MINISTRY OF YOUTH DEVELOPMENT
TE MANATŪ WHAKAHIATO TAIOHI
Administered by the Ministry of Social Development

Service Guidelines

For the 2018/2019 Financial Year

Published May 2018

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About the Guidelines

1. Introduction

1.1 These guidelines ('the guidelines') are for Providers funded by the Ministry of Youth Development (MYD) to deliver youth development or youth enterprise opportunities.

1.2 The Outcome Agreements (OA) between MYD and Providers, contracting Providers to deliver programmes, services, events or initiatives must be delivered in accordance with these guidelines.

1.3 The term 'service' will be used throughout these guidelines to refer to the contracted service whether it be a project, a programme, a service, an event or an initiative (or a project combining multiple elements).

1.4 The guidelines are a living document and may be varied at the discretion of MYD. MYD will inform Providers when variations are made to the guidelines.

2. Purpose of the Guidelines

2.1 The guidelines have been developed to assist Providers and potential Providers through supplying:

- information about how MYD expects to work with its Providers and what is required of Providers
- information about the vision, guiding principles and aims of MYD that Providers should be aligned to
- details of the reporting requirements that Providers must meet as part of their OA
- a resource tool to help Providers deliver services consistently and in line with policies, priorities and goals at a national level.

Working Together

This section sets out how MYD expects to work together with its Providers and details what is expected of MYD Providers.

1. The Relationship

1.1 All parties shall collaborate to ensure the services are effective and accessible. In doing so, they recognise that the service is a joint endeavour, in which all parties have a shared goal to achieve positive benefits for the target group.

1.2 In all dealings under the OA, all 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.

1.3 MYD Relationship Managers will be assigned at the beginning of the OA. They will be the first point of contact for issues arising under the OA. They will be responsible for:

- managing the relationship, providing assistance and support as required
- arranging review meetings and any additional meetings that may be required
- coordinating visits, reviews and evaluations as necessary.

1.4 MYD will be guided by the Code of Funding Practice[1] in its relationship with the Provider. The Code of Funding Practice aims to support government agencies and non-profit agencies when entering into funding arrangements. It also encourages greater collaboration between the parties.

1.5 MYD requires all organisations to obtain a New Zealand Business Number (NZBN) in order to make it easier and faster to inform, connect and transact with MYD and to help streamline time-consuming business processes such as invoicing and procurement. If you do not already have a NZBN, it is quick and easy to obtain one[2].

1.6 Throughout the term of an OA with MYD, Providers must ensure that their organisation is listed in the Ministry of Social Development's Family Services Directory and that necessary information is updated when required.

[1] https://www.dia.govt.nz/diawebsite.nsf/Files/Good-Practice-Participate/$file/Code_of_Funding_Practice.pdf
[2] https://www.nzbn.govt.nz/

1.7 MYD supports the Youth Hub platform[3]. Youth Hub is an online platform to empower young people and to bridge the gap between education and employment. Youth Hub places youth at the centre of the solution and wraps around mentors, businesses, youth service providers, schools, teachers and government organisations to support their pathway through education, training and employment. MYD strongly encourages the organisations that it funds to connect with this platform (if they haven't already) and for them to encourage the young people that they are working with to sign up to the platform.

2. Accreditation

2.1 All organisations receiving funding from MYD must have achieved accreditation, or be able to achieve accreditation, when assessed against the Social Sector Accreditation Standards[4] and additional specific standards, as applicable.

2.2 Depending on the nature of the service or project being funded and the activities involved, Providers may need to be accredited at Level 3, Level 4 or Level 5. Providers will be informed of the level of accreditation they are required to have and how to obtain this. The Social Sector Accreditation team at MSD will support you through this process.

2.3 If your organisation intends to run adventure-based learning, overnight stays, or youth emergency services, then you will be also required to meet the Outdoor Pursuits and Camp Programmes for Children and Young People Specialist Standard[5].

2.4 In all cases, Providers are required to maintain their Accreditation Level according to the Ministry of Social Development's relevant Accreditation Standards.

3. Cultural Responsiveness

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

3.2 MYD recognises Te Tiriti o Waitangi and is committed to working in partnership with Māori groups and agencies to support quality and culturally responsive youth development opportunities for Māori rangatahi. MYD expects its Providers to be equally responsive to Māori rangatahi.

[3] https://youthhub.co.nz/
[4] http://www.msd.govt.nz/what-we-can-do/providers/social-services-accreditation/index.html
[5] http://www.msd.govt.nz/documents/what-we-can-do/providers/approvals/l1-l2-l3-msd-specialist-accreditation-standards-outdoor-pursuits-programmes.pdf

4. Best Practice Approach

4.1 All parties support the development of best practice in the delivery of youth development opportunities. This includes:

- basing the service on current best practice approaches, taking into account the local context, community, knowledge and skills relevant to the purpose and focus of this service
- being focused on, and involving, young people in the co-design, delivery and evaluation of services
- using a collaborative approach across services and agencies where possible
- the Provider is responsible for ensuring that staff (paid and unpaid) are appropriately qualified (New Zealand Certificate, Diploma or equivalent) and have access to professional development opportunities.

4.2 The Ministry of Youth Development requires Providers to align the development of their service for young people to the principles of youth development[6], as set out in the Youth Development Strategy Aotearoa (YDSA)[7]:

- Youth development is shaped by the 'big picture'
- Youth development is about young people being connected
- Youth development is based on a consistent strengths-based approach
- Youth development happens through quality relationships
- Youth development is triggered when young people fully participate.

