

8 May 2026

s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your email, received on 15 April 2026, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information on policies, guidelines, and frameworks applied in assessing Reports of Concern (RoCs). Your request has been considered under the Official Information Act 1982 (the Act).

Please note that the following parts of your request falls within the responsibilities of our Customer Information Requests team for response. They will be in touch with you in due course.

- *All reports of concern, intake records, file notes, assessments, and case records*
- *All internal and external communications, including emails, correspondence, call notes, and any inter-agency information sharing*
- *Records of any decisions made, including risk assessments, outcomes, and the rationale for those decisions*
- *Any actions taken or considered in response to the reports*
- *Any information held about me in relation to these reports*

We are, however, providing a response to the below part of your request:

- *Copies of relevant policies, guidelines, or frameworks applied in assessing and responding to these reports*

Oranga Tamariki takes all allegations of harm to children and young people seriously and has a statutory responsibility to assess all reported concerns.

Reports of Concern (RoCs) are made when a member of the public, professional, family member, or other person or organisation raises concerns about the wellbeing or safety of a child or young person with Oranga Tamariki. This happens usually when they believe the child or young person has been or is likely to be harmed, ill-treated, abused, neglected or deprived, or they have serious concerns about the child's wellbeing.

When a RoC is received, a Social Worker, usually based at the National Contact Centre (NCC), will complete an initial assessment of the concerns and, if it is determined that

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Oranga Tamariki should be involved, referred the case to a site and allocate it to a Social Worker.

Upon receiving the RoC, it is the role of Oranga Tamariki to follow the requirements set out in sections 15 to 17 of the Oranga Tamariki Act 1989, which are to:

- consider the information provided
- determine the appropriate response for the child and their family
- complete an assessment appropriate to the level of concern.

When completing the initial assessment and determining whether further assessment is necessary, Oranga Tamariki must consider:

- the information provided in the RoC
- any additional information provided in further communication with the notifier
- a chronology that pulls together information and identifies key events that have impacted on the child and family,
- other sources of information (talking to other services and professionals involved, etc)

The Social Worker will use the Decision Response Tool to support the decision about the appropriate response and timeframe. This information is then recorded in our client management system (CYRAS) and approved by a Social Work Supervisor.

A link to our Oranga Tamariki Practice Centre (Practice Centre) regarding RoCs which you may find useful is [here](#). You can find more information about the DRT on the Oranga Tamariki Practice Centre website [here](#).

There are three phases of assessment practice that follows a RoC:

- [initial assessment phase](#)
- [core assessment phase](#)
- [full assessment phase](#).

The purpose of the initial phase of assessment is to gather sufficient information to:

- understand the needs and vulnerabilities of the child or young person, including wellbeing concerns and harm or the likelihood of harm to ensure they get an appropriate response and the right level of service
- inform the decision about whether a child who has been reported to Oranga Tamariki requires further statutory assessment or an alternative response – and if so, what alternative response that should be.

The initial assessment outcome will determine the urgency in which a child should be seen to understand their safety.

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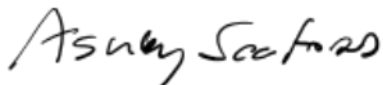
Our assessment policy regarding Reports of Concern can be found on the Practice Centre website [here](#), and relevant guidance on the assessment process can be found [here](#).

In addition, please find attached as Appendix One guidance documents that inform assessment practices undertaken by staff at our National Contact Centre.

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 trust you find this information useful. If you wish to discuss this response with us, please feel free to contact OIA_Requests@ot.govt.nz. 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 or by contacting them on 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink that reads "Ashley Seaford". The signature is written in a cursive, slightly slanted style.

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

INTAKE AND DECISION RESPONSE TOOL

We use the Intake Decision Response Tool (DRT) to decide the appropriate report of concern response pathway when we receive information or concerns for tamariki and rangatahi including those in care and the criticality of that response.

