



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

# **Elder Abuse Response Services Guidelines**

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# 1. About the Guidelines

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## **The Guidelines are for Elder Abuse Response Service providers**

Elder Abuse Response Services (EARS) Guidelines (the Guidelines) are for providers that the Ministry of Social Development (Purchasing Agency) contracts with to provide EARS services.

Providers' Outcome Agreements require that EARS is delivered in accordance with these Guidelines. These Guidelines form part of the Outcome Agreement.

## **The purpose of the Guidelines**

The purpose of the Guidelines is to provide:

- a set of practice principles to guide service delivery
- an outline of 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 Purchasing Agency to improve its responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement.

## **Using the Guidelines**

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 in which they work.

## **The Guidelines is a living document**

The Guidelines is a living document. It will be updated over time to take into account provider feedback. Purchasing Agency staff will keep providers informed of any editions, updates or changes. Feedback on the Guidelines is welcome at any time and can be sent to MSD using the attached feedback form (see Appendix Two).

## **Providers can get further information on the Guidelines**

Providers may obtain further information on the Guidelines from their Purchasing Agency's Contract Manager, as identified in their Outcome Agreement.

## 2. Relationships

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### **The relationship principles**

Both parties to the Outcome Agreement 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 EARS target group.

The following principles guide all our dealings under the Outcome Agreement. 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 Contract Managers who will be responsible for effectively managing the contract relationship between us, by providing assistance and support as required. Details of the Contract Managers nominated by both parties are set out in the Outcome Agreement.

### **Being culturally responsive**

Both parties recognise the needs of all people, including Māori, Pasifika, and migrant communities, to have services provided in a way that is consistent with their social, economic, political, cultural and spiritual values.

### **Having a good practice approach**

Both parties support the development of good practice in the delivery of the service. This includes:

- using current good practice approaches, taking into account the local context, community and the knowledge and skills relevant to the purpose and focus of this service
- being client focused, including:
  - involving clients 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 clients

- using a collaborative approach across services and agencies where possible
- regularly reviewing, reflecting and monitoring of the effectiveness of the service, including client, staff and external feedback, and changing and modifying practice in response
- using formal feedback processes for reporting purposes and ensuring that clients are aware of how information they provide will be used. This includes obtaining permission from the client to discuss or share their details with external agencies or other third parties, as provided by the Privacy Act 1993
- relevant training, professional development and (where appropriate) supervision, and utilising appropriate resources and support.

## **3. About Elder Abuse Response Services**

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### **What are Elder Abuse Response Services?**

EARS address the immediate needs of older people experiencing or at risk of experiencing (or perceived to be experiencing) abuse and neglect across New Zealand, in a timely manner.

### **Who are Elder Abuse Response Services clients?**

EARS target clients are people aged 65 and over experiencing or at risk of experiencing (or perceived to be experiencing) abuse and neglect.

### **The purpose of Elder Abuse Response Services**

EARS aim to:

- deliver a primary focus on intervention - direct assistance for older people experiencing abuse and neglect
- deliver interventions that are responsive to the needs of older people who have experienced or at risk of abuse or neglect in a timely manner
- deliver interventions that are culturally responsive, particularly Māori, Pasifika peoples, and migrants
- prevent re-victimisation of older people experiencing abuse or neglect.

### **The outcomes for Elder Abuse Response Services**

In funding EARS the Purchasing Agency wants to see the following outcomes:

- older people experiencing or at risk of experiencing (or perceived to be experiencing) abuse and neglect are protected and safe
- older people's views are respected, valued as they are the experts about their lives
- older people are empowered to be self-determining, independent and confident in their daily life
- older people, their families and whānau are connected to services and their community.

In turn, these outcomes will contribute to the longer term outcomes for New Zealanders:

- more people in communities have zero tolerance for Elder Abuse and Neglect, they have the confidence to intervene, and know where to go to get help
- improved and sustainable healthy relationships with whānau and support networks

- improved independence and resilience of older people.

Overtime, these will ultimately support:

- older people being resilient and have the capability and resources to lead an independent life
- older people not being victimised
- the improved wellbeing of older people, their family and whānau
- all New Zealanders valuing and protecting older people and understanding the impacts of Elder Abuse and Neglect, and knowing where to go to get help.

## 4. Service Delivery

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### **Why has this service changed?**

The Purchasing Agency aims to achieve better outcomes for vulnerable older people in situations of elder abuse and neglect, as result of the reconfiguration of Elder Abuse and Neglect Prevention services. From 1 July 2017 the emphasis is on responding to older people who experience or are at risk of experiencing abuse and neglect, and ensuring that services are responsive to people's needs in a timely manner.