4.3 The Ministry of Youth Development requires Providers to align their services to the policies and guidelines included in the following publications:

- Code of Ethics for Youth Work in Aotearoa New Zealand[8]
- Guide to Effective and Safe Practice in Youth Mentoring[9]

4.4 The Ministry of Youth Development requires Providers to align their services to MYD's vision, guiding principles, aims and desired outcomes for young people, as detailed in the next section.

[6] http://www.myd.govt.nz/working-with-young-people/youth-development-approach.html
[7] http://www.myd.govt.nz/resources-and-reports/publications/youth-development-strategy-aotearoa.html
[8] http://www.arataiohi.org.nz/images/uploads/general/CoE2.pdf
[9] http://www.youthmentoring.org.nz/content/docs/GYM/NZYMN%20Effective%20Practice%20Guide.pdf

The Ministry of Youth Development

This section sets out MYD's current vision, target population, guiding principles, aims and desired outcomes for young people. Any youth development or youth enterprise programme, service, event or initiative receiving funding from MYD should align with these specifications[10]. **Appendix 1** presents a graphic to demonstrate the high-level logic behind MYD's funding plan for the 2018/2019 financial year, described in more detail below.

1. Vision

1.1 MYD's vision is that young people across New Zealand have the wellbeing, resilience, skills and capability that they need to thrive; and that they are prepared for the future work environment so that they can reach their full potential.

2. Target Population

2.1 MYD's target population is all 12 to 24 year olds resident in New Zealand[11].

3. Guiding Principles

3.1 MYD has five guiding principles that drive and underpin the way that it works and approaches supporting the promotion of youth development. These principles also build the foundations for MYD realising its vision.

3.2 *MYD IS YOUTH-CENTRED*: MYD strives to put young people at the centre of the work that it does; to respond to their needs and listen to what they have to say. MYD seeks to empower young people by involving them closely in the work that it does and the decisions being made.

3.3 *MYD FOCUSSES ON STRENGTHS*: MYD believes that every young person has a unique set of strengths and capabilities and the potential for growth, change and success. MYD believes in focussing on the strengths of New Zealand's rangatahi, and on the potential that they have.

3.4 *MYD WORKS IN PARTNERSHIP*: MYD is committed to working in partnership with communities, the business and philanthropic sectors, iwi, charities, NGOs and other government agencies in order to support quality youth development opportunities.

[10] MYD is currently reassessing its aims and objectives and plans to launch a new Funding Priorities Plan in September 2018 to outline its priorities for the 2019/2020 financial year and onwards.
[11] While MYD is an 'all of population' Ministry, it does have particular interest in improving the equity of access to services for young people and therefore has an interest in targeting particular groups of young people, such as Young Māori, Young Pacific People, Youth with Disabilities, Young Women, Young People living in the Regions, and Youth in the Rainbow Community.

3.5 *MYD IS RESPONSIVE TO MĀORI*: MYD recognises Te Tiriti o Waitangi and is committed to working in partnership with Māori groups and agencies to support quality and culturally responsive youth development opportunities for Māori rangatahi.

3.6 *MYD INCREASES ACCESS*: MYD recognises that some young people have less access to opportunities than others. MYD are committed to targeting a percentage of resources towards focussing on addressing this inequality and improving access for those rangatahi.

4. Aims

4.1 MYD has two core aims that it will prioritise when making funding decisions for the 2018/2019 financial year:

4.2 ***AIM 1: MYD WILL SUPPORT YOUNG PEOPLE TO INCREASE THEIR WELLBEING, RESILIENCE, SKILLS AND CAPABILITY***

MYD provides contributory funding to Provider organisations, young people, and in partnership with other funders, to support the delivery of youth development opportunities.

These opportunities should be focussed on increasing young peoples' wellbeing and resilience and skills and capability, predominantly through:

Leadership opportunities: these are opportunities focussed on developing leaders and leadership skills; this includes leadership of self, leadership of others and leadership to influence.

Mentoring opportunities: these are opportunities focussed on developing young people through mentoring relationships; this includes both peer and adult mentoring and one-to-one and group mentoring activities.

Volunteering opportunities: these are opportunities focussed on using volunteering activities to develop young people; this includes volunteering to learn new skills, volunteering in employment settings and volunteering for the community.

Wellbeing opportunities: these are opportunities focussed on improving the health, mental health and general wellbeing of young people. Various mechanisms (such as sport, socialising or the arts) may be used to achieve this.

4.3 *AIM 2: MYD WILL SUPPORT YOUNG PEOPLE TO BE BETTER PREPARED FOR THE FUTURE WORK ENVIRONMENT*

MYD provides contributory funding to Provider organisations and in partnership with other funders to support youth enterprise opportunities that are focussed on delivering business, enterprise and information and digital technology education and skills development.

The economic and social environment is rapidly changing due to globalisation and advances in technology and young people need additional skills and support to be prepared for the future work environment. Enterprise activities have been identified as a key mechanism to fill this void and to contribute to the development of young people. Therefore MYD will focus on supporting these types of opportunities.

Enterprise opportunities: these are opportunities focussed on better preparing young people for the future work environment through delivering education and skills development in the areas of; entrepreneurship, business acumen, information and digital technologies, leadership roles and career aspirations.

As part of the work MYD does to deliver on this aim, it also provides contributory funding to individual young people and groups of youth who have a new and/or innovative enterprise/business project or idea, and need funding, knowledge, skills, competencies or mentoring to help them execute or develop their project or idea. This is designed to support young people to transition an idea or fledgling operation into the next stage of its development and develop the individual through personal experiences.

