**Outcome Agreement Management Plan**

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| --- | --- |
| **Contract name** | **New Migrant Resettlement Services** |
| **Contract number** | **M-12345/16** |
| **Provider name** | **Social Services Inc** |
| **Name of purchasing agency** | **Ministry of Immigration** |
| **Commencement date** | **1 July 16** |
| **Term** | **3 years (with 3 year right of renewal)** |
| **Expiry date** | **30 June 2019** |

OAMP owner(s)

|  |  |  |  |
| --- | --- | --- | --- |
|  | Name | Role/title | Signature |
| Purchasing agency | I.M. Smith | Relationship Manager |  |
| Provider | I.M. Greg | Relationship Manager |  |

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**What the agreement is for**

## Purpose of this document

* 1. In this OAMP we outline how we will work together to deliver resettlement services to new migrants transitioning through the Miramar Immigration Centre.
  2. This OAMP is not legally binding.

## Summary of services and outcomes

* 1. The New Migrants Resettlement Services contract is part of the wider Supporting People programme managed by the Ministry of Immigration (MoI). Social Services Inc has been selected following an open tender process to provide the services under this outcome agreement to MoI for an initial 3 year term, with an option to extend the agreement for a further three years. The primary outcome of the contract is the effective settlement of new migrants into the community. Social Services Inc has been successfully providing these services for 9 years, and has been the successful provider each time it has gone back to market.
  2. A table of the key events and activities under this outcome agreement is at Appendix 2.

# How we will work together

## Principles we will follow

* 1. Our relationship recognises the [Kia Tutahi Relationship Accord](http://www.dia.govt.nz/kiatutahi) (The Relationship Accord between the Communities of Aotearoa New Zealand and the Government of New Zealand) and the [Code of Funding Practice](http://goodpracticefunding.govt.nz/).
  2. We will :
* act honestly and in good faith
* practice open and timely communication
* work collaboratively and constructively – including to resolve problems and issues
* recognise each other’s responsibilities
* encourage quality and innovation to achieve positive outcomes.

## Organisation / relationship manager contact details

* 1. Our contact details are listed below:

|  |  |
| --- | --- |
| Ministry of Immigration | |
| Relationship Manager | Ian Smith, Manager Resettlement Services |
| Phone: | 029 123 456 |
| Email: | [Ian.Smith@MinImmigration.govt.nz](mailto:Ian.Smith@MinImmigration.govt.nz) |

|  |  |
| --- | --- |
| Social Services Inc | |
| Relationship Manager: | Irene Greg, Team Manager |
| Phone: | 022 123 4586 |
| Email: | Irene.greg@SSI.org.nz |

## When we will meet, and why

* 1. We will meet bi-monthly to:
* review and discuss what has been achieved for clients
* explore the factors and the story behind the performance measurement data
* discuss priorities and decide actions
* review services
* review and confirm performance measures.
  1. In the first three months of delivery the priorities for discussion are:
* Progress with implementation of the service
* Any support for implementation needed by the provider
* Any risks to implementation and service delivery

We will record the minutes of all meetings and follow up actions and distribute to each of the parties.

* 1. Meetings will be held at SSI’s premises.
  2. Any agreement in a meeting will not vary the Outcome Agreement unless varied in accordance with the variation procedures in the Framework Terms and Conditions.

## Ground rules to ensure meetings are productive

* 1. We have agreed to ground rules for open discussion:
* openly express ideas and questions
* practice active listening
* speak honestly at all times and avoid surprises.
* keep an open mind (avoid quick assumptions).
* Treat all participants with respect.
  1. We have agreed to ground rules for decision-making:
* focus on constructive solutions aimed at achieving the specified outcomes
* achieve a group consensus; silence is taken as consent.

## Resolving disputes and issues, including establishing a remedy plan

* 1. We have agreed that disputes will be managed through the following escalation process.

|  |
| --- |
| Resolution  < 10 days or escalate  **NGO Provider**  **Agency**  Escalate  Escalate  General Manager  Day to day working together –issue arises and not able to be resolved  Escalate  Escalate  General Manager  **Mediation**  Resolution  < 15 days or escalate  Escalate  Chief Executive  Escalate  Deputy Secretary |

## How we will manage risk

* 1. We have identified the risks associated with this service and they are recorded in Appendix three.

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## Appendix One – Managing and administering the contract

## Payment approvals and processing

1. SSI invoices will be emailed directly to the AP email box for scanning into FMIS for payment processing. SSI invoices will quote PO 12345, which will trigger work flow to the General Manager for approval for payment. SSI payment terms within FMIS are 14 days from invoice receipt.

## Contract variations agreed/in progress

* 1. The following table lists all the agreed / in progress contract variations

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Contract number | Variation description | Date raised | Status | Date Agreed/Rejected | Additional Comments |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Appendix Two– Key Events and Activities Table

**Summary of Key Events and Activities**

The following table summarises the main events and activities during the life of the Outcome Agreement, including:

* + - Invoicing
    - Payment
    - Reporting to the Purchasing Agency
    - Relationship meetings and review meetings

|  |  |  |
| --- | --- | --- |
| **Activity/Event** | **Date/Duration/Frequency** | **Outcome Agreement Reference** |
| Service Commencement | 1 July 2016 |  |
| Monthly invoice | 23rd day of each calendar month  (first invoice to be submitted by 23 July 2016) |  |
| Payment | 7th of each calendar month  (first payment 7 August 2016) |  |
| Performance Report | Monthly, by the 23rd day of each calendar month |  |
| Bi-monthly Relationship and Service Review Meeting | Bi-monthly, commencing 1st week of August |  |

## Appendix Three– Risk Register

The Risk Register will be managed by the Purchasing Agency. The Register should be reviewed on a regular basis, including being reviewed as part of relationship meetings between the parties.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Risk Area** | **Risk Description** | **Likelihood** | **Impact** | **Risk Rating** | **Mitigation/Management** | **Closed** |
| Service Delivery | Because of increasing new migrant numbers there is a risk that not all eligible clients will be able to access the programme and which will leave some new migrants without essential support. | H | H | H | Business case for additional funding is being considered  Record details of eligible persons not able to be accepted in the programme and refer them to partner organisations. |  |

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