

## Ministry of Health

- 12.4 If, in our opinion, based on reasonable grounds, you have breached your obligations under clause 12.2 and/or 12.3, we may terminate this Agreement by written notice to you. We may not terminate this Agreement under this clause, unless we have first given you written notice of the alleged breach, and within 30 days following giving the notice we have not resolved the issue through direct discussions between the Deputy Director General of Health (or their delegates) and the provider's Chairperson or Chief Executive (or their delegates).
- 12.5 Our power of termination under sub-clause 12.4 is in addition to the rights of the parties to terminate under any other provision in this Agreement.

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

### 13. MANDATORY SERVICES

The following purchase units identify mandatory requirements for Intervention and/or Primary Prevention (Public health) services.

<b>Purchase Unit Description: Preventing and Minimising Gambling Harm Intervention Infrastructure Services – Kaumātua Consultation and Liaison</b>	
<b>PGACS-01 Outcome</b>	All preventing and minimising gambling harm intervention services will have the capacity, skills and relationships to work effectively and appropriately with and for Māori.
<b>Objective</b>	Intervention Service providers will offer an environment that is culturally safe for Māori service users, their whānau/family and significant others, as well as for those delivering the services.
<b>Activities</b>	<p>Delivery of these intervention services will include improving cultural safety and quality of care for Māori service users of intervention services to prevent and minimise gambling harm, and assisting in the development and enhancement of services for Māori by:</p> <ul style="list-style-type: none"> <li>• supporting and enhancing the cultural knowledge and skills of Māori staff presently working within dedicated Māori intervention services and other intervention services to prevent and minimise gambling harm</li> <li>• encouraging Māori to work within intervention services to prevent and minimise gambling harm</li> <li>• ensuring preventing and minimising gambling harm intervention services strengthen liaison with Māori groups</li> <li>• assisting non-Māori services and staff to work more effectively with Māori clients.</li> </ul>
<b>Nature of the service</b>	<p>As repositories of cultural knowledge and experience, kaumātua or younger Māori considered to have the requisite skills and knowledge can be enlisted, enabling intervention services to prevent and minimise gambling harm to improve the following:</p> <ul style="list-style-type: none"> <li>• accountability to Māori</li> <li>• advice and support to staff of intervention services to prevent and minimise gambling harm regarding tikanga Māori, and in particular, supporting staff of dedicated Māori services</li> <li>• challenging practices that are inappropriate for Māori, particularly in the spiritual and tikanga areas</li> <li>• advice on cultural support and inter-hapū/iwi relationships.</li> </ul> <p>The kaumātua (male and/or female) may be providing services to a specified number of providers or for particular providers. Effective channels of communication and good relationships should be maintained with local hapū and iwi, with Māori workers of other providers.</p> <p>Service providers will offer an environment that is culturally safe for Māori service users, their whānau/family and significant others, as well as for those delivering the services.</p> <p>The kaumātua services will be provided in such a way as to ensure relevant skills and expertise are available to preventing and minimising gambling harm intervention service staff. The role of kaumātua will be negotiated between the kaumātua and the preventing and minimising gambling harm intervention service and mandated by manawhenua.</p>
<b>Key processes</b>	Staff and service users will be able to, as a minimum, access appropriate cultural advice and support for all of the following service processes: assessment (cultural), community development, liaison and consultation, support
<b>Reporting</b>	<p>Six-monthly narrative reports to the Ministry will use the provided report template and summarise:</p> <ul style="list-style-type: none"> <li>• manawhenua groups / Kaumātua engaged to support Services</li> <li>• nature of relationships with manawhenua and Kaumātua</li> <li>• particular activities of note involving manawhenua / Kaumātua during the reporting period</li> <li>• any other issues</li> </ul>