Service Overview

This section outlines the outcomes that MYD expects contracted Providers to deliver on and the reporting and monitoring requirements that contracted Providers must meet as part of their Outcome Agreement (OA).

1. Target Group Definition

1.1 MYD's target population is all 12 to 24 year olds resident in New Zealand[12].

1.2 MYD's vision is that young people across New Zealand have the wellbeing, resilience, skills and capability that they need to thrive; and that they are prepared for the future work environment so that they can reach their full potential.

2. Outcomes for Young People

2.1 MYD funding of youth development opportunities (through the Youth Development – Programmes and Services Fund and the Youth Development – Opportunity for Young People Fund), through Leadership, Mentoring, Volunteering and Wellbeing opportunities, should deliver on the main expected outcomes of building young people's wellbeing and resilience and skills and capability.

2.2 Building **wellbeing and resilience** refers to increasing those attributes or strengths that support young people to deal with adversity or change and to thrive as individuals. Those attributes or strengths include a young person having:

- confidence: a sense of self-worth and mastery; having belief in one's capability to succeed
- connection: a feeling of safety, structure, and belonging; positive bonds with people and communities
- character: a sense of independence and individuality; connection to principles and values.

2.3 Building **skills and capability** refers to increasing those competencies or skills that support young people to thrive at home, at school, at work or in their community. Such as the ability to:

- think critically and to make good decisions
- communicate positively and effectively
- take responsibility for and manage themselves
- care for and relate to others
- participate in and contribute to their community.

[12] While MYD is an 'all of population' Ministry, it does have particular interest in improving the equity of access to services for young people and therefore has an interest in targeting particular groups of young people, such as Young Māori, Young Pacific People, Youth with Disabilities, Young Women, Young People living in the Regions, and Youth in the Rainbow Community.

2.4 MYD funding of youth enterprise opportunities (through the Youth Enterprise – Programmes and Services Fund) should deliver on the main expected outcomes of increased ***preparedness for the future work environment*** through increased:

- entrepreneurial skills
- business and financial acumen
- information technology and digital skills
- employment opportunities
- leadership skills
- career aspirations
- educational attainment[13]

2.5 MYD funding supporting young people to develop their own enterprise opportunities (through the Youth Enterprise – Opportunity for Young People Fund) should increase:

- business experience
- entrepreneurial skills
- business and financial acumen
- leadership skills[14]

3. Sub-Populations of Focus for MYD

3.1 One of MYD's guiding principles is to increase access; this is because MYD recognises that some young people have less access to opportunities than others. MYD is committed to targeting a percentage of its resources towards focussing on addressing this inequality and improving access for those rangatahi.

3.2 MYD has identified six specific sub-populations of youth that regularly experience barriers to accessing youth development opportunities. These are;

- Young Māori
- Young Pacific People
- Youth with Disabilities
- Young Women
- Young People living in the Regions
- Youth in the Rainbow Community

3.3 MYD wants to ensure that the inequalities of access for these groups are addressed by the funding decisions made. MYD will do this by considering sub-populations of focus during the application assessment phase. No specific criteria will be set for Providers applying for funding, around targeting these sub-populations; however, extra consideration may be given to applications that meet the base criteria and also focus on delivering opportunities to one or more of these specific sub-populations.

[13] These opportunities should also go some way to deliver on the outcomes of increasing young people's wellbeing and resilience and skills and capability.

4. Reporting

4.1 Providers will be asked to provide data, and support participants to provide data, to enable effective programme evaluation and the monitoring of programme service and delivery. This data will include (but is not limited to):

- **Quarterly Online Provider Update Reports or End of Contract Reports** that provide a high-level summary of the number of young people participating in programmes and demographic details about them. Some narrative reporting will also be required to provide examples and case studies of a programme's impact and highlight future developments. Providers are required to complete this report and submit it to MYD on a quarterly basis or at the end of a contract. A unique link to the Provider Report will be emailed to Providers each quarter (or as required).
- **Online Participant Feedback Surveys** that provide feedback from the young people participating in a programme. Participants will be asked about their experience and asked to indicate what they achieved from taking part. Some narrative reporting will also be required to provide examples and case studies of the impact that a programme had on the young person and what improvements they might like to see. A link to the participant feedback survey will be supplied to the Provider by MYD. Providers are required to support and/or enable participants to complete the online Participant Feedback Survey.

4.2 This table details the dates when links for the Quarterly Online Provider Reports and End of Contract Reports will be sent to Providers and the dates when the reports are due to be submitted.

Period the Report Covers	Date Links Sent to Providers	Deadline for Report Submission
Quarter 1: 1 July 2018 to 30 September 2018 [3 months]	Wednesday 5 September 2018	***Friday 5 October 2018***
Quarter 2: 1 July 2018 to 31 December 2018 [6 months]	Wednesday 14 November 2018*	***Friday 14 December 2018****
Quarter 3: 1 July 2018 to 31 March 2019 [9 months]	Tuesday 5 March 2019	***Friday 5 April 2019***
Quarter 4 and End of Contract Report: 1 July 2018 to 30 June 2019 [12 months]	Monday 6 May 2019	***Wednesday 5 July 2019***

*the early deadline is to account for issues with holiday absences at this time of year, the period reported on should still cover 1 July 2018 to 31 December 2018.

4.3 This table details the reporting requirements for successful applicants for each funding stream (unless otherwise negotiated).

