

8 April 2026

s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your email, received on 5 March 2026, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information related to supervised contact. Your request has been considered under the Official Information Act 1982 (the Act).

As advised on 17 March 2026, parts 3 and 7 of your request are being responded to here. Our Customer Information Requests team will provide a response to the remainder of your request in due course.

I have responded to each part of your request below.

***Supervised contact operational policies and guidelines***

*Training manuals used by supervised contact providers relating to supervised visits.*

*Written guidelines for staff intervention during visits.*

*Policies or rules governing staff interaction with children during supervised contact.*

*Any procedural guidance relating to staff handling of gifts or personal items brought by parents for children.*

Oranga Tamariki do not have specific training manuals, written guidelines, policies and rules for service providers as explicitly outlined in your request. As such, this part of your request is refused under section 18(e) of the Act, as the documents alleged to contain the information requested do not exist or, despite reasonable efforts to locate it, cannot be found.

However, there are a range of other resources and guidance that will hopefully be useful for you.

Supervised contact supervisors (Contact Supervisors) are used to provide services to enable visitation between a child or children and a parent or guardian where their contact is only permitted within a supervised environment. Supervised contact may be required when there are some wellbeing and/or safety concerns for those involved.

Supervised contact can be ordered by the Family Court; in this case the arrangements will be managed by community-based social and health service organisations.

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Supervised contact is funded by the Ministry of Justice.

When Oranga Tamariki puts a supervised contact arrangement in place, this is usually managed by the social worker assigned to the tamariki or rangatahi. Sometimes this work is also carried out by another Oranga Tamariki employee, known as a Resource Worker.

All Contact Supervisors must meet basic training standards before supervising contact sessions. The Contact Supervisor assesses and arranges the nature of the supervised contact, runs and observes the sessions, and reports to the relevant agencies on the supervised contact sessions. The Contact Supervisors ensure the welfare, safety, and wellbeing of all people involved in the contact.

While there are no operational policies or guidelines, the position description for the Oranga Tamariki Resource Worker role is explicitly clear on the expectations and the legislative and regulatory requirements that have to be complied with and adhered to regarding supervised contact. Please find attached as **Appendix Two** the position description for the Resource Worker role, which outlines the responsibilities and key accountabilities.

The Oranga Tamariki Child Protection Policy applies to all Oranga Tamariki staff and governs the responsibilities and expectations for staff and the action to take when there are concerns, including the safety of tamariki and rangatahi. Please find attached as **Appendix One** the Oranga Tamariki Child Protection Policy.

Employer organisations providing Contact Supervisors must be accredited against Te Kāhui Social Sector Accreditation Services. Aotearoa New Zealand Association of Supervised Contact Services (ANZASCS) provides organisational support for practitioners working for this part of the sector. Contact Supervisors can also apply for individual certification through ANZASCS. ANZASCS specifies supervised contact standards which includes a code of ethics and practice framework which members are required to adhere to as a condition of their membership. More information about this framework can be found [here](#).

More information on supervised contact, when it occurs, and the decision-making process to help identify when this is needed can be found on the Oranga Tamariki Practice Centre website [here](#).

While Oranga Tamariki has no procedural guidance relating to staff handling of gifts or personal items brought by parents for children, we note that each situation is unique and thus we expect our staff to exercise professional judgment in each situation. If they are unsure, we expect they would seek guidance from their Supervisor or Manager. More information on how we support whānau connections can be found on the Oranga Tamariki Practice Centre website [here](#).

### **Records relating to supervised contact providers**

*Any records held by Oranga Tamariki relating to oversight, monitoring, or review of supervised contact services provided in connection with █████ care, including*

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*incident reports, service reviews, or communications relating to the conduct or management of those supervised services.*

Oranga Tamariki has not been able to locate records relating to oversight, monitoring, or review of supervised contact service providers in connection with **s9(2)(a)** care. As such, this part of your request is refused under section 18(e) of the Act, as the records requested does not exist or, despite reasonable efforts to locate it, cannot be found.

Oranga Tamariki may make the information contained in this letter available to the public by publishing this on our website with your personal details removed.

