



MINISTRY OF SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

# Elder Abuse and Neglect Prevention Service Agreement

PRACTICE GUIDELINES



family &  
community services  
*ratonga ā-whānau, ā-hapori*  
A service of the Ministry of Social Development

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# ABOUT THE PRACTICE GUIDELINES<sup>1</sup>

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## 1 INTRODUCTION

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- 1.1 These Practice Guidelines (The Practice Guidelines) replace the EANP Agreement Service Specifications. Agreements with Providers for the delivery of EANP require that services are delivered in accordance with The Practice Guidelines. The Practice Guidelines are therefore a legal part of the contract Agreement.

## 2 PURPOSE OF THE PRACTICE GUIDELINES

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- 2.1 This Practice Guidelines has been developed to assist EANP stakeholders by:
- a. providing detailed information about service delivery and practice in a more easy to read format than is possible to include in a contract document
  - b. providing a resource tool to help you deliver EANP consistently and in line with the national goals
  - c. providing a way for us to improve our responsiveness to feedback regarding changes to the service delivery component of the agreement.

## 3 REVISIONS OF THE PRACTICE GUIDELINES

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- 3.1 Suggested changes to these guidelines are welcome at any time (see Appendix 3 Feedback Form), but generally feedback will only be inserted into The Practice Guidelines at the completion of the informal annual review process in January of each year.

## 4 USING THE PRACTICE GUIDELINES

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- 4.1 The Practice Guidelines should be seen as setting the minimum standard, from which each Provider can develop a service that reflects their organisation's philosophical base, incorporating local need and the culture within which it works. You should use The Practice Guidelines to assist you to competently deliver the service according to the contract requirements.
- 4.2 In The Practice Guidelines the Ministry will be referred to as ("us", "we", "our" or "the Ministry") and the Provider will be referred to as ("you", "your", or "the Provider").

<sup>1</sup> In *The Guidelines EANP – Elder Abuse and Neglect Prevention Services* will be referred to as EANP and likewise the *Elder Abuse and Neglect Prevention Agreement* will be referred to as the EANP Agreement.

# RELATIONSHIPS

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## 1 RELATIONSHIP PRINCIPLES

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- 1.1 Both parties (the Ministry and the EANP Provider) shall collaborate to ensure the services are effective and accessible. The following principles guide all our dealings under the EANP Agreement.
- 1.2 Both parties agree to:
  - a. act honestly and in good faith
  - b. communicate openly and in a timely manner
  - c. work in a collaborative and constructive manner
  - d. recognise each others' responsibilities
  - e. encourage quality and innovation to achieve positive outcomes.
- 1.3 Both parties agree to 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 clause 7 of the Agreement.

## 2 CULTURAL AWARENESS

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

## ABOUT THE SERVICE

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### 1 PURPOSE OF EANP

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- 1.1 The purpose of EANP is to provide a competent, coordinated and multidisciplinary service for older people in need of abuse and neglect prevention services.
- 1.2 The EANP service aims to reduce elder abuse and neglect thus contributing to the health and wellbeing of older people, their family/whānau and those who support and care for them.
- 1.3 The long term objectives of EANP services are to create a social environment where older people are safe from abuse and other harms, the rights and well-being of older people are promoted, and abuse and neglect of older people is viewed as unacceptable.

### 2 OUTCOMES AND RESULTS

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- 2.1 The expected outcomes of EANP services in a community are:
  - a. elder abuse and neglect is prevented wherever possible
  - b. public awareness of elder abuse and neglect is increased and communities view abuse and neglect of older people as unacceptable
  - c. individuals working with older people are equipped with the training and information necessary to assist them provide an optimal service.

### 3 TARGET GROUP

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- 3.1 The target groups of the EANP programme are people aged 65 and over and other people who have experienced or who are at risk of experiencing elder abuse or neglect.

### 4 UNITS OF MEASURE

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- 4.1 Volumes for EANP services are measured as “activities”.
- 4.2 Contacts with clients are recorded as individuals who either receive information and education on preventing elder abuse or receive advocacy and advice on elder abuse and neglect issues.
- 4.3 Refer to clause 2 of the Elder Abuse and Neglect Prevention Agreement which specifies minimum activity volumes.

## SERVICE DELIVERY

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### 1 OVERVIEW OF THE SERVICE

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- 1.1 The services include the following components:
- a. setting up EANP services (for providers establishing the service)
  - b. recruiting and managing staff
  - c. providing education and training
  - d. delivering public awareness programmes
  - e. providing services
  - f. establishing and maintaining local and national linkages.

- c. processes for
  - i. client intake and record keeping
  - ii. cooperative, assessment and planning
  - iii. client referrals to meet client needs
- d. a plan for education of individuals working with older people in the community and public awareness-raising.