CONSIDERATIONS WHEN RESPONDING TO INFORMATION RECEIVED

Focus on tamariki	<ul style="list-style-type: none"> • What is the impact of this situation on te tamaiti? • What is te tamaiti experiencing? • Has te tamaiti experienced harm of a chronic and cumulative nature (e.g. ongoing exposure to family violence)? • Has the referrer spoken with te tamaiti? If so, what did te tamaiti say? • What is the whānau of the impact of the situation on te tamaiti? • Value te tamaiti visual information (e.g. photos) inclusive of Mobile texts & Social Media posts.
Safety and wellbeing	<ul style="list-style-type: none"> • Is there a safe adult willing and able to meet the immediate safety and wellbeing needs of te tamaiti? • Will that safety be compromised by another person (e.g. perpetrator of family violence returning)? • What is the ability of wider whānau to add safety? • Are there other factors that help mitigate wellbeing concerns or reduce the risk of harm? • Is the safety and wellbeing of siblings or other tamariki in the same household being considered? • Are there concerns around risk to longer-term wellbeing?
Notifier's relationship with te tamaiti and/or whānau	<ul style="list-style-type: none"> • Who did the information come from? Did the whānau share this information with the notifier? Has te tamaiti or rangatahi told us this through a previous disclosure or interview? Has the information been received from a professional working with the whānau? • What is the relationship between te tamaiti and/or the whānau and the notifier? • How does the relationship inform the notifier's knowledge of concerns, context, and situation for te tamaiti? What does this tell us about their knowledge and understanding of the needs, strengths, risks and oranga for te tamaiti and their whānau?
Whānau responsiveness and services	<ul style="list-style-type: none"> • Has the referrer spoken with the whānau of te tamaiti? If so, what was the response? • Does whānau have a shared view of the situation and concerns or do different opinions or tensions exist between the parents and wider whānau? • What is the whānau connectedness to whakapapa, hapū, iwi or extended family support? • Are there factors impacting on the capacity or willingness of the whānau, such as disability, trauma, illness, substance abuse, family violence harmful allegiances or criminal activity? • Are there community or iwi/cultural services which could meet the needs of te tamaiti and whānau? • Are there cultural considerations that may make it harder for this whānau to connect with services? • If community or iwi/cultural services are currently involved, what impact is the service having on the current needs of te tamaiti and whānau?

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Vulnerability, pattern, and impact	<ul style="list-style-type: none">• Is te tamaiti currently in care or custody?• Are there other factors which make te tamaiti particularly vulnerable, such as age, disability, trauma, cognitive, gender experienced, developmental issues or instability of housing or transience?• Is there a pattern (frequency and severity) that raises concerns?• Consider cumulative harm and intergenerational trauma. What impact and effects are past and current experiences having on te tamaiti?• Have care and protection concerns previously been identified? If so, what actions were taken and what was the outcome?• How is the parent's own history of trauma or childhood harm potentially impacting on their care or decision-making for te tamaiti?
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Willingness and capacity	<ul style="list-style-type: none">• Do te tamaiti and their whānau acknowledge the need for additional supports?• Is there motivation by the whānau to engage?
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Offending	<ul style="list-style-type: none">• Has te tamaiti or rangatahi committed an offence?• What is the nature of this offence?• Are Police/Youth aide involved?• Is there a current Youth Justice status? Any known previous Alternative Action?• Is te tamaiti involved with an Oranga Tamariki Specialist team?• Do the concerns relate to offending, arrest or incarceration of a parent or usual caregiver?• Are there concerns regarding the impact of offending, arrest, or incarceration on te tamaiti?• If incarcerated, is the parent making decisions about alternative care arrangements for te tamaiti with support of whānau or in isolation from them?• Do the circumstances of the offending impact the ability of the parent or usual caregiver to make safe appropriate decisions for te tamaiti?• Consider whether family violence is a factor on te tamaiti's current situation, offending or whether the parent or usual caregiver is able to make safe appropriate decisions for te tamaiti.
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NOTE: Engaging with whānau and others

Where tamariki, rangatahi, whānau or family contact us directly, this can tell us important information about the concerns. It is important that we hear and respond to the voice of tamariki, rangatahi, whānau and family.