Funding Stream	Provider Reporting	Participant Reporting
Youth Development – Programmes and Services	Quarterly Update Report (see **Appendix 2**)	Participant Feedback Survey Open all Financial Year (see **Appendix 5**)
Youth Development – Opportunity for Young People	End of Contract Report (see **Appendix 3**)	Participant Feedback Survey Open all Financial Year (see **Appendix 5**)
Youth Enterprise – Programmes and Services	Quarterly Update Report (see **Appendix 2**)	Participant Feedback Survey Open all Financial Year (see **Appendix 6**)
Youth Enterprise – Opportunity for Young People	End of Contract Report (see **Appendix 4**)	N/A
Partnership Fund	Roundtable Reporting[14] (six monthly)	Participant Feedback Survey Open all Financial Year (see **Appendix 5**)

5 Participant Surveys

5.1 The Online Participant Feedback Surveys will remain open throughout the whole financial year. Extracts of data will be processed each quarter at the same time when reports are due. The final deadline for all participant feedback is Wednesday 5 July 2019. The survey links will expire at this time and no feedback will be able to be submitted after this date.

5.2 Ideally young people will independently complete the Participant Feedback Survey online through the weblink that MYD give to providers to pass on to their participants. However, Providers do have the option of using a paper form to collect responses if this is more practical and suitable. A paper copy of the survey will be supplied to Providers but Providers can create their own paper forms that include the MYD questions. If paper forms are used, it is the Provider's responsibility to enter this data through the SurveyMonkey link provided. A third option, for Providers who may collect feedback from participants through their own mechanisms, is to submit the data in an Excel format. MYD will only accept Excel submissions if the data follows a specific format. An Excel template can be requested from MYD for Providers who wish to submit data this way.

[14] The Partnership Fund Roundtable Reporting covers much of the data collected through the Quarterly Provider Update Report so Appendix 2 can be used as a guide.

5.3 MYD will not accept hard copies of paper forms or scanned copies. Participant feedback data will only be accepted if it is submitted through the SurveyMonkey link provided (or in Excel format if the correct template and formatting has been used).

5.4 For young people receiving funding through the Youth Enterprise – Opportunity for Young People funding stream, the only reporting requirement is the completion of an online end of contract report to provide some information about how the money was spent and to understand what the young person or people learnt from their experience (see Appendix 4). No Participant Feedback is required for projects funded through this stream.

5.5 **Appendix 7** presents a summary of the reporting framework.

6. Performance Measures

6.1 Providers are expected to deliver on the outcomes as specified in their OA. This includes delivering at least the minimum number of opportunities agreed and delivering the services as specified[15].

6.2 Providers will also be assessed on the quality of the service they have delivered. This will be assessed through feedback by the young people taking part in the service.

6.3 For OAs for funding for youth development opportunities, **at least 80%** of young people responding to the feedback survey should report that they have increased their capability and/or resilience by taking part in the service[15].

6.4 For OAs for funding for youth enterprise opportunities, **at least 80%** of young people responding to the feedback survey should report that they have increased their entrepreneurial skills, business and financial acumen, employment opportunities, leadership skills, career aspirations or educational attainment by taking part in the service[15].

6.5 Providers should aim to have **at least 50%** of young people participating in their programmes complete the Participant Feedback Survey, where feasible or practicable. For Providers delivering programmes to particularly large cohorts of young people a target percentage of completed feedback surveys can be negotiated with MYD[15].

6.6 If a Provider does not meet the outcomes specified, or if they are delivering a service that is assessed as poor quality, MYD will discuss concerns with the Provider to try to rectify the issues. If improvements are not made then MYD will not be likely to enter in to another OA with that Provider.

[15] These measures will be monitored throughout the course of the OA but the targets are set to be reached by the end of the financial year. MYD will be proactive in discussing with Providers cases where it looks like the expected outcomes are not likely to be achieved within the agreed timeframes.

7. Monitoring

7.1 Relationship Managers will monitor the contracts that they manage through the Participant Feedback Survey data and the Quarterly Provider Update Reports in the first instance.

7.2 MYD reserves the right to further monitor funded services as deemed necessary. Monitoring of the services would usually include, but is not limited to:

- Individual and/or Group Interviews with key members of staff, such as staff who design and/or manage the programmes or frontline staff running the programmes
- Focus Group sessions with young people who have participated or are participating in the programme
- Focus Group sessions with members of the community if applicable
- Roundtable discussions with MYD, Provider staff and participants, if applicable
- Other funding partners may be invited to attend, as appropriate
- Sessions to observe the youth development activities in action
- Checking original participant documentation, including, but not limited to:
    - enrolment forms
    - programme/opportunity activities
    - financial expenditure information.

7.3 **Appendix 8** presents a summary of the relationship management, monitoring and evaluation framework.

8. Evaluation

8.1 MYD reserves the right to commission (often through an independent organisation) an evaluation of a funded service, as deemed necessary.

8.2 Evaluations are a good way to assess how a programme has performed on achieving planned outcomes, or how well a programme was implemented, and the processes it works under.

8.3 MYD may request an evaluation for programmes where there is little clear evidence of impact or success. New or innovative programmes may require evaluation. Evidence gained through evaluation is useful when MYD is making funding decisions.

8.4 The specifics of what an evaluation should cover would be developed on a case-by-case basis and in consultation with the Provider in question. Providers are expected to cooperate fully with any evaluation commissioned.

8.5 Providers are also encouraged to conduct or commission their own evaluations. The results of any evaluations conducted should be shared with MYD. A useful resource called 'Making Sense of Evaluation: A Handbook for the Social Sector'[16] is available, this can help Providers to understand more about how to measure and understand the effects of their programmes or initiatives. MYD encourages all Providers to use this resource.

