPP forms have also been updated to reflect the changes to the contract. The new forms will be available on the Ministry website on 1 July 2021, and we sent draft versions to you with our hui invite on 1 June. We encourage you and your facilitators to familiarise yourselves with the updated Code of Practice and FVPP forms.

All of the service changes have been incorporated throughout the Code. Below is a summary of the major changes and where to find key sections on the new information.

Key changes in Code of Practice	What it covers and where you can find it
Layout changes: Part 1: Overview and frameworks	All information relating to facilitator approvals including police vetting, children’s worker safety checks, required skills and experience are all located in chapter 2 (page 13) of Part 1: Overview and frameworks
Layout changes: Part 3: Safety programmes and the strengthening safety service	All information about undertaking assessments and programmes for adult safety have been combined in Chapter 5 (page 65). All information about undertaking assessments and programmes for child safety have been combined in Chapter 6 (page 84)
Provisional approval of facilitators	Information on the new provisional approval status is in Part 1: Overview and frameworks – Section 2.2
Support sessions definition and scope	Information about support sessions have been incorporated into all relevant parts of the Code. Detailed information can be found in: <ul style="list-style-type: none"> • Part 1: Overview and frameworks – Section 3.6 (page 43) • Part 2: Non-violence programmes and assessments – Section 2.3 (page 31) • Part 3: Safety programmes and the strengthening safety service – Section 3.3 (page 37)
Changes to fail to attend fee scope in assessment stage	Information on the changes to the fail to attend fee in assessments for all programmes is included in the fee schedule of each part of the Code.
Medium assessments in safety programmes and strengthening safety service	Medium assessments scope and use are described in all relevant sections throughout the Overview and Safety Programme, including pages 30 – 36 in Part 3, and pages 28-34 in Part 1.
Child safety programmes assessments allow mix of lengths or use of whānau assessments	Guidance on how to assess siblings for children’s safety programmes (including whānau assessments) can be found in Part 3: Safety programmes and the strengthening safety service – Section 6.3 (page 86). Information on the ability to utilise a mix of assessment lengths and types is covered in various fee schedule, scope and detailed sections on assessments throughout the Overview and Safety Programme parts of Code.
Non-violence Programmes: Non-attendance, excusals, postponements, and failures to attend	Information on non-attendance, excusals, postponements, and failures to attend have been re-written to provide greater clarity. Some of the terminology for Corrections processes have been altered. This section can be found in Part 2: Non-violence programmes and assessments – Section 3.3 (page 39)
Non-violence Programmes: Remote programme delivery	Guidance on delivering non-violence programmes remotely is in Part 2: Non-violence programmes and assessments – Section 3.2 (page 38)
Flowcharts and resources	Flowcharts and resources have been updated in all three sections of the Code. This includes updated cover sheets, facilitator approval form, new child worker safety check resource and client feedback forms.

Invoicing and reporting guidelines

You have been sent your agency's invoice template (sent with your Variation document) to be used from August 2021 (for services delivered in July 2021). Attached to this email are the guidelines to help you complete your invoice. There are two sets of guidance – for invoices without the activity report, and for invoices with the activity report. Please make sure you read the guidance document relevant to your invoice template. If you have any questions about the template or guidance, contact your contract manager as soon as possible.

We have also included guidance on how to complete online quarterly reporting. Your contract manager will provide you with the link to the Citizen Space portal, so you are able to submit your narrative report and survey summary each quarter.

New email process to advise of possible non-violence programme referrals

We trust that you have received our email earlier this month regarding advance notice of possible non-violence programme referrals. We understand that you are often contacted by clients before you receive a confirmed referral and appreciate advance notice to allow you to correctly identify Ministry referrals.

We have heard your feedback and from 14th of June 2021, the DV Programmes team have started notifying providers soon after a Protection Order is made, or a new programme is directed, to advise you of the possible referrals. We hope that this will help you to respond to these clients.

More information hui still to come

We are still running information hui on the changes to help support the implementation. These are an optional 'extra' and are designed to allow enough time for questions and discussions. We will continue to send out reminders of the hui a day or so in advance.

From the entire Safety Services team, we appreciate all the time you have taken to attend hui and provide your feedback throughout the re-contracting process. We look forward to continuing this mahi with you.

Mauri Ora, Corrie and the Safety Services team