I hope that you find this information useful, and I have answered the questions you raised. If I have misunderstood the nature of your questions, you are welcome to contact me on [ashley.seaford@ot.govt.nz](mailto:ashley.seaford@ot.govt.nz) to clarify. Thank you.

Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Information about this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by contacting them on 0800 802 602.

Nāku noa, nā



Ashley Seaford  
**Chief Advisor**  
**Office of the Deputy Chief Executive**  
**Chief Social Worker and the Professional Practice**



**ORANGA  
TAMARIKI**  
Ministry for Children

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# **Oranga Tamariki Child Protection Policy**

**November 2025**

## Version control

<b>Version</b>	<b>Date</b>	<b>Change Reason</b>
1.0	November 2025	Reviewed and replaced the Oranga Tamariki Child Protection Policy dated November 2020

<b>POLICY LEAD</b>	Chief Advisor, People Culture and Enabling Services
<b>POLICY OWNER</b>	DCE People, Culture and Enabling Services
<b>POLICY SPONSOR</b>	Chief Social Worker
<b>DATE APPROVED</b>	26 November 2025
<b>DATE OF NEXT REVIEW</b>	November 2028

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## 1. Objective

- 1.1 This policy sets out the responsibilities and organisational commitment of Oranga Tamariki to child protection. It outlines the expectations for all kaimahi to act, and the action to take, when they have worries about the oranga, including safety, of any tamariki or rangatahi.
- 1.2 The Child Protection Policy, which includes the Standard Operating Procedure:
- meets the Children’s Act 2014 requirement that prescribed state services adopt a child protection policy that contains provisions on the identification and reporting of child abuse and neglect in accordance with [section 15](#) of the Oranga Tamariki Act 1989.
  - supports compliance with legislative requirements of the Oranga Tamariki Act 1989, the principles of Te Tiriti o Waitangi – the Treaty of Waitangi, and the Oranga Tamariki practice standards.

## 2. Scope

- 2.1 This policy applies to all staff, secondees and contractors (referred to as kaimahi in this document) employed or engaged on any basis by Oranga Tamariki, whether they are casual, fixed term or permanent, full-time or part-time.
- 2.2 This policy does not apply to contracted service providers who are required to have their own child protection policies in place.

## 3. Policy statements

- 3.1 This policy expresses the commitment of Oranga Tamariki to the following principles:
- **All tamariki and rangatahi have a right to be protected from all forms of harm.** Tamariki and rangatahi have the right to feel loved and supported, have a safe loving home, be free from harm or ill-treatment, and be able to spend quality time with people and places important to them.
  - **All Oranga Tamariki kaimahi have an individual and organisational responsibility to act to protect and promote the oranga, including safety, of all tamariki and rangatahi.** Oranga Tamariki kaimahi should always respond at the first possible opportunity if they have concerns about the oranga, including safety, of a tamaiti or rangatahi.
  - **The oranga, including safety, of tamariki, rangatahi, whānau and families is at the centre of our decision-making.** We listen, act and advocate for the oranga, including safety, of tamariki and rangatahi within their whānau and families when we are concerned for them.

## 4. Values

4.1 We enact this policy in alignment with our values:

- **We put tamariki first** – in relation to oranga, including safety, this means we don't wait until we are certain, we are prepared to act in the best interests of tamariki and rangatahi regardless of who may be involved and even when it is not easy.
- **We believe aroha is vital** – we all have responsibility for the quality of our interactions with tamariki and rangatahi and for taking the right action with integrity and compassion when we have concerns.
- **We respect the mana of people** – we know that mana is affected by harm, and we have a responsibility to respond when we think harm is occurring. We respect the mana of tamariki and rangatahi by being open and compassionate. We treat kaimahi who are expressing concerns with respect and ensure their voices are heard and support is available to them.
- **We are tika and pono** – we are honest and open with tamariki and rangatahi about what we are going to do with the information they have shared with us. We do what we say we are going to do.
- **We value whakapapa** – tamariki and rangatahi are part of a whānau or family and a community, they have a right to be safe and protected by all of us.
- **We recognise that oranga is a journey** – we know that oranga has natural ebbs and flows and we are alert for when ebbs in oranga may be a sign that tamariki or rangatahi are being harmed.