2.2 A budget for the first year of the service.

2.3 Safety processes to ensure the safety of workers, clients and education participants.

### 2 SETTING UP EANP SERVICES (FOR PROVIDERS ESTABLISHING THE SERVICE)

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- 2.1 In establishing the service a structured plan will need to be developed that includes steps and processes such as:
- a. employing a suitable coordinator, and/or other staff as relevant, with appropriate skills and experience
  - b. developing a training plan for the coordinator and other staff that includes initial and ongoing training and supervision

### 3 RECRUITING AND MANAGING STAFF

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3.1 It will be necessary for you to recruit and employ an EANP Coordinator and/or other staff to perform the services.

- 3.2 You will need to ensure that the staff you employ:
- a. have appropriate skills and experience in elder abuse and neglect issues
  - b. deliver high quality services.

3.3 We expect that you will develop a training plan for your EANP staff that includes initial and ongoing training and supervision.

## 4 PROVIDING EDUCATION AND TRAINING FOR INDIVIDUALS WORKING WITH OLDER PEOPLE

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- 4.1 You will need to develop an education and training plan (“the Education and Training Plan”) for carers and professionals in your local community who work with older people.
- 4.2 The Education and Training Plan will need to include processes such as:
  - a. identifying and targeting:
    - i. in-home caregivers
    - ii. residential care managers and staff
    - iii. workers in the fields of health, welfare services, financial and legal services
    - iv. others individuals and groups working with older people
  - b. developing a programme for delivering education and training services.
- 4.3 You agree to deliver education and training seminars to the identified groups that will enable them to:
  - a. understand the needs of older people and their carers
  - b. recognise the practice, policies and support systems that sustain safe and respectful care giving
  - c. identify, prevent and, if necessary, address instances of abuse and neglect.
- 4.4 It is essential that you monitor the effectiveness of the Education and Training Plan and modify the plan as necessary.

## 5 PROVIDING SERVICES FOR CLIENTS

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- 5.1 **Information, Advice and Advocacy**  
You will need to provide information, advice and advocacy services for clients where elder abuse or neglect is suspected.
- 5.2 **Case Management**  
In providing case management services it will be necessary for you to:
  - a. undertake an initial assessment of referrals of suspected elder abuse or neglect
  - b. provide advice and information to the older person, their caregiver, family/whānau, and/or other support person/s
  - c. provide support and assistance to set goals, decide how these goals can be achieved, and coordination of any services required, as agreed with the older person
  - d. undertake formal referrals of clients to needed support services or specialist assessors as required.
- 5.3 **Coordination and monitoring**  
It is important that you coordinate and constantly monitor the service response to ensure the service is adequate and meets the assessed needs of the client.

## 6 PROVIDING PUBLIC AWARENESS PROGRAMMES

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- 6.1 You also need to carry out public awareness projects that will:
- a. promote the rights and well being of older people and those who care for them, and the value of older people's contributions to families/whānau, neighbourhood and communities
  - b. increase public awareness of abuse and neglect of older people in the local community
  - c. promote early identification and prevention of elder abuse and neglect, the ways to respond and where to seek help.

## 7 NETWORKING AND COLLABORATION

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- 7.1 We expect that you will:
- a. establish and maintain working relationships and networks with local services and specialists in the health, social services, financial and legal sectors relevant to elder abuse and neglect prevention
  - b. encourage a collaborative approach to meeting the identified needs of older persons, and where appropriate and necessary, their carers
  - c. identify service gaps, overlaps and other issues relating to the delivery of EANP services in the community
  - d. promote early identification and prevention of elder abuse and neglect, the ways to respond to it and how to seek help.

## 8 PARTICIPATING IN THE NATIONAL COORDINATION & DEVELOPMENT OF EANP SERVICES

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### 8.1 National Coordination of EANP Services

It is important that you:

- a. consult and cooperate with the National EANP Coordinator, with regard to the dissemination of information about EANP services
- b. meet with EANP staff in other areas to exchange ideas and best practice, and participate in training opportunities at:
  - i. annual forums organised by the National EANP Coordinator
  - ii. regional forums, which may be organised and coordinated by the National EANP Coordinator or by any local EANP Coordinator
- c. participate in discussions and comment on consultation documents initiated by the National Coordinator, and
- d. share local information and advice that may lead to an improvement in service delivery.

## 9 APPROVAL STATUS

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- 9.1 For the term of this agreement you will need to be approved, or demonstrate satisfactory progress toward specific approval, as an Elder Abuse and Neglect Prevention provider.