### **Elder Abuse Response Services activities**

Delivery of EARS may include the following activities:

- interventions to ensure older people's safety
- networking and collaboration with the community, iwi, Government, and NGO agencies
- case management
- co-ordination and monitoring cases.

A National helpline for the public to raise their concerns about elder abuse and be supported with the right information and advice, and/or referred to an appropriate service.

### **Delivering Elder Abuse Response Services**

EARS should be delivered in a way that is:

- strengths-based and values the capacity, skills, knowledge, connections and potential in clients and their families and whānau
- client-centred and respectful to the client, their family and whānau. Older people should be recognised as the experts of their own lives, and supported to build on their strengths to be self-determining, confident and independent in their daily life
- culturally appropriate, particularly for Māori, Pasifika and migrant communities
- responsive to the client's needs (accessible, timely and safe).

### **Recruiting and managing staff**

We want a workforce with adequate training and experience. Providers must ensure EARS are delivered by qualified staff. The staff you employ must:

- have appropriate skills and experience in issues around elder abuse and neglect or



- relevant experience delivering services to vulnerable older people in your community and
- deliver high quality services.

Providers must develop training plans for EARS staff that includes initial and on-going training and supervision.

### **Social Sector Accreditation Standards**

Providers delivering EARS services are required to meet Level Two, Ministry of Social Development specific accreditation standards. Providers are required to maintain their Accreditation Level according to Ministry of Social Development's relevant Social Sector Accreditation Standards.

### **Registration on the Family Services Directory**

Throughout the term of the Outcome Agreement with the Purchasing Agency, providers must ensure that their organisation is listed on the Ministry of Social Development's Family Services Directory (<https://www.familyservices.govt.nz/directory/>), and that necessary information is updated when required.

## 5. Measuring Results and Reporting

The objective of EARS services is to ensure that older people experiencing or at risk of experiencing (or perceived to be experiencing) abuse and neglect have timely access to appropriate local services that respond to ensure their immediate safety, and support them to have greater control over their lives.

- The primary focus of the service is on intervention, providing direct assistance for vulnerable older people experiencing elder abuse and neglect so they are safe.
- The intervention will be responsive to the needs of older people who have experienced or at risk of abuse and neglect in a timely manner.
- The intervention will be culturally responsive, particularly Māori, Pasifika and migrant communities.
- Older people experiencing abuse and neglect are supported to prevent re-victimisation.

Type of measure	Measures (during the reporting period)	Information collected through
Service detail	<ul style="list-style-type: none"> <li>• Service/s accessed, start date and end date, source of Referral, outcomes achieved against outcomes sought by the client.</li> <li>• Summary profile of clients and issues (see Appendix Three).</li> </ul>	Provider Return Reports
Quantity How much?	During the reporting period: <ul style="list-style-type: none"> <li>• Total number of new clients referred.</li> <li>• Of the total referrals received, record the number of clients who started service.</li> <li>• Number of referrals to other services as appropriate.</li> <li>• Total number of clients completing intervention.</li> </ul>	
Quality How well?	<ul style="list-style-type: none"> <li>• Total number of clients completing intervention with needs met (needs met = 80% of goals achieved).</li> <li>• Of the clients who closed, record the number who provided formal client satisfaction feedback.</li> <li>• Of the clients who provided client satisfaction feedback, record the number who reported that they were satisfied or very satisfied with the service.</li> </ul>	

<p>Result Measures</p> <p>Is anyone better off?</p>	<ul style="list-style-type: none"> <li>• Number of clients supported to immediate safety.</li> <li>• Number of clients who report an increase in having the skills and knowledge to keep them safe and protected.</li> <li>• Number of clients who indicate they have greater control over their lives.</li> <li>• Number of clients who report an increase in feeling respected and valued.</li> <li>• Number of clients who report they are better informed of their rights.</li> </ul>	
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### Narrative Reporting to support the data:

1. What is the 'story behind the data'? (eg environmental factors that could affect client results including issues, gaps, overlaps trends and volume variances).
2. What are your areas for improvement towards achieving better results for clients (continuous improvement)?
3. Describe how you support your staff to strengthen their practice for client-centred, strengths based, and culturally appropriate services.
4. Who are your partners that help you achieve results, and what joint activities have you participated in?
5. What combination of services do you think is most effective for your clients (if applicable)?
6. Provide examples of strategies or practices used to encourage 'hard to reach' clients to engage.

EARS will progress goals in other strategy's goals, and other across-government initiatives will contribute to the overall objective.