## 5. Accountabilities

5.1 The Deputy Chief Executive, People, Culture and Enabling Services has overall responsibility and accountability for implementing this policy and monitoring compliance with the responsibilities detailed below.

## 6. Roles and responsibilities

6.1 This section sets out the various roles and responsibilities in terms of the policy. Roles and responsibilities in relation to this Child Protection Policy are further described in the Child Protection Policy Standard Operating Procedure.

Role	Responsibility
Chief Executive	<ul style="list-style-type: none"> <li>• Approve the policy.</li> </ul>
Te Riu	<ul style="list-style-type: none"> <li>• Agree any material changes to this policy and seek Chief Executive approval.</li> <li>• Ensure that procedures exist across the organisation to support kaimahi who witness or deal with harm of tamariki or rangatahi.</li> <li>• Ensure that effective processes and monitoring are in place in each of their business groups to meet compliance obligations under this policy.</li> <li>• Ensure annual monitoring of their business group's compliance with this policy is undertaken and results provided to the risk team.</li> <li>• Ensure that Oranga Tamariki commits to using safe recruitment procedures, including compliance with the requirements of the Children's Act 2014.</li> </ul>
DCE People, Culture and Enabling Services	<ul style="list-style-type: none"> <li>• Own the policy.</li> <li>• Ensure the Child Protection Policy and the Child Protection Policy Standard Operating Procedure comply with legislative requirements in the Children's Act 2014, the Oranga Tamariki Practice Standards and the principles of Te Tiriti o Waitangi.</li> <li>• Ensure implementation of this policy, including promoting the policy through appropriate channels to ensure kaimahi are aware of the policy, associated Standard Operating Procedure, and their obligations.</li> <li>• Ensure staff receive induction and refresher training about how to recognise, and what to do when they have, concerns about the oranga, including safety, of tamariki or rangatahi.</li> <li>• Ensure that safety checking of new children's workers employed or engaged by Oranga Tamariki, and periodic safety checking of existing children's workers, occurs, aligned with sections 25 – 27 of the Children's Act 2014.</li> <li>• Consult with the Chief Social Worker on any changes to this policy and Standard Operating Procedure.</li> <li>• Ensure the policy is working effectively through regular monitoring and reporting on compliance with the policy.</li> <li>• Ensure that Oranga Tamariki is meeting its obligations under section 16 of the Children's Act 2014 by reporting in the annual report on the extent to which:               <ul style="list-style-type: none"> <li>○ The policy has been implemented</li> <li>○ Contracted services have adopted and implemented a child protection policy.</li> </ul> </li> <li>• Ensure any breaches of this policy have been addressed.</li> <li>• Assist the business with breach management and mitigation activities as required.</li> <li>• Review and update this policy in line with the Corporate Policy requirements</li> </ul>

