



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora

SAGES

Older People as Mentors 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 GUIDELINES¹

1 INTRODUCTION

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

2 PURPOSE OF THE PRACTICE GUIDELINES

- 2.1 These Guidelines been developed to assist SAGES 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 Providers deliver SAGES consistently and in line with the national goals
 - c. providing a way for the Ministry to improve its responsiveness to feedback regarding changes to the service delivery component of the Agreement.

3 REVISIONS TO THE PRACTICE GUIDELINES

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

4 USING THE PRACTICE GUIDELINES

- 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. Providers should use the Guidelines to assist them to competently deliver the service according to the contract requirements.
- 4.2 In these 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").

¹ In the Guidelines, SAGES – Older People as Mentors will be referred to as SAGES and likewise the SAGES – Older People as Mentors Agreement will be referred to as the SAGES Agreement.

RELATIONSHIPS

1 RELATIONSHIP PRINCIPLES

- 1.1 Both parties (the Ministry and the SAGES Provider) shall collaborate to ensure the services are effective and accessible. The following principles guide all our dealings under the SAGES 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

- 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

1 OVERVIEW OF THE SERVICE

- 1.1. SAGES is a community mentoring programme. It aims to recognise and harness the skills of older people (Volunteer Mentors) to assist individuals and families (“the Participants”) who would benefit from their support.
- 1.2. The **Volunteer Mentors** are older people with important life skills, experience, knowledge and a desire to help others in their community. The SAGES programme provides an opportunity for Volunteer Mentors to make a valuable contribution and be connected to their local community.
- 1.3. The **Participants** are families and individuals who have been identified as needing support to develop skills in the areas of home management, cooking, budgeting, positive parenting practices and coping within available personal and local resources.

2 PURPOSE OF SAGES

- 2.1. The objectives of the SAGES Programme reflect the aims of the New Zealand Positive Aging Strategy and the Ministry’s Statement of Intent aims and outcomes for families and whānau.
- 2.2. SAGES aims to:
 - a. Empower Participants in the Programme with the knowledge, skills and confidence to provide adequately and capably for themselves, their children and their dependents
 - b. Recognise the enormous potential of older people and draw on their experience and knowledge while providing them with a well-supported, satisfying opportunity to contribute to their community, and
 - c. Build community wellbeing and connectedness.

3 OUTCOMES

- 3.1 The expected outcomes for **Participants** are that they:
- a. gain skills in home management, budgeting, and positive parenting
 - b. learn how to cope within their available resources
 - c. develop improved communication skills and grow in confidence and self esteem
 - d. become connected to clubs, groups and organisations within the communities in a way will foster independence and provide ongoing community support.
- 3.2 The expected outcomes for **Volunteer Mentors** are that:
- a. the skills and experience of Volunteer Mentors are recognised, valued and productively employed in a way that provides Mentors with increased participation in the community
 - b. older people will have a well-supported, satisfying opportunity to contribute to their community, and building community wellbeing and connectedness.

4 TARGET GROUPS

- 4.1 The SAGES Programme has two target groups;
- a. Families/whānau and individuals within the community who are identified as needing support to develop skills in home management, budgeting, positive parenting practices and coping within available personal and local resources
 - b. Older people who have valuable life skills, experience and knowledge and a desire to help others in their community.

5 UNITS OF MEASURE

- 5.1 The volume measure for SAGES is “clients”.
- 5.2 Each Participant will be counted as one client regardless of the whether the Participant is a family, a couple or individual.
- 5.3 SAGES is not a one-off service. There are no mandatory minimum or maximum number of contacts that Volunteer Mentors must have with Participants but it is expected that a reasonable number of contacts will be provided in order to achieve the programme outcomes.

SERVICE DELIVERY

1 SETTING UP SAGES (FOR PROVIDERS ESTABLISHING THE SERVICE)

- 1.1 It will be necessary for you to develop a strategic plan to establish the service that includes plans and processes such as:
- a. a Coordinator employment and training plan including a process for:
 - i. employing a suitable Coordinator with appropriate skills
 - ii. the provision of initial and ongoing training and supervision.
 - b. a Mentor selection process and training plan that:
 - i. specifies the knowledge, skills and experience required and security checks (e.g. police vetting)
 - ii. includes a Mentor training plan template that includes Mentor induction training and ongoing training and supervision
 - iii. includes a Mentor training evaluation template
 - iv. includes a mentor satisfaction evaluation template.
 - c. methods of identifying and attracting suitable Participants
 - d. a Participant strengths and needs assessment template
 - e. a Participant evaluation tool to evaluate the success of the programme in meeting Participant's needs
 - f. referral policies and processes to enable appropriate Participant referrals that meet their needs, connect them to sustainable sources of support and foster their independence
 - g. safety process and procedures to ensure the safety of Volunteer Mentors and Participants.
- 1.2 You will need to establish a budget for the first year and a budget plan for subsequent years.

2 PROVIDING THE SERVICE

2.1 Coordinator and Mentor recruitment and support

We expect that you will:

- a. recruit, appoint and manage a Coordinator
- b. ensure that the Coordinator receives regular support, supervision and training
- c. select, train and support Volunteer Mentors and ensure that Volunteers are trained in core skills and service-specific topics before beginning mentoring work
- d. provide ongoing training and provide Volunteer Mentors with regular supervision and support
- e. implement a process for Volunteers Mentors to regularly evaluate their participation in the programme and provide for free expression of any difficulties or needs as well as rewards and achievements

- f. review, collate and respond appropriately to any support needs identified through the Mentor evaluations
- g. reimburse actual and reasonable travel costs.