[16] http://www.superu.govt.nz/sites/default/files/Publications/Superu%20handbook_FINAL.pdf

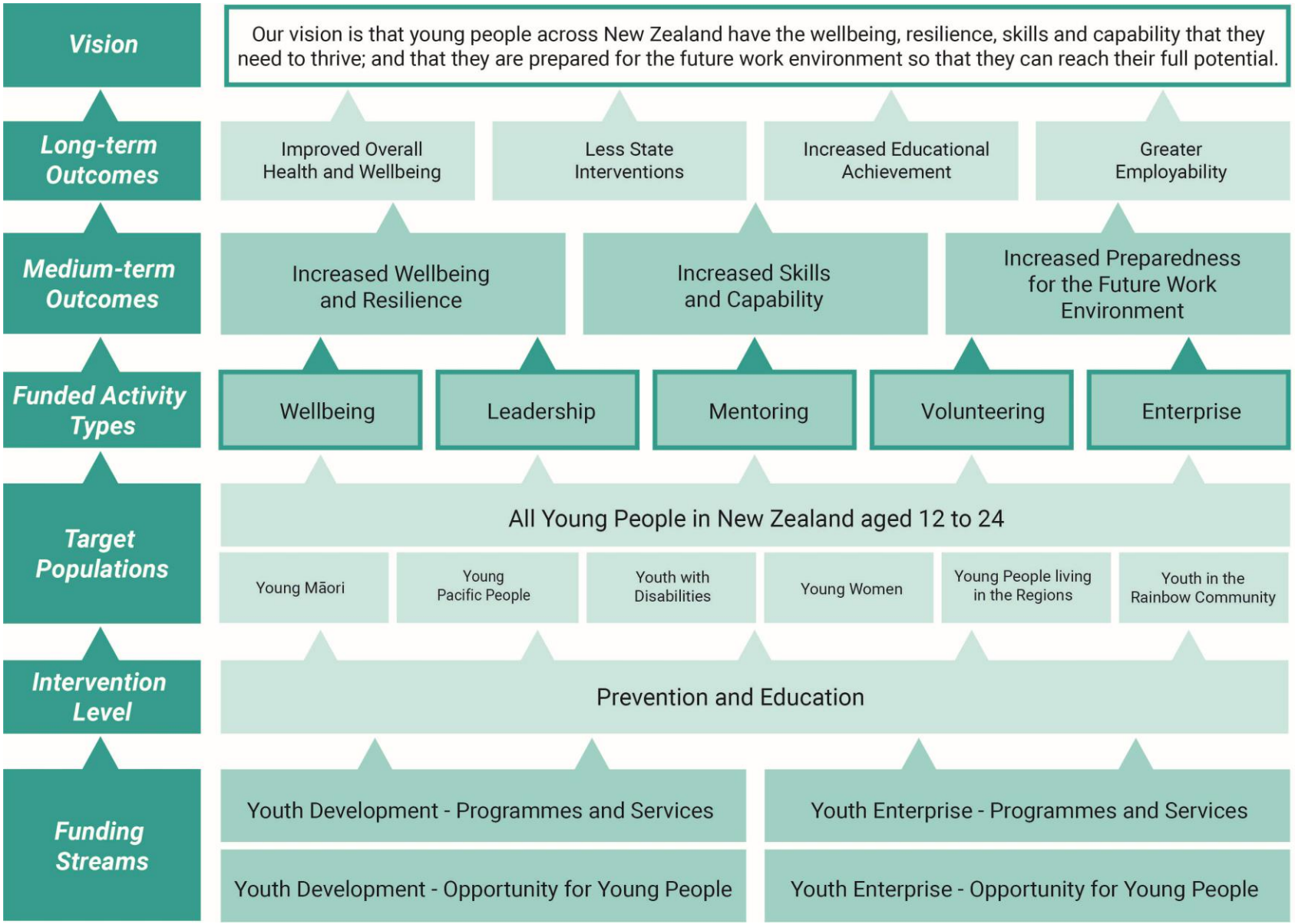
9. Review

9.1 MYD will regularly review the effectiveness of the services it purchases. This may include a review of:

- the data submitted through the Quarterly Provider Update Reports
- the data submitted through the Participant Feedback Surveys
- the results of any monitoring processes
- the results of any evaluations
- your progress in contributing to MYD priorities
- your progress in contributing to the outcomes and the delivery of youth development opportunities
- the expenditure of the funding
- any difficulties/challenges that you or MYD/MSD may have
- any other matters that you or MYD/MSD may wish to raise.