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Role	Responsibility
<p>Chief Social Worker (designated person for child protection within Oranga Tamariki)</p>	<ul style="list-style-type: none"> <li>• Sponsor the policy.</li> <li>• Set the expectation about the child protection knowledge all kaimahi should have.</li> <li>• Provide strategic leadership and subject matter expertise about training material for kaimahi.</li> <li>• Provide advice and support to business groups in relation to this policy.</li> <li>• Provide strategic leadership and subject matter expertise for scheduled review of the policy.</li> <li>• Escalate to Te Riu any issues requiring strategic leadership attention and provide support and advice to managers in relation to application and interpretation of the policy.</li> </ul>
<p>DCE Commissioning and Investment</p>	<ul style="list-style-type: none"> <li>• Ensure providers of contracted or approved services understand the requirement for, and have in place, a Child Protection Policy that complies with the requirements of section 16 the Children’s Act 2014 and monitor their compliance with their Child Protection Policies.</li> </ul>
<p>Deputy Chief Social Worker</p>	<ul style="list-style-type: none"> <li>• Support other people leaders as required with their role in supporting kaimahi in their teams to understand the policy and respond to concerns about harm and oranga, including safety, of tamariki and rangatahi.</li> <li>• Ensure the policy owner is informed of any practice changes that may affect this policy including the Standard Operating Procedure, and any changes to abuse definitions referenced in the policy.</li> <li>• Ensure that kaimahi who have concerns about tamariki or rangatahi are connected to appropriate advice and support as needed.</li> </ul>
<p>People Leaders</p>	<ul style="list-style-type: none"> <li>• Ensure all people in their team are aware of this policy, including the Standard Operating Procedure.</li> <li>• Ensure that: <ul style="list-style-type: none"> <li>○ All kaimahi understand and adhere to this policy and the Standard Operating Procedure to respond and manage reports of suspected or confirmed serious harm of tamariki or rangatahi.</li> <li>○ All kaimahi who report to them: <ul style="list-style-type: none"> <li>▪ Have read and understand this policy and the Standard Operating Procedure.</li> <li>▪ Have completed child protection certification during induction and two-yearly refresher training.</li> <li>▪ Know how to access and sign into the Practice Centre as required by this policy.</li> </ul> </li> <li>○ Support kaimahi to access training and resources required to adhere to this policy and ensure that extra support for kaimahi is accessed if required.</li> <li>○ Support kaimahi through conversations about concerns for tamariki or rangatahi and assist in the decision-making about the appropriate response. If in doubt, contact the National Contact Centre – 0508 326 459.</li> <li>○ Ensure that support is provided for kaimahi who witness or deal with harm of tamariki or rangatahi, e.g. the Employee Assistance Programme.</li> </ul> </li> </ul>

Role	Responsibility
	<ul style="list-style-type: none"> <li>○ Put in writing how they will respond to concerns raised about harm to tamariki or rangatahi and where they determine that a report of concern is not appropriate, provide a written rationale for their decision. (NOTE: where this relates to tamariki or rangatahi with whom Oranga Tamariki is involved, this must be recorded as a case note in CYRAS.)</li> <li>○ Act when they become aware of a Section 15 allegation that a kaimahi has harmed a tamaiti or rangatahi.</li> <li>○ Document any/all breaches brought to their attention and notify the owner of the policy of the breach as soon as is reasonable.</li> <li>○ Escalate concerns to the Chief Social Worker/DCE Professional Practice about the application or interpretation of the policy.</li> <li>○ Seek advice from the Deputy Chief Social Worker about concerns about oranga, including safety, when they are not sure of the action to take.</li> </ul>
All kaimahi	<ul style="list-style-type: none"> <li>● Comply with this policy and the associated Standard Operating Procedure, that is they:               <ul style="list-style-type: none"> <li>○ are well-informed about the policy, Standard Operating Procedure and related principles, processes and procedures</li> <li>○ have foundation level understanding of the definitions of abuse and indicators of serious harm and know how to seek advice when harm is suspected or identified (as detailed in the Child Protection Policy Standard Operating Procedure - <a href="#">Definitions of abuse, neglect and harm</a>)</li> <li>○ know how they must respond when concerns about the oranga, including safety, of tamariki or rangatahi are suspected or identified</li> <li>○ undertake training and access resources required for their responsibilities under this policy appropriate to their areas of work and role in the organisation, including completion of the child protection certification as part of their three-month induction package and ongoing refresher training, as required</li> <li>○ advocate for tamariki and rangatahi by raising concerns when they are worried about their oranga, including safety</li> <li>○ seek advice and support from their manager if they have concerns about the safety of a child and are unsure of the action to take before making a report of concern</li> <li>○ make a report of concern if they believe that a tamaiti or rangatahi has been, or is likely to be, harmed, ill-treated, abused, (whether physically, emotionally, or sexually), neglected, or deprived, or who has concerns about the well-being of a child or young person as per section 15 of the Oranga Tamariki Act 1989</li> <li>○ ensure that Police are contacted immediately on 111 in any situation where they believe a tamaiti or rangatahi is in current or imminent danger</li> <li>○ tell their manager as soon as practicable if they are alleged to have harmed, ill-treated, abused (whether physically, emotionally, or sexually) a tamaiti or rangatahi, in their professional or personal capacity including family harm,</li> </ul> </li> </ul>