<b>Purchase Unit Description:</b>	
<b>Preventing and Minimising Gambling Harm Intervention Infrastructure Services – Workforce Development</b>	
<b>PGACS-02 Outcome</b>	The preventing and minimising gambling harm Intervention Services workforce is well trained, motivated and supported to deliver effective, high quality, sustainable intervention activities
<b>Objective</b>	To ensure that all preventing and minimising gambling harm intervention service staff are supported to access appropriate training and workforce development opportunities and attend national and regional hui and conferences.
<b>Activities</b>	<p>Delivery of these services will include, but is not limited to, the following activities:</p> <ul style="list-style-type: none"> <li>• preparing and implementing workforce development plans that cover all intervention staff engaged to prevent and minimise gambling harm</li> <li>• ensuring all intervention service staff have the minimum qualification levels, or equivalents, for the relevant purchase unit as outlined in the Intervention Service Practice Requirement Handbook.</li> <li>• management practices, which support and encourage staff training and development, such as those listed in the NZ Standards Health and Disability Services Standard.</li> <li>• supporting staff to attend, participate and present at regional and national hui and forums for service providers and staff contracted to prevent and minimise gambling harm</li> </ul>
<b>Key processes</b>	N/A
<b>Reporting</b>	<p>Six-monthly narrative reports to the Ministry will use the provided report template and summarise:</p> <ul style="list-style-type: none"> <li>• progress made preparing workforce development plans, performance planning and reviews</li> <li>• issues with implementing workforce development plans and supporting staff training and development.</li> </ul> <p>Note: Copies of performance plans, workforce development plans, performance reviews, and calendar of staff attendance at training and conferences will be made available to the Ministry on request.</p>
<b>Indicators</b>	<p>The percentage of the preventing and minimising gambling harm workforce that have relevant tertiary qualifications</p> <p>The average amount of time preventing and minimising gambling harm staff remain employed in the sector.</p> <p>The percentage of the preventing and minimising gambling harm workforce that present at national and regional preventing and minimising gambling harm conferences</p>
<b>Competencies</b>	Services will be provided by a team, person, or organisation with appropriate qualifications, competencies, skills and experience in adult education, approved tertiary training, problem gambling training and workforce development.
<b>Min. Delivery</b>	<p>Each staff member will attend a minimum of one training opportunity a year that contributes to addressing the needs identified in their individual professional development plan</p> <p>All staff will attend relevant regional preventing and minimising gambling harm provider hui in your area [except as agreed by us].</p> <p>All staff will attend the annual national preventing and minimising gambling harm provider forum [except as agreed by us].</p>

**Purchase Unit Description:****Preventing and Minimising Gambling Harm Intervention Infrastructure Services – Participation in Research and Evaluation**

<b>PGACS-03 Outcome</b>	The practices and theories of the preventing and minimising gambling harm intervention services sector are informed by an up to date and sound evidence base
<b>Objective</b>	Preventing and minimising gambling harm intervention service providers participate in and support Ministry approved research and evaluation processes.
<b>Activities</b>	<p>Delivery of these services will include participation by you and your intervention service staff in Ministry funded national, regional and local research, monitoring and evaluation processes as required. This will include, but is not limited to, the following activities:</p> <ul style="list-style-type: none"> <li>• expert advice into project development and planning</li> <li>• involvement in a study as a participant</li> <li>• contributing and providing data to a project</li> </ul>
<b>Key processes</b>	N/A
<b>Reporting</b>	<p>Six-monthly narrative reports to the Ministry will use the provided report template and summarise:</p> <ul style="list-style-type: none"> <li>• your involvement in any research projects to prevent and minimise gambling harm over the previous six months</li> <li>• costs incurred as part of participating</li> <li>• impact on core service delivery</li> <li>• reimbursements made by the research provider</li> <li>• any other issues noted.</li> </ul>
<b>Indicators</b>	The percentage of the preventing and minimising gambling harm workforce that has the opportunity to provide input into national and local research projects
<b>Competencies</b>	N/A
<b>Min. Delivery</b>	As required



