

**Multi Agency Support Services  
in  
Secondary Schools  
(MASSiSS)**

**Partnering Agreement 2008**

**[Service Provider]  
[School]**



**child, youth  
and family**

*A service of the Ministry of Social Development*

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## 1. Purpose of Partnering Agreement

The purpose of this Partnering Agreement is to establish an operational framework for managing the Social Work in Secondary Schools service (MASSiSS) which will be implemented in accordance with the principles of partnering. The content of the Partnering Agreement will demonstrate a willingness to collaborate and it will reflect local needs.

All sections from point 8 onwards can be discussed, agreed, and signed off by all parties.

## 2. Glossary of terms

Terms used in this Partnering Agreement are:

- Party (parties) – the organisation or institution or government body who collaborate to develop this Partnering Agreement and who participate in MASSiSS service delivery
- Stakeholders – groups or individuals who may participate in or be affected by the MASSiSS service
- Outcome – a condition of well-being for young people, adults, families, or communities
- Outputs – the services produced by undertaking a series of activities as detailed in the service description

## 3. Parties to the Partnering Agreement

The parties to the Partnering Agreement are:

- [name of school]
- [name of service provider]
- Child, Youth and Family (a service line of the Ministry of Social Development)

The specific responsibilities of each party in implementing the MASSiSS service are detailed in “The MASSiSS Service Description Section 3: Parties – Roles and Responsibilities.” A copy of this section is held by each party.

## 4. Term of the Partnering Agreement

The term of this Partnering Agreement is for the term of the contract agreement between the Service Provider and the Ministry of Social Development: Child, Youth and Family from XXXX 2008 – XXXX XXXX.

## 5. Disclaimer

This Partnering Agreement does not constitute a legal partnership.

## 6. The Parties agree

- to comply with their specific responsibilities and roles as set out in the MASSiSS Service Description and this Partnering Agreement;
- to demonstrate a firm commitment to the vision, goals, core values, and guiding principles of the MASSiSS service; and
- to work in a cooperative manner to ensure successful MASSiSS service delivery and to achieve the MASSiSS service outputs and outcomes.

## 7. Objectives of the MASSiSS Service

The MASSiSS service is:

- aimed at promoting wellbeing and safety of young people;
- family/whanau inclusive (if requested by the young person);
- community orientated;
- committed to building on the young person's strengths;
- culturally sensitive and responsive; and
- early intervention and prevention focused.

## 8. The Partnering Principles (this point onwards is open for discussion)

*These principles guide MASSiSS service delivery amongst the parties.*

Examples of Partnering Principles are:

- act honestly and in good faith;
- communicate openly and in a timely manner
- work in a co-operative and constructive manner;
- recognise each other's responsibilities to young people and stakeholders;
- encourage quality and innovation to achieve positive outcomes for young people and their families/whanau who receive the MASSiSS service; and
- encourage collaboration between parties.

## 9. Our Mission Statement

*The mission statement is developed by the parties.*

## 10. Our Values

*The values are developed by the parties.*

## 11. Operational Structure

*This section identifies Partnering Agreement parties.*

Party	Representative/Contact	Role	Substitute representative /Contact

<b>Meetings of the parties</b>	
Quarterly	<i>Put dates here for the 4 meetings in the current year</i>
Organisational responsibility: planning, minutes, distribution	Service Provider
Purpose	Review MASSiSS service implementation with Partnering Agreement sections as the agenda for meeting
Follow-up action	Identify person/group responsible for follow-up plan and action in minutes of each meeting and distribute the minutes and plan to all parties within 10 days of the meeting
<b>Possible meeting format</b>	
<b>Reporter</b>	<b>Discussion</b>
Social worker	Caseloads, new referrals, case closures, group programme delivery/planning, any issues and community liaison
Provider Practice Manager	Supervision and training undertaken, update on MASSiSS matters, any issues and community liaison
School	Developments, achievements, any issues and community liaison.
School Social Support Service Representative	Caseloads, group programme development, Partnerships, any issues and community liaison. Collaboration
CYF Contract Specialist	Changes and contractual issues MASSiSS material/news

## 12. Referrals to Child Youth and Family

*Supporting resources for making this referral are: "An Interagency Guide for Breaking the Cycle"; the current policy of each school; and the current policy of the Service Provider. These are attached in Appendix 1.*

*The parties decide on the course of action for making referrals to Child, Youth and Family i.e. who will take the responsibility in the school to make the referral to Child, Youth and Family.*

The "Interagency Guide for Breaking the Cycle" will be followed in the making of referrals to CYF.