## 10 PROVIDING REPORTS

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- 10.1 Reports are necessary to ensure accountability to Government for the funding provided in the terms of the EANP Agreement.
- 10.2 The Ministry has agreed on the quantity and nature of the services that Government funding supports and we are required to report to Government that this has been achieved.
- 10.3 During the term of this Agreement, you will need to send the following reports about the provision of the services to the Contract Manager identified in clause 7.3 of the Agreement on the due dates set out in clause 5 of the Agreement. The report forms are attached as Appendix One, and Two of this Practice Guidelines.
- a. **Establishment Report** (once only)
  - b. **Provider Return Report** (includes Statistical and Narrative information) (refer to Service Agreement for reporting frequency)
  - c. **Audited Financial Accounts and Budgets** (annual – within 1 month of the provider’s audit being finalised)

## APPENDIX ONE – ESTABLISHMENT REPORT

REPORT DUE DATES: (Refer to the dates specified in clause 5 of the Agreement)

REPORT FOR PERIOD 1 JULY [INSERT CONTRACT START YEAR]  
TO 30 JUNE [INSERT CONTRACT END YEAR]

Signed by:  Date:

Name:  Position:

ESTABLISHMENT REPORT (ONCE ONLY)

CRITERIA	REPORT CONTENT STANDARDS	DUE DATE
Budget for the Service	A budget for the first year of the Programme	Within (insert # weeks) of the signing of the contract
Programme Plan	A structured plan for developing and delivering the service in the first year.	Within (insert # weeks) of the signing of the contract
Coordinator Engagement	Information that demonstrates: <ul style="list-style-type: none"> <li>• that a suitable Coordinator has been engaged</li> <li>• the Coordinator’s relevant experience and skills</li> </ul>	Within (insert # weeks) of the signing of the contract
Coordinator Training & Supervision	A plan developed with the Coordinator for their training and supervision	[insert date]
Client Records & Monitoring	A system established for recording, storing and monitoring client details, including assessments, agreements, work undertaken and outcomes.	[insert date]
Referral Processes	Policies and a range of processes established for referring clients to other services.	[insert date]
Education & Public Awareness Raising Plan	A structured plan to identify, prepare and deliver (a) professional education programmes and (b) public awareness raising sessions	[insert date]
Safety processes	Safety processes developed for workers, clients and other participants.	[insert date]

## APPENDIX TWO – EANP PROVIDER RETURN REPORT

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Provider name:  Provider ID:

Report completed by:  Signed:  Position:

Report Due:  [insert date] Reporting Period:  to

### CLIENT GROUP:

People aged 65 and over and other people who have experienced or are at risk of experiencing elder abuse or neglect.

### SERVICES:

- Providing information, advice, assessment, referral and coordination of services for people who have experienced or are at risk of experiencing elder abuse or neglect
- Providing education and training for individuals working with older people
- Delivering public awareness programmes.

### RESULT WE EXPECT TO ACHIEVE:

People are aware of elder abuse and neglect and know what actions to take.

**HOW MUCH DID WE DO? HOW WELL DID WE DO? BETTER OFF?**

<p>Total number of initial assessments over the reporting period</p> <p># <input type="text"/></p>	<p>Coordinator participated in professional development and peer support activities led by the National EANP Coordinator:</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Number and percentage of individuals that say they feel safer as a result of intervention by the EANP Coordinator</p> <p># / %</p>
<p>Number of identified cases of elder abuse and/or neglect</p> <p># <input type="text"/></p>	<p>Coordinator has developed &amp; maintained relationships with local, regional and national agencies:</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Number and percentage of individuals/organisations that say they have an improved awareness of the impact of elder abuse and neglect, and know to access and offer help</p> <p># / %</p>
<p>Number of education/training sessions</p> <p># <input type="text"/></p>		
<p>Number of education &amp; training participants</p> <p># <input type="text"/></p>		
<p>Number of EANP public awareness raising activities</p> <p># <input type="text"/></p>		

**NARRATIVE**

- How has the EANP Coordinator role contributed to improvement of the health and wellbeing of people aged 65 and over and/or who have experienced or are at risk of experiencing elder abuse of neglect? Please provide two examples and/or success stories.
- What trends/issues have been identified though the EANP programme?

## APPENDIX THREE – PROVIDER FEEDBACK FORM

Please send to:

Project Advisor  
Family and Community Services  
National Office  
PO Box 1556  
WELLINGTON

Or

Fax 04 917 2080

Or

information@familyservices.govt.nz

### SUGGESTED CHANGE TO THE EANP PRACTICE GUIDELINES (INCLUDING APPENDICES)

Topic	Manual Reference section/page	Suggested change/description

Name:  Date:

Provider name:

Contact Details:







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