

DOMESTIC VIOLENCE PROVIDER UPDATE | JUL 2018

DVPP forms, Dual referrals, Complex NVP cases, and Child assessments

Please share this update with your team and don't hesitate to contact us if you have any questions.

Ngā mihi nui ki a koutou katoa

To all our new providers – welcome to your first provider update!

For our returning providers – welcome back!

Provider updates allow us to communicate with all providers at once, when there is something new about programmes, reporting, or invoicing, or when we are getting consistent questions or feedback on an issue.

These updates provide you with essential information. We recommend you file them with your Code of Practice or somewhere else easily accessible to everyone in your organisation.

We are planning a second release of the Code of Practice in September. This will capture the following information and any other changes in response to issues, corrections or additions you identify to us.

As this is our first provider update, we would like to take this opportunity to introduce our safety services team at national office:

Jools Joslin is our team manager, and has a wealth of community investment and family violence expertise.

The rest of the team comprises our administrator Belinda Timu; Principal Advisor Maree O'Regan, and Contract Managers Clarissa Erlanty, Corrie Hancock, Emma Blick, Jo-Ann Vivian, Lorraine Nelson, Louise Ainsley, Matt Carnihan, Natalia Taurima-Hinton, and Roslyn Hefford.

For most day to day contract or practice issues please contact your Contract Manager.

We thought it would also be useful to remind you of the other common email addresses you will use. Invoices and quarterly reports go to DVreporting@justice.govt.nz and any DVPP client forms and referral information go to the court team at DVprogrammes@justice.govt.nz

We know this has been a very busy time and we are all coming to grips with some of the changes to contracts, systems and processes. Thank you for your patience and commitment to quality of service for our communities.

Mauri Ora

Jools and the Safety Services Team



The rest of the team are out fishing....

DVPP forms – digital signatures and a correction

DVPP forms are used to report back to the court (DVprogrammes@justice.govt.nz) on your client work. They can be found on the Ministry of Justice website <https://www.justice.govt.nz/about/lawyers-and-service-providers/service-providers/domestic-violence-service-providers/>.

The current versions of these forms are fillable but do not accept digital signatures – you need to fill in the form, print and sign, then scan. We are working with our communications team to update the forms to a more user-friendly format and will email you once the new versions are up.

You may also have noticed that the Strengthening Safety Service Completion report (DVPP13) is incorrectly labelled in the top right-hand corner as a DVPP08. We will edit this as soon as possible.

Information and resources for clients

If you need resources and materials about protection orders, parenting orders and other court related services, the Ministry of Justice website is the best source. There's comprehensive and easy to understand information in the <https://www.justice.govt.nz/family> section, and many people appreciate the convenience of getting information online.

If you need printed materials and pamphlets, you can order them from Web Warehouse, the Ministry's online ordering system. However, we recommend you limit how much you order, as we update the information in our resources regularly and it's important that clients are given the most recent versions. At most, limit your orders to how much you estimate you'll need for 3-4 months.

To get a login for Web Warehouse, email publications@justice.govt.nz

Approving additional 15 hours for complex and high need NVP

Thank you for letting us know about the contradiction between the Outcome Agreement and the Code of Practice. The correct process for approving additional hours for complex and high need cases is detailed in the Code of Practice. That is, an internal documented process for approving the need for the higher number of sessions.

We will be sending an amendment to your Outcome Agreement to remove the requirement for the purchasing agency (us) to approve additional sessions.

Dual referrals (Clients referred from MoJ *and* Corrections)

The first release of the new Code of Practice omitted essential information about dual clients.

Because Justice and Corrections programmes are authorised from different legislative sources, from time-to-time a client may be required to attend more than one programme, either as a condition of their community or custodial sentence, or due to a Court direction to attend a programme. It is important to note the referrals may be in respect of different victims and offences.

Providers who identify someone referred by the Courts as a dual referral should gain a signed consent from the client giving permission to share the assessment outcome, attendance, safety notifications, and the completion report with Corrections. Not agreeing to information sharing will result in that person having to attend both programmes.

Different responses need to be taken depending on the timing of a dual referral and how far providers have worked through an assessment or programme with a client when they receive the second referral.

Scenario	Actions
1. Already attending a Corrections programme when directed to attend a Justice programme	<ul style="list-style-type: none">• Continue with client on Corrections programme.• Undertake a short Justice assessment to assess risk and determine whether additional sessions will be needed to address their risks and needs (anything from a few sessions to a full programme).• Send Terms of Attendance DVPP form to DVprogrammes. Invoice and report to Justice only on the additional Justice sessions agreed.• All relevant DVPP forms are to be sent to DVprogrammes with copies to Corrections.
2. A participant is attending a Justice programme and Corrections sends you a referral for the same client	<ul style="list-style-type: none">• Inform Corrections the client is on a Justice programme and seek direction re next steps:<ul style="list-style-type: none">• In most instances, you will continue the Justice programme and send relevant weekly reports to Corrections and copies of DVPP forms.• In some instances, you will complete a short assessment invoiced and reported under the Corrections contract.