9.2 Relationship Managers will arrange review meetings if and when required during the term of the OA.

Appendix 1 – High-Level Logic Model for 2018/2019 Financial Year



Appendix 2 – Quarterly Provider Update Report

Quarterly Provider Update Report		Use
Q1	Please record the total number of programmes, that you receive funding from MYD for, that you have delivered since 1 July 2018:	Office use
Q2	Please record the total number of unique individual young people (aged 12-24 years) that you have worked with across your programme or programmes since 1 July 2018:	Reported measure
Q3	Please record how many of the unique young people (aged 12-24 years) that you have worked with since 1 July 2018 identify with each ethnicity listed below (please note that individuals can identify with more than one ethnicity): NZ European/Pakeha, European, Māori, Pacific People, Asian, Other	Reported measure
Q4	Please record how many of the unique young people (aged 12-24 years) that you have worked with since 1 July 2018 fit within each age listed below: 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24	Reported measure
Q5	Please record how many of the unique young people (aged 12-24 years) that you have worked with since 1 July 2018 fit within each gender category listed below: Male, Female, Gender Diverse	Reported measure
Q6 (in Quarters 1 to 3 only)	Are you currently on track to deliver the programmes and achieve the volumes as per your OA with MYD?	Office use
Q6 (in Quarter 4 only)	Have you successfully delivered the programmes and the volumes this financial year as per your OA with MYD?	Office use
Q7	If 'No' to the above question, please tell us why:	Office use
Q8 (in Quarter 3 and 4 only)	Thinking about the youth development opportunities that you have delivered with your funding from MYD, what do you consider to be your main achievements over the past 12 months?	Narrative
Q9 (in Quarter 3 and 4 only)	Thinking about the youth development opportunities that you have delivered with your funding from MYD, what general trends, issues or impacts have you observed for the young people you have been working with over the past 12 months?	Narrative
Q10 (in Quarter 3 and 4 only)	Please provide at least one specific example for each of the programmes that you have delivered, detailing how the young people (aged 12-24 years) taking part have benefitted; thinking particularly about how the young people have been supported to build their wellbeing and resilience and skills and capability:	Narrative

Quarterly Provider Update Report		Use
Q11	If you faced any challenges this quarter (not already mentioned above), please tell us about these below:	Narrative
Q12	If you need any additional support, from MYD or other partners, please tell us about your needs below:	Office use
Q13	If you have any other thoughts, issues or comments you'd like to raise with MYD, please record these below:	Office use
Q14 (in Quarter 4 only)	How would you rate your experience of interacting with MYD throughout the last 12 months?" Very good, Good, Neither good nor bad, Bad or Very bad.	Office use
Q15 (in Quarter 4 only)	Please tell us a little bit about why you gave MYD this rating.	Office use

Appendix 3 – Final Report - Youth Development – Opportunity for Young People

Final Report - Youth Development		Use
Q1	Please record the total number of unique individual young people (aged 12-24 years) that you have worked with across your programme or programmes since 1 July 2018:	Reported measure
Q2	Please record how many of the unique young people (aged 12-24 years) that you have worked with since 1 July 2018 identify with each ethnicity listed below (please note that individuals can identify with more than one ethnicity): NZ European/Pakeha, European, Māori, Pacific People, Asian, Other	Reported measure
Q3	Please record how many of the unique young people (aged 12-24 years) that you have worked with since 1 July 2018 fit within each age listed below: 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24	Reported measure
Q4	Please record how many of the unique young people (aged 12-24 years) that you have worked with since 1 July 2018 fit within each gender category listed below: Male, Female, Gender Diverse	Reported measure
Q5	Have you successfully delivered the programmes and the volumes this financial year as per your OA with MYD?	Office use
Q6	If 'No' to the above question, please tell us why:	Office use
Q7	Thinking about the youth development opportunities that you have delivered with your funding from MYD, what do you consider to be your main achievements over the past 12 months?	Narrative
Q8	Thinking about the youth development opportunities that you have delivered with your funding from MYD, what general trends, issues or impacts have you observed for the young people you have been working with over the past 12 months?	Narrative
Q9	Please provide a couple of specific example detailing how the young people (aged 12-24 years) taking part have benefitted; thinking particularly about how the young people have been supported to build their wellbeing and resilience and skills and capability:	Narrative
Q10	If you faced any challenges (not already mentioned above), please tell us about these below:	Narrative

Final Report - Youth Development		Use
Q11	If you have any other thoughts, issues or comments you'd like to raise with MYD, please record these below:	Office use
Q12	How would you rate your experience of interacting with MYD throughout the last 12 months?" Very good, Good, Neither good nor bad, Bad or Very bad.	Office use
Q13	Please tell us a little bit about why you gave MYD this rating.	Office use

Appendix 4 – Final Report - Youth Enterprise – Opportunity for Young People

Final Report - Youth Enterprise		Use
Q1	Please tell us about how you spent the funding that you received from MYD. For example the funds could have been spent of training, mentoring, market research, marketing, brand development or securing patent rights.	Narrative
Q2	Please tell us how MYD funding has helped you. For example the funds could have been used to develop your knowledge, skills or competencies, provided you with mentoring opportunities, or supported you to transition an idea or fledgling operation into a viable business.	Narrative
Q3	Generally, how have you personally benefitted from being involved with enterprise, business or entrepreneurial opportunities? For example it might have given you confidence, financial security, connections, skills, happiness, strength or self-belief).	Narrative
Q4	What are the next steps for your enterprise or business?	Narrative
Q5	If you have any other thoughts, issues or comments you'd like to raise with MYD, please record these below:	Office use
Q6	How would you rate your experience of interacting with MYD throughout the last 12 months?" Very good, Good, Neither good nor bad, Bad or Very bad.	Office use
Q7	Please tell us a little bit about why you gave MYD this rating.	Office use

Appendix 5 – Participant Feedback Survey – Youth Development

Youth Development Participant Feedback Survey		Use
Q1	Please provide the name of the programme or service that you are telling us about:	Office use
Q2	Overall, how happy were you with your experience of the programme or service? Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy	Reported measure
Q3	Overall, how happy were you with the people running the programme or service? Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy	Reported measure
Q4	On a scale of 0 to 10, where 0 is 'not at all likely' and 10 is 'extremely likely', how likely would you be to recommend this programme or service to a friend?	Reported measure
Q5	Please read through the list below and tick any of the options that you feel you have improved upon as a result of taking part in this programme or service (select any or all that apply, if 'none' please select 'None of the above'):	Reported measures
	Making decisions for yourself	
	Solving problems	
	Communicating with others	
	Managing or organising yourself	
	Helping people in your local community	
	Understanding other people	
	Understanding yourself	
	Feeling good about yourself	
	Feeling positive about the future	
	Feeling independent	
	Making friends and connections	
	Feeling more confident	
	None of the above	