Role	Responsibility
	<p>(regardless of whether or not the tamaiti or rangatahi is involved with Oranga Tamariki)</p> <ul style="list-style-type: none"> <li>○ remain alert to potential breaches of the policy and report potential and actual breaches to their manager</li> <li>○ consider if the appropriate action is to make a protected disclosure in accordance with the Protected Disclosures Act 2000 if they believe that another kaimahi is involved in 'serious wrongdoing', (in this case, the harm of a tamaiti or rangatahi) regardless of whether the tamaiti or rangatahi is involved with Oranga Tamariki.</li> </ul>
<p>Service delivery kaimahi (kaimahi, including youth justice and caregiver recruitment and support working in site, residence, or group home)</p>	<ul style="list-style-type: none"> <li>● Service delivery kaimahi working directly with tamariki or rangatahi and their whānau or families <b>also</b> have the following responsibilities in addition to the responsibilities for all kaimahi detailed above: <ul style="list-style-type: none"> <li>○ consider potential indicators of serious harm for tamariki or rangatahi they are not directly working with but come into contact with (for example, siblings)</li> <li>○ recognise other forms of maltreatment that can result in cumulative harm, including emotional violence (for example, humiliation, degradation), limitations on parenting capability (for example, parental anxiety and depression undermining a parent's ability to care), and the impact of witnessing family violence</li> <li>○ act on concerns for the oranga, including safety, of tamariki or rangatahi that do not require a report of concern but require referral for support or services from other Ministries and/or referral to community social service agencies. If the level of risk or concern is uncertain, supervision is required to form an appropriate response</li> <li>○ access available child protection information and training, appropriate to their role</li> <li>○ advise their site manager if they become aware when undertaking a care and protection investigation or assessment that an allegation relates to a kaimahi</li> <li>○ engage in lawful and effective information-sharing and consistent communication with other agencies as the foundation for sound decision-making to keep tamariki and rangatahi safe and to improve their oranga, including safety.</li> <li>○ protect, promote and build effective relationships with community organisations and other government agencies to ensure the needs of all tamariki and rangatahi are responded to.</li> </ul> </li> </ul>
<p>People and High Performance</p>	<ul style="list-style-type: none"> <li>● Work with the managers of employees who have had allegations of harm or abuse of a tamaiti or rangatahi made against them. If an employment investigation is required, Human Resources will advise the appropriate steps and continue to provide advice and assistance to the employee's manager until the matter is concluded.</li> </ul>

## 7. Measures of success and compliance management

7.1 People, Culture and Enabling Services will assess the effectiveness of this policy based on the following:

- Six-monthly reporting on the number of kaimahi who have completed the child protection certification as part of their three-month induction or refresher requirement.
- Six-monthly reporting from people leaders about how they have ensured the kaimahi who report to them have familiarity with the requirements of the policy and Standard Operating Procedure and the training and resources they have provided for kaimahi to enable them to meet their obligations under this policy.

## 8. Non-compliance

8.1 Failure to comply with this policy, including the Standard Operating Procedure may be considered a breach of the Code of Conduct.

8.2 Any action taken because of a breach (actual or potential) of any of the obligations set out in this policy and the Standard Operating Procedure will be conducted in good faith, a fair process will be followed, and the person involved will have a full opportunity to respond to the concerns or allegations and have access to appropriate support, advice or representation.

## 9. Contacts

9.1 The Chief Advisor People Culture and Enabling Services is the main point of contact for questions regarding this policy.

9.2 The Deputy Chief Social worker is the lead contact person for people leaders who have concerns about specific child safety concerns in their areas.

## 10. Definitions

10.1 In this policy and the Standard Operating Procedure, the following definitions apply:

Term	Description
<b>Tamaiti</b>	Child (singular) under the age of 14 years
<b>Tamariki</b>	Children (plural) under the age of 14 years
<b>Rangatahi</b>	When referring a person of or over the age of 14 years but under 18 years
<b>Kaimahi</b>	Employees, secondees and contractors employed or engaged on any basis by Oranga Tamariki, whether they are casual, fixed term or permanent, full time or part time
<b>Contractor</b>	A person who meets the definition of a contractor in the Public Service Guidance ( <a href="#">Contractors-and-Consultants-Guidance.pdf</a> )
<b>Harm</b>	Harm includes the ill-treatment, abuse, neglect, or deprivation of any child or young person