2.2 Service delivery to Participants

In delivering services to Participants it is important that you:

- a. deliver the programme free to Participants
- b. identify, select and match Participants to appropriate Volunteer Mentors considering respective skills, attitudes, cultural/ethnic identity, values, interests, personality and life experience
- c. ensure that Mentors assess (in conjunction with each Participant) Participant needs, skills and experience and develop a relevant service plan
- d. evaluate Participants' experience of the programme
- e. ensure volunteer Mentors refer Participants to other community activities, and/or social services where appropriate, to meet key needs and to provide ongoing community support networks
- f. establish and review safety systems to ensure the safety of Volunteer Mentors and Participants
- g. establish referral processes and build community connections to enable Volunteer Mentors to refer Participants to other community and social services agencies where appropriate to meet their needs.

3 PROVIDING REPORTS

- 3.1 Reports are necessary to ensure accountability to Government for the funding provided in the terms of the SAGES – Older People as Mentors Agreement.
- 3.2 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.
- 3.3 During the term of this Agreement, you will need to send the following reports about the provision of the services to the Contract Manager specified in clause 7.3 of the SAGES Agreement on the due dates set out in clause 5 of the Agreement. The report forms are attached as appendix one and two to the Guidelines.
 - a. **Establishment Report** (once only)
 - b. **Provider Return Report** (incl. Statistical & Narrative information)
 - c. **Audited Financial Accounts and Budgets** (annual – within 1 month of the providers 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
1. Budget for the Service	A budget for the first year of the Programme	Within (insert # weeks) of the signing of the contract
2. Programme Plan	A structured plan that has been developed for delivering the service which includes: <ul style="list-style-type: none"> • Safety Processes • processes for reviewing the safety of the Programme 	Within (insert # weeks) of the signing of the contract
3. Coordinator Engagement	Information that demonstrates: <ul style="list-style-type: none"> • that a suitable Coordinator has been engaged • the Coordinator's relevant experience and skills 	Within (insert # weeks) of the signing of the contract
4. Coordinator Training & Supervision	A plan developed with the Coordinator for their training and supervision	[insert date]

CRITERIA	REPORT CONTENT STANDARDS	DUE DATE
5. Volunteer Mentor Selection	A description of the Mentor Selection Process, including required knowledge, skills and experience and security checks Number of Mentors recruited including skills and experience	[insert date]
6. Volunteer Mentor Training Plan Template	Mentor Training plan template that includes <ul style="list-style-type: none"> • induction training in volunteering and service specific topics • ongoing training and supervision 	[insert date]
7. Volunteer Mentor Training Outcomes	A tool to evaluate Volunteer Mentor Training Outcomes is attached	[insert date]
8. Volunteer Mentor Evaluations	The process used to evaluate Volunteer Mentor participation in the Programme. Attach any Mentor Evaluation Templates	[insert date]
9. The Process for Engaging Participants	The processes used to identify and attract suitable Participants	[insert date]
10. Participant Strengths and Needs Assessment	The process and/or template used to assess the Participant's strengths and needs	[insert date]
11. Participant Evaluations	The Participant Evaluation Tool	[insert date]
12. Safety processes	Safety processes developed for both Volunteer Mentors and Participants	[insert date]

APPENDIX TWO – SAGES PROVIDER RETURN REPORT

Provider name: Provider ID:

Report completed by: Signed: Position:

Report Due: [insert date] Reporting Period: to

CLIENT GROUP:

- a. Families/whānau and individuals within the community who would benefit from assistance and support with parenting and life skills
- b. Older people who have important life skills, experience, knowledge and a desire to help others in their community

SERVICES:

SAGES is a Volunteer Mentoring programme that will:

- provide an opportunity for older people share their life skills, experience and knowledge
- provide individuals, families/whānau with support to develop skills in the areas of home management, cooking, budgeting, positive parenting practices and coping with available personal and local resources

RESULT WE EXPECT TO ACHIEVE:

Older people make a valuable contribution to their community. Individuals, families/whānau have improved capacity to care for their families, to face and cope with life's challenges and to connect with their communities

HOW MUCH DID WE DO? HOW WELL DID WE DO? WAS ANYONE BETTER OFF?

Families/whānau (clients)
Number of families/whānau (clients) who received mentoring in this reporting period

#

Number and percentage of mentors who participated in regular supervision

/ %

Number and percentage of families/whānau (clients) that say the service improved their life skills

/ %

Number of families/whānau (clients) who completed the programme

#

Number and percentage of mentors who participated in training

/ %

Number and percentage of mentors reporting satisfaction with their role as a mentor

/ %

Number of families/whānau (clients) linked to other services and community activities

#

Number and percentage of mentors who completed training

/ %

Number and percentage of mentors who reported the training helped improve their skills and knowledge

/ %

Volunteer Mentors

Total number of mentors

#

Number of mentors currently working with families

#

NARRATIVE

1. How has the SAGES programme contributed to the improvement of social, health and education outcomes for families/whānau and individuals within the community and for older people's wellbeing? Please provide two examples and/or success stories.
2. What trends/issues have been identified though the SAGES 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 SAGES PRACTICE GUIDELINES (INCLUDING APPENDICES)

Topic	Manual Reference section/page	Suggested change/description

Name: Date:

Provider name:

Contact Details:



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