As part of determining the appropriate response for te tamaiti and their whānau/family, in some circumstances it may be appropriate to speak directly with tamariki, whānau/family as part of our initial assessment. Understanding how whānau/family see the situation for te tamaiti, whether they have concerns or are stepping in to provide support, can help us reach a decision about the appropriate response.

Even when there are other proceedings in the Family Court (for example, Care of Children Act proceedings or Adoption Act proceedings), we must still consider the report of concern and the need for assessment.

[Definition: Cumulative harm](#)

[Practice triggers](#)

[Intake and early assessment](#)

[Assessment Policy](#)

REPORT OF CONCERN RESPONSE PATHWAY

Core assessment phase – child and family assessment (CFA)

Statutory assessment may be necessary or desirable if:

- te tamaiti is experiencing (or is likely to experience) serious harm.
- this is having a significant impact on their development, safety, health, and wellbeing.
- the cumulative effect of experiences is harmful to the current and long-term developmental needs of te tamaiti and the issues remain unresolved.
- when there has been no criminal offending against te tamaiti.

<p>Emotional, psychological, behavioural distress</p>	<ul style="list-style-type: none"> • The behaviour of significant adults is consistently intimidating towards te tamaiti or undermining the mana of te tamaiti and impacting on their self-belief. • There are challenging relationships and interaction between te tamaiti and the significant adults in their life. • Te tamaiti is unresponsive, challenging, distressed, or scared in interactions with others. • The emotional or psychological distress of te tamaiti is harmful to themselves or others. • Unresolved issues are having a cumulative and adverse impact on te tamaiti.
<p>Adult issues and behaviours impacting on te tamaiti (including unborn babies) or rangatahi</p>	<ul style="list-style-type: none"> • Mental health issues, substance abuse or family violence is occurring. • The adult is unwilling to access appropriate support to address those concerns and the needs of te tamaiti are not being met. • The adult may be under the influence of another person which limits their ability to consistently provide safety. • Ongoing exposure to significant adult conflict – relationships and behaviour.
<p>Neglect</p>	<ul style="list-style-type: none"> • The home environment is chaotic, potentially dangerous and a significant adult is not acting on the concerns, and/or • There is a sustained pattern of failure (by a significant adult) to act on concerns, which is likely to place te tamaiti at risk of serious health and developmental issues or harm. • The significant adult is unable to provide for the basic needs of te tamaiti. • Medical treatment has not been accessed or have been discontinued and attempts to re-engage the family/whānau in treatment have been unsuccessful.
<p>Physical abuse</p>	<ul style="list-style-type: none"> • There is physical abuse that does not meet the criteria of the Child Protection Protocol (CPP) such as hitting, kicking, or slapping (apart from to the head), injuries such as welts, unexplained bruising, and cuts, with no other circumstances or factors. • Tamariki being physically harmed during family violence by deliberately intervening or being held in arms.
<p>Suicidal thoughts / self-harm</p>	<ul style="list-style-type: none"> • The behavioural distress of te tamaiti is a serious risk to them AND • There are no adults actively providing safety and support for te tamaiti.
<p>Previous tamariki removed from a parent or caregiver</p>	<ul style="list-style-type: none"> • A parent who has had a tamaiti removed previously has a new or unborn tamaiti. • A new partner brings te tamaiti into a household where other tamariki had previously been removed. • An adult is providing (full or part) care of te tamaiti when their own tamaiti has been removed.

Concerning or harmful sexualised behaviours

- Sexualised behaviours that are not age or developmentally appropriate and other contextual factors that are of concern indicate they have been exposed to behaviour or knowledge beyond their age and stage.