**Serious harm**

Serious harm is defined on the Oranga Tamariki Practice Centre - [Serious harm](#)

## 11. References

This policy should be read in conjunction with:

- The Oranga Tamariki Child Protection Policy Standard Operating Procedure
- Oranga Tamariki Code of Conduct
- The Oranga Tamariki Act 1989
- The Children's Act 2014 – [Children's Act 2014](#)
- Protected Disclosures Act 2022 – [Protected Disclosures Act 2022](#)

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Resource Worker
Group:	Youth Justice Services / Tamariki and Whānau Services
Reports to:	As specified
Location:	As specified
Direct Reports:	No
Budget:	No

## PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

## OUR ORGANISATION

### About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

### Our vision

All children are safe, loved and nurtured by whanau, hapu, and iwi, supported by thriving communities.

### Our purpose

We serve those children, young people, and families who come to our attention. We focus on keeping them safe and preventing them from coming into care or custody by ensuring the children's system provides support to families.

### Our three shifts

Mana Ōrite	Shift decision making and resources by enabling communities
Whakapakari Kaimahi	Enable our People
Rato Pūnaha	Lead the System

**Our values**



**POSITION PURPOSE**

The purpose of this position is to undertake paid casual work as Resource Workers with clients of Oranga Tamariki. All work will be undertaken on a short-term contract basis and regular work is not guaranteed. Decisions regarding the allocation of tasks will be made by the key social worker in consultation with their supervisor.

The position holder will adhere to the principles and processes as laid down in the Oranga Tamariki Act 1989.

**KEY ACCOUNTABILITIES**

Key Result area	Key Accountabilities
<b>Delivery of services</b>	<ul style="list-style-type: none"> <li>- Completion of tasks negotiated with the referring social worker including:                             <ul style="list-style-type: none"> <li>- escorting young people to some Oranga Tamariki residences and other placements e.g. Whakapakari</li> <li>- supervision of community work</li> <li>- support work at Family Homes</li> <li>- one-on-one work with clients assisting them to achieve specific goals</li> <li>- supervision of access visits</li> <li>- baby sitting</li> <li>- providing transport</li> <li>- keeping accurate written records of client contact</li> <li>- attendance at Family Court where necessary to provide evidence in relation to Oranga Tamariki clients.</li> </ul> </li> </ul>
<b>Being part of the Oranga Tamariki team</b>	<ul style="list-style-type: none"> <li>- Actively and positively participate as a member of the team</li> <li>- Proactively look for opportunities to improve the operations of Oranga Tamariki</li> </ul>

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> <li>- Perform any other duties as needed by Oranga Tamariki</li> <li>- Comply with and support all health and safety policies, guidelines and initiatives</li> <li>- Ensure all incidents, injuries and near misses are reported into our H&amp;S reporting tool</li> <li>- Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known</li> <li>- Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct</li> <li>- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</li> </ul>

## KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> <li>- Oranga Tamariki staff</li> </ul>
External	<ul style="list-style-type: none"> <li>- Police</li> <li>- Courts</li> <li>- Other government agencies</li> <li>- Local community groups</li> <li>- Iwi social services.</li> </ul>

## QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> <li>- A clean, current driver's licence is essential.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>- Previous successful experience in social services work or other relevant experience</li> <li>- Previous successful experience in working with children and young people</li> <li>- Ability to manage sensitive and confidential information in an appropriate manner</li> <li>- Ability to become familiar with working with Acts and regulations</li> <li>- Demonstrated understanding of Māori/Pacific Island and other cultures</li> <li>- Empathic and non-judgemental.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>- Excellent verbal, written and interpersonal communication skills</li> <li>- Competence in managing and supporting children and young people</li> <li>- Excellent observation skills</li> <li>- Behaviour management/conflict resolution skills</li> </ul>

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- Calm and professional manner, with the ability to maintain performance under stress such as distressed children and angry adults
  - Positive role modelling – being consistent in behaviour, generating confidence and displaying commitment to others
  - Ethical practice and the ability to maintain professional boundaries.
  - Understanding and appreciation of cross-cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
-