Youth Development Participant Feedback Survey		Use
Q6	Please tell us a little bit about what you feel was really good about the programme or service that you took part in (for example; What were your favourite things? What did you learn? What will you remember most about it?):	Narrative
Q7	If you can think of anything that would have made your experience better, please tell us about it below:	Narrative
Q8	What gender do you identify as? Male, Female, Gender Diverse	Office use
Q9	What is your age? 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24	Office use
Q10	Which ethnic group (or groups) do you identify as? Please select all that apply. NZ European/Pakeha, European, Māori, Pacific People, Asian, Other	Office use
Q11	If you know the name(s) of your iwi (tribe or tribes), please record details below:	Office use
Q12	Which region do you currently live in?	Office use
Q13	If you live in a city listed below, please select which one (if you don't live in one of these cities, just skip this question): Auckland, Christchurch, Wellington, Hamilton, Tauranga, Dunedin, Lower Hutt, Palmerston North, Napier, Porirua, Invercargill, Nelson, Upper Hutt	Office use
Q14	Please record the name of the town or suburb where you live:	Office use

Please Note: Summary reports of the data provided by participants will be shared with Providers for their own use.

Appendix 6 – Participant Feedback Survey – Youth Enterprise

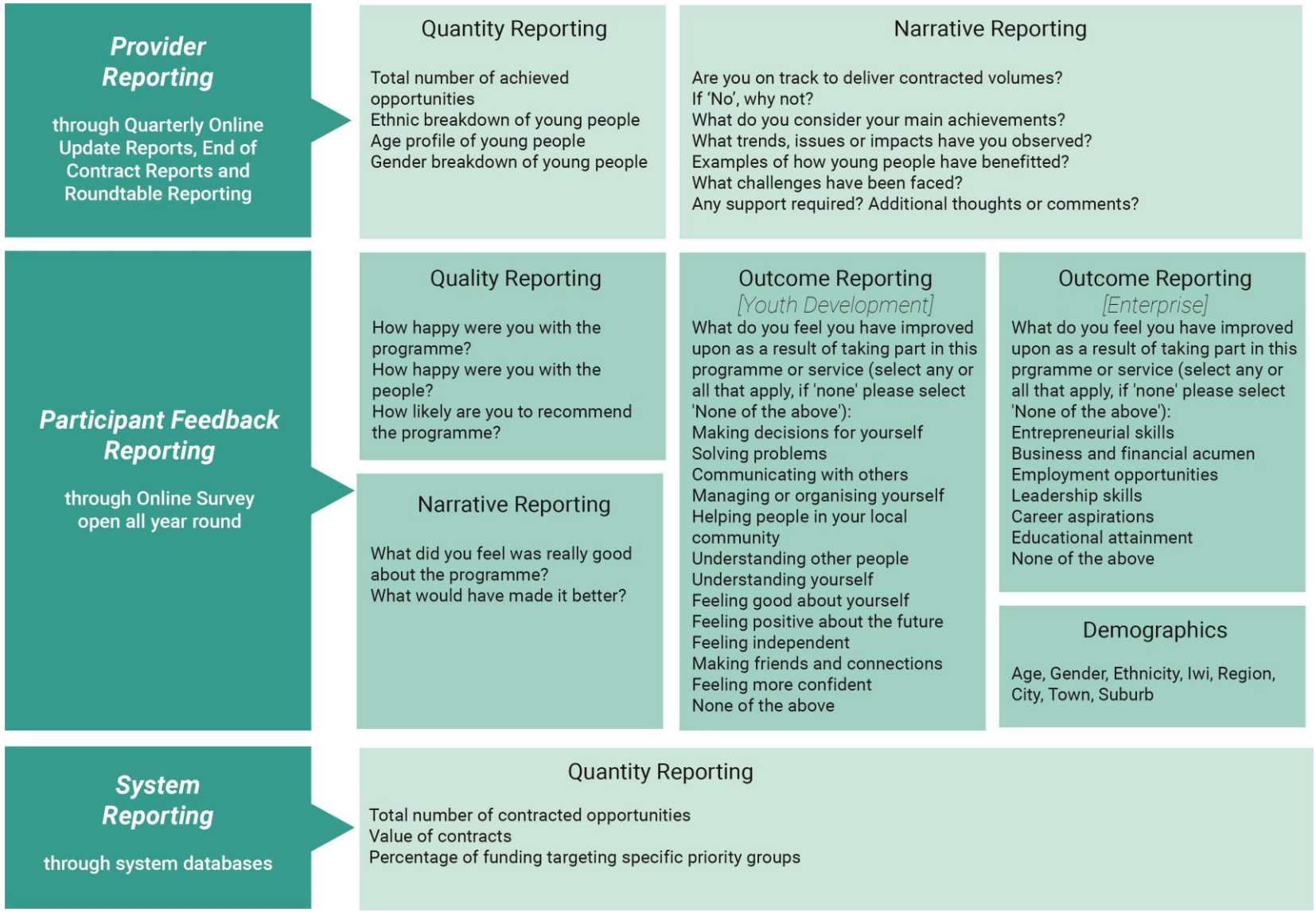
Youth Enterprise Participant Feedback Survey		Use
Q1	Please provide the name of the programme or service that you are telling us about:	Office use
Q2	Overall, how happy were you with your experience of the programme or service? Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy	Reported measure
Q3	Overall, how happy were you with the people running the programme or service? Very happy, Happy, Neither happy nor unhappy, Unhappy, Very unhappy	Reported measure
Q4	On a scale of 0 to 10, where 0 is 'not at all likely' and 10 is 'extremely likely', how likely would you be to recommend this programme or service to a friend?	Reported measure
Q5	How do you think participating in this programme will impact your final NCEA credits/grades?	Reported measure
	no impact on my final NCEA credits/grades	
	a positive impact on my final NCEA credits/grades	
	a negative impact on my final NCEA credits/grades	
Q6	Are you planning to study commerce, business or enterprise related subjects in the future?	Reported measure
Q7	Are you planning to run your own business or enterprise in the future?	Reported measure
Q8	Please read through the list below and tick any of the options that you feel you have improved upon as a result of taking part in this programme or service (select any or all that apply, if 'none' please select 'None of the above'):	Reported measure
	Entrepreneurial skills	
	Business and financial acumen	
	Employment opportunities	
	Leadership skills	
	Career aspirations	
	Educational attainment	
	None of the above	