Adults who offend

- The Probation Service has advised that an adult who has offended and poses a significant risk to tamariki will be or is living in the home with te tamaiti.
- Safety has not been identified and a plan may be required to build safety for te tamaiti.
- Monitoring by the Probation Service, on its own, may not provide adequate safety.
- The care arrangement for te tamaiti is impacted by a parent or usual caregiver's offending, arrest or incarceration, and there are concerns about the impact on or safety of te tamaiti.
- The circumstances of the offending may be impacting on the ability of the parent or usual caregiver to make safe and appropriate decisions for te tamaiti.

Wellbeing

- Wellbeing concerns are complex or wide ranging and te tamaiti may be suffering, or may be likely to suffer, serious harm as a result. Or
- More information to be gathered before determining the response.

[Guidance: Reports of concern about sexualised behaviour](#)

[Definition: Wellbeing](#)

[Guidance: Being aware of suicide risk factors](#)

[Definition: Serious harm](#)

[Definition: Cumulative harm](#)

[Definitions of abuse, neglect and harm](#)

Core assessment phase – investigation (FAR-INV)

Choose this pathway when the actions or behaviour of an adult may constitute a criminal offence against te tamaiti as defined in the Child Protection Protocol (CPP) and a joint approach between the Police and Oranga Tamariki is required to investigate concerns and establish safety.

Refer to the Child Protection Protocol (CPP) for details of the criteria.

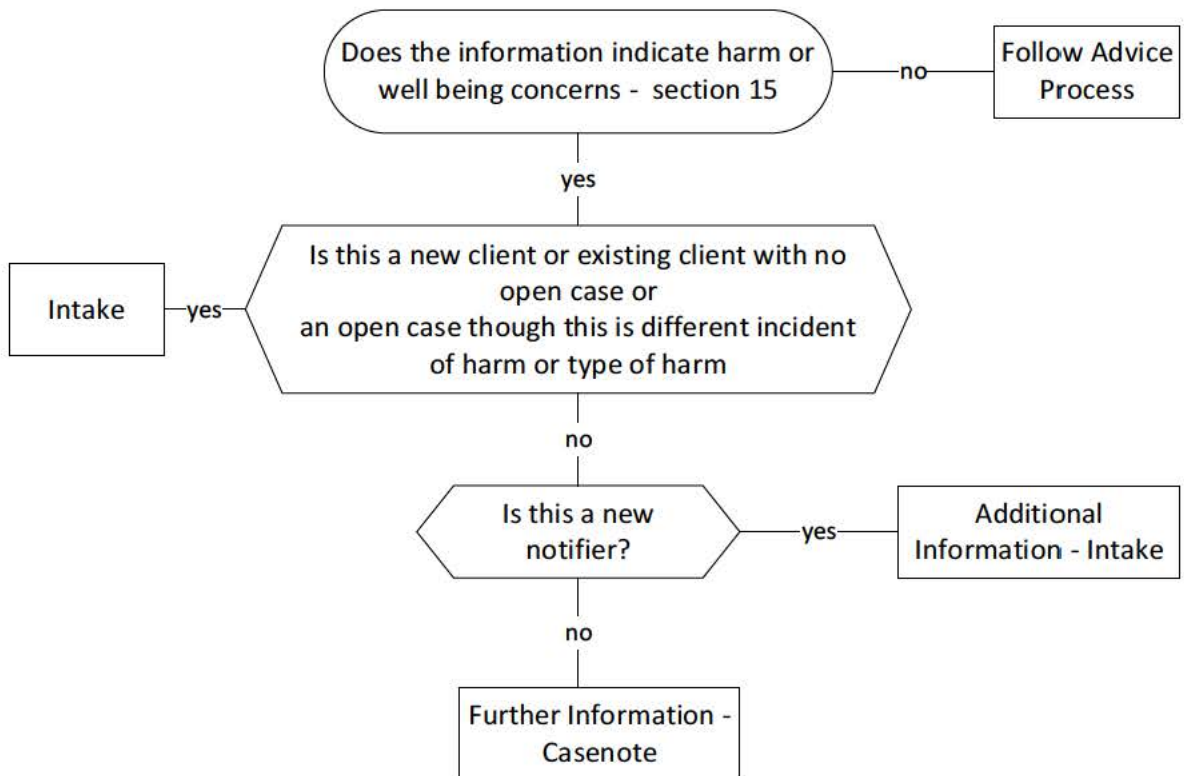
[Guidance: Child Protection Protocol \(CPP\)](#)

If te tamaiti witnesses an offence (such as a murder), while concerning and traumatic, this does not meet the CPP, and we should consider a child and family assessment instead. This is because witnessing an offence is not an offence against te tamaiti.