## 13. Assets and Service Support

*The parties clarify the responsibility for procurement, supply, installation and maintenance of assets and service support. They ensure equipment, property, and services meet all health and safety requirements. This responsibility is detailed in the table below. The parties add to this list as required.*

Asset key	
Procurement	P
Supply	S
Installation	I
Maintenance	M

*Examples of assets and P.S.I.M. can be added to each component*

### **Workspace**

Office is provided by the school, including water, cleaning, security, heating, cooling, kitchen and toilets. Administrative support including message taking will be provided by the school. Staff room recreation.

### **Office Equipment**

School provide all office furniture; desk, lockable filing cabinet, stationary, and shelving.

### **Telephone**

School provide phone line and internet access (school database), photocopying and printing

### **Computer / Cell phone**

Provider to supply lap top and mobile phone.

### **Transport**

The social worker will use their own vehicle and will receive a transport allowance which also covers WOF, services insurance etc. Social workers shall only use their vehicle in line with their professional social work requirements, and Provider transport policy.

## 14. Service Promotion

Promotion of the MASSiSS service for example using website, newsletters

*The parties clarify the responsibilities of each party for promoting the service in the school and community.*

## 15. School and Service Provider Contacts

*The parties identify a contact person in each school as a first point of contact for the social worker*

## 16. Social Worker Availability

*The parties agree on a weekly plan for social worker availability.*

Day	Morning	Afternoon
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

## 17. Service Planning

*The parties decide on the annual plan for the service including school holiday activities for the social worker, special events, and social worker training and professional supervision; a plan for social worker absence; health and safety issues; and what to do if an emergency (natural disaster) occurs.*

### **Annual plan:**

- School holiday plans for social worker:
- Special events: for example school camps, celebrations
- Social worker training and supervision: for example the supervisor may visit the schools

### **Back-up for social work service:**

For example when the social worker is on training days or on leave

### **Health and Safety issues:**

For example knowledge of social worker whereabouts during out-of-school visits

### **Emergency situation:**

For example the plan for the social worker if he/she is not at the service provider base when an emergency or natural disaster occurs.

## 18. Referrals

*The parties agree on the referral process.*

*For example:*

A referral to a secondary school social worker is defined as “a formal request for professional social worker services to assist a young person”. The referral form will be provided by the social worker/provider. Referrals are accepted from a range of sources including the school, self referral (young person or family) or concerned individuals in the community.

A young person who asks to see the social worker may do so without parental consent.

## 19. Collaboration and team work

*For examples:*

- The social worker is expected to work collegially, and will seek to cooperate with other members of the social support team and school staff. It is expected that the social support team members work together in such a way that the needs and safety of young people and families are paramount.
- Information sharing is the key to good collaboration. It is expected that information gathered by the social worker will be shared with the social support team unless it is considered confidential or embargoed by a legal process.

## 20. Prevention and Intervention Group Programmes

*The parties decide on an annual plan for implementing group programmes.*

## 21. Resolving differences

*The parties decide on a plan to resolve any differences which arise during the implementation of the service.*

*For example*

Where complaints or disputes arise, those involved should refer to the matrix below to determine whose procedures are to be used for the correct outcome to be achieved. Copies of the procedures are available from the organisation/s involved and a summary of some of the key features listed below.

Example Disputes – Complaints Matrix			
Issue about	Made by	Procedure to follow	Where to next
Social Worker	Client	Provider Management	Provider Board of Trustees
Social Worker	School	Provider Management	Provider Board of Trustees
School	Client	School	BOT / MoE
School	Social Worker	School	BOT / MoE
Provider	School	Provider Management	Provider Board of Trustees
School	Provider	School	CYF / MoE
School	School	School	BOT / MoE

## 22. Review of issues for Report

*The parties discuss points to be included in the service provider Report. The headings include: trends in social issues hub schools and community; gaps in service provision; school issues; group programmes; and the process of the Partnering Agreement meetings. The service provider records these points and includes them in the Report for that quarter.*

## 23. Review of this Partnering Agreement

The parties agree to review this Partnering Agreement annually.  
Date for review:

## 24. Signatories

Principal of school:

Name: .....

Signed:.....

Date .....

Chairperson of Board of Trustees:

Name: .....

Signed.....

Date .....

Chief Executive Officer contracted provider:

Name: .....

Signed

Date .....

Contract Specialist Child Youth and Family:

Name: .....

Signed.....

Date .....