Youth Enterprise Participant Feedback Survey		Use
Q9	Please read through the list below and tick any of the options that you feel you have improved upon as a result of taking part in this programme or service (select any or all that apply, if 'none' please select 'None of the above'):	Reported measure
	Making decisions for yourself	
	Solving problems	
	Communicating with others	
	Managing or organising yourself	
	Helping people in your local community	
	Understanding other people	
	Understanding yourself	
	Feeling good about yourself	
	Feeling positive about the future	
	Feeling independent	
	Making friends and connections	
	Feeling more confident	
	None of the above	
Q10	Please tell us a little bit about what you feel was really good about the programme or service that you took part in (for example; What were your favourite things? What did you learn? What will you remember most about it?):	Narrative
Q11	If you can think of anything that would have made your experience better, please tell us about it below:	Narrative
Q12	What gender do you identify as? Male, Female, Gender Diverse	Office use
Q13	What is your age? 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24	Office use
Q14	Which ethnic group (or groups) do you identify as? Please select all that apply. NZ European/Pakeha, European, Māori, Pacific People, Asian, Other	Office use

Youth Enterprise Participant Feedback Survey		Use
Q15	If you know the name(s) of your iwi (tribe or tribes), please record details below:	Office use
Q16	Which region do you currently live in?	Office use
Q17	If you live in a city listed below, please select which one (if you don't live in one of these cities, just skip this question): Auckland, Christchurch, Wellington, Hamilton, Tauranga, Dunedin, Lower Hutt, Palmerston North, Napier, Porirua, Invercargill, Nelson, Upper Hutt	Office use
Q18	Please record the name of the town or suburb where you live:	Office use

Please Note: Summary reports of the data provided by participants will be shared with Providers for their own use.

Appendix 7 – Reporting Framework



Appendix 8 – Relationship Management, Monitoring and Evaluation Framework

	When?	Why?	Who?
Relationship Phone-call	Ongoing, as required **OR** If quarterly update report is not submitted by the deadline **OR** If there are issues raised in the quarterly update report or in the participant feedback surveys **OR** At least once a year if no other contact has been made.	To maintain relationships **OR** To request completion and submission of quarterly update reports **OR** To discuss issues raised through reporting **OR** As a general check in with providers to maintain the relationship.	MYD Relationship/Contract Managers.
Face-to-face Contact	If there are ***significant*** issues raised in the quarterly update report or in the participant feedback surveys **OR** If practical and cost effective and agreed by both parties (if not at least a phone-call should be made).	To discuss ***significant*** issues raised through reporting **OR** To build and maintain a good relationship with providers. It could be an opportunity to see a MYD funded programme in action.	MYD Relationship/Contract Managers.
Monitoring Visit	If there are ***serious and significant*** issues raised in the quarterly update report, the participant feedback surveys, or at any other point **OR** On a case by case basis, when it is agreed by MYD management that a monitoring visit is needed or would be beneficial in building the evidence base about a provider or a programme.	**What?** A monitoring visit would usually include (but is not limited to): • Individual and/or Group Interviews with key members of staff, such as staff who design and/or manage the programmes or frontline staff running the programmes • Focus Group sessions with young people who participated or are participating in the programme • Focus Groups sessions with members of the community if applicable Roundtable discussions with MYD, Provider staff and participants • Sessions to observe the youth development activities in action.	MYD Relationship/Contract Managers. Plus additional MYD staff as appropriate.
Evaluation	If a business case can be made to fund and undertake an evaluation of a provider/programme or fund. This may be because there are concerns about the quality or effectiveness of the activity, or currently a lack of evidence about the impact that the programme is having. It may be because a milestone has been reached and it is a good opportunity to take stock of what is working well. An evaluation can happen at any time (with agreement from all parties) when the benefits are agreed and finances and resources allow.	**What?** An evaluation could focus on a particular provider, a particular programme or the performance of a fund (possibly covering a suite of providers/programmes). An evaluation could evaluate how a programme/provider/fund has performed on achieving planned outcomes, or how well a programme was implemented and the processes it works under. The specifics of what the evaluation should cover needs to be developed on a case by case basis.	Evaluations can be done by providers themselves or by MYD/MSD but preferably evaluations are conducted by an independent contractor to ensure independence and objectivity.