An investigation is required to explore allegations of one or more of the following:

- | | |
|-----------------------|---|
| Sexual abuse | <ul style="list-style-type: none"> Sexual abuse is an act involving circumstances of indecency with, or sexual violation of, te tamaiti, or using te tamaiti in the making of sexual imaging through force or enticement. |
| Neglect | <ul style="list-style-type: none"> Neglect is when a person intentionally ill-treats or neglects te tamaiti or causes or permits te tamaiti to be ill-treated in a manner likely to cause te tamaiti actual bodily harm, injury to health or any mental disorder or disability. This includes basic needs of te tamaiti being withheld. The ill-treatment or neglect must be serious, and avoidable. |
| Physical abuse | <ul style="list-style-type: none"> Physical abuse is when the actions of an offender result in, or could potentially result in, physical harm or injury being inflicted on te tamaiti. This is also known as non-accidental injury. |

Additional Information Intake and Further Information Casenote



When we receive concerns about te tamaiti and we have an open case and the concerns are a **different incident** or **different type** of harm, we must enter this as a new intake and assign a response pathway and time so that safety of te tamaiti can be considered alongside this new information.

When we receive concerns about te tamaiti and we have an open case, and these are the **same concerns** that are being addressed, and this is a **new notifier**, we enter this as an 'Additional Information Intake'. This allows site to determine how best to respond to this notifier and concerns alongside the assessment mahi they are engaged in with te tamaiti and whānau. *NB: For cases that are in an intervention phase, an 'Additional Information Intake' cannot be used, and therefore either a new intake or a casenote must be considered.*

When we receive concerns about te tamaiti and we have an open case and is **not a new notifier**, but they would like to provide **further information**, options to facilitate resolution could include providing the allocated social worker or supervisors contact details, putting the caller through to site, or creating a case note with the further information and generating a reminder to the allocated social worker and their supervisor.

REPORT OF CONCERN RESPONSE TIMEFRAME

24 hours (critical)

Te tamaiti has been seriously harmed or is at immediate risk of serious harm and requires immediate involvement by Oranga Tamariki to establish safety.

Examples include:

- te tamaiti has been physically hurt, harmed or sexually abused (see the Child Protection Protocol – CPP) or is at immediate risk of serious harm
- te tamaiti requires immediate medical attention and/or evidence gathering is required
- the alleged adult perpetrator has easy access to te tamaiti who is at immediate risk of further harm
- the home environment is seriously chaotic and dangerous, and te tamaiti is at risk of immediate and serious harm
- te tamaiti is left home alone, unaccompanied, abandoned or refusing to go home and all options of safety have been explored. Consider the vulnerability of te tamaiti.
- when information or concerns include te tamaiti being under extreme stress with suicidal thoughts and plan (call emergency services and duty supervisor if the case is allocated)

48 hours (very urgent)

Te tamaiti has been seriously harmed or is at risk of serious harm but some protective factors are present for the next 48 hours. However, as the situation and/or need are likely to change, high priority follow-up is required.

Examples include:

- there is an adult protector present who is willing to provide immediate safety needs – a plan is required to ensure safety beyond 48 hours
- an alleged adult perpetrator has no short-term access to te tamaiti – a plan is required to ensure safety beyond 48 hours. cumulative harm to te tamaiti.

10 working days (urgent)

Te tamaiti is at risk of harm or neglect and the circumstances are likely to negatively impact on them. Options of safety and supports have been explored but concerns remain unresolved. Vulnerability and patterns exist, which limits the protective factors.