<b>Purchase Unit Description: Preventing and Minimising Gambling Harm Public Health Infrastructure Services – Kaumātua Consultation and Liaison</b>	
<b>PGAPH-01 Outcome</b>	All public health services to prevent and minimise gambling harm will have the capacity, skills and relationships to work effectively and appropriately with and for Māori.
<b>Objective</b>	Public health service providers will offer an environment that is culturally safe for Māori service users, their whānau/family and significant others, as well as for those delivering the services.
<b>Function</b>	<p>Delivery of these public health services will include improving cultural safety and quality of care for Māori service users of public health services to prevent and minimise gambling harm and assisting in the development and enhancement of services for Māori by:</p> <ul style="list-style-type: none"> <li>• supporting and enhancing the cultural knowledge and skills of Māori staff presently working within dedicated Māori public health services and other public health services that interface with the preventing and minimising gambling harm services sector.</li> <li>• encouraging Māori to work within public health services to prevent and minimise gambling harm</li> <li>• ensuring public health services to prevent and minimise gambling harm strengthen liaison with Māori groups</li> <li>• assisting non-Māori services and staff to work more effectively with Māori clients.</li> </ul>
<b>Nature of the service</b>	<p>As repositories of cultural knowledge and experience, kaumātua or younger Māori considered to have the requisite skills and knowledge can be enlisted, enabling public health services to prevent and minimise gambling harm to improve the following:</p> <ul style="list-style-type: none"> <li>• accountability to Māori</li> <li>• advice and support to staff of public health services to prevent and minimise gambling harm regarding tikanga Māori, and in particular, supporting staff of dedicated Māori services</li> <li>• challenging practices that are inappropriate for Māori, particularly in the spiritual and tikanga areas</li> <li>• advice on cultural support and inter-hapū/iwi relationships.</li> </ul> <p>The kaumātua (male and/or female) may be providing services to a specified number of providers or for particular providers. Effective channels of communication and good relationships should be maintained with local hapū and iwi, with Māori workers of other providers.</p> <p>Service providers will offer an environment that is culturally safe for Māori service users, their whānau/family and significant others, as well as for those delivering the services.</p> <p>The kaumātua services will be provided in such a way as to ensure relevant skills and expertise are available to public health services to prevent and minimise gambling harm. The role of kaumātua will be negotiated between the kaumātua and the preventing and minimising gambling harm public health service and mandated by manawhenua.</p>
<b>Key processes</b>	Staff and service users will be able to, as a minimum, access appropriate cultural advice and support for all of the following service processes: assessment (cultural), community development, liaison and consultation, support

**Purchase Unit Description:**

**Preventing and Minimising Gambling Harm Public Health Infrastructure Services – Workforce Development**

<b>PGAPH-02 Outcome</b>	The Public Health Services to prevent and minimise gambling harm workforce is well trained, motivated and supported to deliver effective, high quality, sustainable public health activities
<b>Objective</b>	To ensure that all public health to prevent and minimise gambling harm service staff are supported to access appropriate training and workforce development opportunities and attend national and regional hui and conferences.
<b>Activities</b>	<p>Delivery of these services will include, but is not limited to, the following activities:</p> <ul style="list-style-type: none"> <li>• preparing and implementing workforce development plans that cover all public health staff engaged to prevent and minimise gambling harm</li> <li>• ensuring all public health to prevent and minimise gambling harm service staff have the minimum qualification levels, or equivalents, for the relevant purchase unit.</li> <li>• management practices, which support and encourage staff training and development, such as those listed in the Ministry’s Provider Quality Specifications for Public Health Services.</li> <li>• supporting staff to attend, participate and present at regional and national hui and forums for service providers and staff contracted to deliver services to prevent and minimise gambling harm</li> </ul>
<b>Key processes</b>	N/A
<b>Reporting</b>	<p>Six-monthly narrative reports to the Ministry will use the provided report template and summarise:</p> <ul style="list-style-type: none"> <li>• progress made preparing workforce development plans, performance planning and reviews</li> <li>• issues with implementing workforce development plans and supporting staff training and development.</li> </ul> <p>Note: Copies of performance plans, workforce development plans, performance reviews, and calendar of staff attendance at training and conferences will be made available to the Ministry on request.</p>
<b>Indicators</b>	<p>The percentage of the preventing and minimising gambling harm public health service workforce that have relevant tertiary qualifications</p> <p>The average amount of time preventing and minimising gambling harm staff remain employed in the preventing and minimising gambling harm sector.</p> <p>The percentage of the preventing and minimising gambling harm public health service workforce that present at national and regional preventing and minimising gambling harm conferences</p>
<b>Competencies</b>	Services will be provided by a team, person, or organisation with appropriate qualifications, competencies, skills and experience in health promotion, approved tertiary training, problem gambling training and workforce development.
<b>Min. Delivery</b>	<p>Each staff member will attend a minimum of one training opportunity a year that contributes to addressing the needs identified in their individual professional development plan</p> <p>All staff will attend relevant regional preventing and minimising gambling harm provider hui in your area [except as agreed by us].</p> <p>All staff will attend the annual national preventing and minimising gambling harm provider forum [except as agreed by us].</p>