Invoicing for assessments under children's safety programmes

Different responses need to be taken depending on how many children of the family the agency is dealing with; whether the family is already familiar to the agency; and whether a full assessment has recently been carried out with the parent/caregiver as part of an adult safety programme. This update uses different scenarios to provide extra information on how providers should invoice for children's safety assessments and programmes.

The Code of Practice tells you that an assessment may be either:

- A **SHORT** assessment and intervention – assessment of immediate risk based on court and initial intake information that allows the facilitator to make some recommendations about the next steps for the child and their family and whānau.

A short assessment may also be used for each additional child in a family subsequent to a long assessment being carried out with the parent/caregiver and first child.

- A **LONG** assessment and intervention – a comprehensive risk assessment with the parent/caregiver and one child, followed by the development of safety strategies and linking the family and whānau to wider support services.

The assessment (either long or short) may lead to the facilitator and the child's parent/caregiver agreeing to the need for programme sessions and the structure and nature of those sessions.

REFERRAL FOR CHILD PROGRAMMES ONLY – ADULT WANTS THE SERVICE (1)

Scenario I have a referral for a child safety programme.

A protection order has been in place for a while, but the applicant parent has only recently requested a programme for the child. The child is currently living with her grandparents. Nanny and Koro came to me as self-referrals when the child came to live with them, and I know the whānau very well.

Now that I have an official Ministry of Justice referral, do I carry out a long or short assessment?

Outcome A short assessment should be sufficient if you have recently undertaken a comprehensive family assessment.

The time would be used to review recent information, update any safety plans, and talk to the applicant parent, Nanny, Koro and the child about programme sessions.

You would record and invoice for Child Safety – short assessment x 1 (or multiplied by however many children there are in the family).

REFERRAL FOR CHILD PROGRAMMES ONLY – ADULT WANTS THE SERVICE (2)

- Scenario** In this scenario, the facts are the same except you have never met this whānau before.
- Do I carry out a long or short assessment?
- Outcome** Because this whānau is new to you and your agency, you would need to undertake a long assessment.
- This would ordinarily take up to 5 hours (including preparation and reporting) and you are expected to spend a minimum 4 hours face-to-face or on the phone.
- You would record and invoice for Child safety – long assessment.
- Note** If this scenario involved three children, you would record and invoice for Child safety – long assessment x 1 plus Child safety – short assessment x 2. The long assessment covers your work with the grandparents to gather information about the family and includes the first child of the family. The short assessments are for each additional child of the family.

REFERRAL FOR ADULT AND CHILDREN – ADULT WANTS SERVICE FOR CHILDREN

- Scenario** I have a referral for safety programmes for mum and her three children. I make initial contact with mum. She is keen to engage with my agency and the initial contact morphs into a comprehensive assessment carried out first over the phone, then face-to-face.
- During our discussions we talk about ways to improve the family's safety and also the advantages for her and her children in coming to programme sessions.
- Given I have just finished a long assessment with mum, should I carry out a long or short assessment with each of the children?
- Outcome** Mum's comprehensive assessment will cover all the intake information for the family (you can use the Family Assessment resource from Appendix C of Safety Programmes part of the Code).
- You could then carry out a short assessment for each of the three children – to give you an opportunity to understand that child's needs as an individual.
- You would record and invoice for Adult Safety – long assessment, Child Safety – short assessments x 3 (or however many children there are in the family).

REFERRAL FOR ADULT AND CHILDREN – ADULT DOESN'T WANT ANY SERVICES

- Scenario** I have a referral for safety programmes for mum and her three children.
- I make initial contact with mum, her ex-partner has moved to Melbourne so the risk to their safety has been removed, and she is getting plenty of support from her wider whānau. She is not interested in a programme for her or her children at the moment.

I will only invoice for a short assessment for the adult safety programme, but what about for the children?

Outcome Mum's assessment will cover the children as well, so you will only invoice for the one short assessment for the whole family and this will be recorded as Adult Safety – short assessment.

SUMMARY OF CHILD ASSESSMENT OPTIONS

As you can see from these scenarios, sometimes the answer to 'do I carry out and invoice for a long or short assessment', will be 'it depends'. It depends on how well you know the family/whānau, whether you have recently carried out a risk assessment and safety planning, and whether the parent/caregiver wants to engage with your service. Please feel free to talk to your contract manager about this decision-making process.