Examples include:

- vulnerability and risk factors associated with the adults are harmful to the physical, emotional, psychological and developmental needs of te tamaiti – for example, adult substance abuse, mental health issues, family violence, poor decision-making
- the health and development of an unborn tamaiti is significantly at risk due to the vulnerability and risk factors associated with the mother – for example, young mother, family violence, mental health issues, transiency, non-engagement with health, substance abuse
- te tamaiti is causing harm to self or others but there is no immediate risk. There are no adults or services able to respond to or meet the needs of te tamaiti cumulative harm to te tamaiti

CONSIDERATIONS WHEN DEVELOPING A DECISION RESPONSE

Note: Tamariki in care

For all allegations of harm, abuse, neglect, or ill-treatment of tamariki in care, we **must** complete a child and family assessment or an investigation. (The completion of a report of concern for all allegations of harm, abuse, neglect, or ill-treatment of tamariki in care is Oranga Tamariki's process of meeting our obligations under Regulation 69 of the Oranga Tamariki (National Care Standards and Related Matters) Regulations 2018).

No further action (NFA)

If, after completing an initial assessment, we do not consider that it is necessary to complete further assessment or investigation, our response is no further action (NFA).

An assessment or investigation is not necessary if:

- the information discloses no harm, abuse, neglect, safety, and wellbeing needs for te tamaiti
- family/whānau are actively pursuing wellbeing for te tamaiti and are willing and able to respond
- the referrer is able to make appropriate alternative referrals to services for te tamaiti and their family/whānau.
- the Family Violence Inter Agency Response System (FVIARS) has assessed the information, and the outcome is no further action by Oranga Tamariki.

Concerns that meet the Child Protection Protocol cannot be deemed to require no further action unless consultation has occurred with NZ Police.

If we decide to take no further action

Make sure the referrer:

- understands why the investigation or assessment is not necessary or desirable.
- has alternative options for tamariki and whānau where appropriate, such as connecting them to a local iwi or community support provider.

We record the rationale for the decision and agreed next steps.

NOTE: SHORT ASSESSMENT SITES / SITES WHO COMPLETE AN IA FOR FAR RECOMMENDATIONS

If the NCC believe that a Report of Concern does not require a further statutory response from site and is likely to reach an outcome of No Further Action, or NFA Referral to Service, then NCC will complete the initial assessment to support that decision rather than sending to site.

If, during the initial assessment process the decision to NFA changes to a FAR recommendation, then NCC will continue to complete the initial assessment, document the assessment rationale and send to site as per normal.

Refer to services

This is a voluntary pathway appropriate where support from another agency, iwi or cultural social service is likely to achieve positive outcomes. We choose this pathway when the concerns can be addressed, or the impact on te tamaiti minimised, with the support of other professionals or services and there are indications that the whānau are likely to be receptive to the support.

In the above context, a referral to other services is appropriate when.

- the cumulative effect of experiences is harmful to the current and long-term developmental needs of te tamaiti and the issues remain unresolved.

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- the home environment is chaotic and adult behaviours may harm the ongoing health, developmental and wellbeing needs of te tamaiti.
- te tamaiti displays at-risk behaviours (such as substance abuse) which are not in the context of developmental experimentation or boundary pushing – the behaviours are harmful to the development, safety, and wellbeing of te tamaiti
- family/whānau circumstances may be harmful to the wellbeing of te tamaiti but do not present serious harm or danger.
- the needs of the family/whānau can be met through engagement with local expertise.
- the family/whānau are willing to engage with or already have a relationship with a service provider and there is no current Oranga Tamariki involvement.

RECORDING DECISION RESPONSES

All section 15 notifications are recorded as an Intake, including concerns for Tamariki in care.

Note: Tamariki in care (as per Regulation 69 of National Care Standards)

All information received about tamariki in care **must** be communicated to the allocated social worker through a CYRAS casenote reminder **and** a two-way conversation with the social worker or their supervisor regardless of whether the information results in further action being taken.