The Intervention Logic for EARS is attached as Appendix One.

More information on the Results Measurement Framework (RMF) can be found on the Purchasing Agency's website at: <https://www.msd.govt.nz/about-msd-and-our-work/work-programmes/community-investment-strategy/results-measurement-framework.html>

The RMF is based on Results Based Accountability (RBA). More information on RBA can be found at:

- <http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/>

- <http://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html>

Your Contract Manager, as identified in your Outcome Agreement, will also be able to assist and provide further information on RBA.

### **What are the Elder Abuse Response Services units of measure?**

EARS providers will be asked to report on number of clients receiving the service. EARS clients are people aged 65 and over experiencing, or who are at risk of experiencing abuse and neglect who receive one or more intensive session(s). Providers' Outcome Agreements specify minimum unit volumes, the best unit measurement and the target volume which will be negotiated with the provider.

### **What reports are required by the Purchasing Agency?**

Reporting is required to meet the contractual obligations set out in the Outcome Agreement. Reporting is necessary to ensure accountability to Government for the funding provided under the Outcome Agreement. The Purchasing Agency has agreed on the quantity and nature of the services the funding supports, and is required to report to Government that this has been achieved.

To achieve this, providers must send the following reports to their Contract Manager on the due dates specified in their outcome agreement:

- establishment report (once only and upon request), and
- provider return reports (refer to Outcome Agreement for reporting frequency), and
- narrative reports (refer to Outcome Agreement for reporting frequency), and
- statistics reports (refer to Outcome Agreement for reporting frequency).

### **Complying with the Privacy Act 1993**

Collection of client information requires both the Purchasing Agency and the provider to ensure that all personal information relating to the EARS clients is kept secure and complies with the Privacy Act 1993.

To ensure adherence to privacy best practice, providers are required to notify clients that information they are collecting can be shared with MSD for analysis, evaluation, aggregated summary reporting and research purposes.

## Appendix One – Intervention Logic

Responding to and supporting older people who experience abuse and neglect—the intervention logic for the reconfigured EARS is outlined below:

<b>We will:</b>	<b>To achieve:</b>	<b>Which we expect will lead to:</b>	<b>So that over time we expect to see that:</b>
Strengthen, design and deliver client-centred, strengths-based and culturally appropriate services that reflects the needs of the community.	Older people experiencing abuse and neglect are protected and safe.	More people in communities have zero tolerance for elder abuse and neglect, they have the confidence to intervene, and know where to go to get help.	Older people are resilient and have the capability and resources to lead an independent life .
Integrate services and connect clients, their family and whānau to the right services and support focused on their aspirations, when and how they need it.	Older people’s views are respected, valued and they are recognised as the experts of their lives .	Improved and sustainable healthy relationships with whānau and support networks.	Older people are not victimised.
Work with clients, their whānau and natural support networks for positive change through and with these relationships.	Older people are empowered to be self determining, independent and confident in their daily life, as appropriate.	Improved independence and resilience of older people.	Improved wellbeing of older people, their family and whānau.
Continuously improve services, and reflect on services to ensure they respond appropriately to clients’ needs.	Older people, their families and whānau trust services and are well connected to services and their community .		All New Zealanders value and protect older people and understand the impacts of abuse and neglect .

## Appendix Two – Provider feedback form

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Provider Feedback Form		
Please email to your Contract Manager		
Name of service		
Summary of, and reasons for, suggested change		
Topic	Reference (section/page)	Suggested change/description
Contact name:		Position:
Provider name:		
Provider email:		

# Appendix Three – Statistics Report

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**1. What type/s of abuse were identified in each intervention?**

- psychological
- financial
- neglect
- self-neglect
- physical
- institutional
- sexual
- other (specify).

**2. What is the relationship between the older person and the perpetrator?**

- family member (specify)
- partner
- adult child (or partner of adult child)
- friend or neighbour
- health care or support worker
- person living older person
- other (specify).

**3. Client demographics**

- client gender
- client age
- client ethnicity.

**4. Living arrangement of client**

- the client owns their own home
- rents their home
- in a rest home
- lives with friend
- lives with family
- other (specify).

**5. Where did the referral come from?**

- From EA NOT OK
- from family members (specify)

- from the older person themselves
- from health workers
- from Police
- from a friend or neighbour
- from home support agencies
- from a rest home or retirement village (specify)
- other (specify).

**6. How long has the abuse been going on for?**

- X years, X months.

*All data is to be collected in consistent terms by all providers.*

*Outcome: improved qualitative data on elderly abuse.*