During after-hours when social workers are unavailable, an email should be sent to the allocated social worker and supervisor in place of the two-way conversation in addition to the CYRAS reminder.

Intake – all section 15

All section 15 notifications are recorded as an Intake. This includes concerns where NCC has been unable to identify tamaiti, or the reports are incomplete.

Contact record – Non section 15

A contact record is used by NCC to record non s15 advice given or information provided. A contact record can only be used if the information discloses no harm, abuse, neglect, safety, and wellbeing needs for te tamaiti.

Casenote

A casenote is used to record information for open cases where there are no concerns being raised.

Other considerations – How to decide on a response to a report of concern involving sexual behaviour of tamariki or rangatahi.

Many tamariki engage in normal explorative behaviour that does not raise concerns, but sometimes reports of concern about sexualised behaviour between tamariki or rangatahi will need to be followed up.

The treatment sector in New Zealand widely uses:

- concerning sexual behaviour when referring to tamariki aged 10 and under
- harmful sexual behaviour when referring to tamariki and rangatahi aged over 10 years.

In many circumstances a child and family assessment will be the more appropriate pathway to meet the needs of the tamariki or rangatahi and their whānau or family. However, there are situations where sexualised behaviour between tamariki may need to follow the investigation process.

When determining the most appropriate pathway consider:

- the age of the tamariki or rangatahi and nature of the behaviour – is the behaviour considered normal or usual for a tamariki of that age, or does it indicate that they may have been exposed to behaviour or knowledge from beyond their developmental age and stage?
- differences in equality, such as age differentiation and/or developmental differences
- has one tamaiti made to comply with the behaviour through fear, coercion or use of force and power.
- if there has been contact with a known sexual abuser
- if there is a family/sibling pattern of concerning sexual behaviours.

If there is an adult involved, the investigation pathway must always be chosen, and the child protection protocol followed.

Situations involving rangatahi may also need to follow the investigation pathway. With tamariki, consider the information you have and use your professional judgement to decide the next steps.

If in doubt, consult with Police about the concerns.

[Child protection protocol \(CPP\)](#)

Responding to underage sexual relationships

The law states that a sexual relationship with a child or young person under 16 is a criminal act (section 134 of the Crimes Act). In these cases, the discretion about whether to charge remains with the Police.

It may be appropriate to refer the matter to Police in the first instance.

We will need to consider if there are also care and protection concerns. Consider:

- Are there predatory, exploitative, or coercive behaviours?
- Are there vulnerabilities due to disability, intoxication, or other factors?
- What is the age difference?
- Are there power and control dynamics in the relationship?
- Are there multiple people involved?

If in doubt, consult with your supervisor.

NCC Review of Practice and Customer Experiences: Recording of s15 Reports of Concern

NCC have recently been reviewing our assessment and recording practices for all the assessment mahi we complete which includes initial assessment (IA), and short assessments (where sites are asked to complete the IA).

In this review, we have identified several areas that require strengthening, particularly as it relates to accurately identifying harm to te tamaiti and ensuring that harm experience is given the appropriate weighting of recording and response from Oranga Tamariki. In both the external reviews completed by the Ombudsman and Coroner, and our OT internal reviews, a concerning and recurring theme is the recording of harm in contact records or as an additional information case note. These are not easily found by sites or not being considered in the context of cumulative impacts or in the current open assessment or intervention. We have considered the whakapapa of these NCC practices and how we have evolved from their original intent. We have also considered the limitations to being able to accurately report on the true number of reports of concern received for tamariki and rangatahi to the organisation.

We have implemented some immediate changes to NCC practices as risk mitigation strategies throughout this review, including having our NCC Supervisors signing off all assessment mahi before sending to sites (including all IAs, RoCs for sites who are not an IA site, additional information case notes, and contact records). This provides some immediate quality assurances of our work.

We have also been reviewing the ways we connect with our customers (family/whānau and the community, partner agencies and professionals, and sites) and what they require from us to meet their needs. We have understood they need greater engagement throughout the assessment process and that our current workflow processes are causing inefficiencies, thereby delaying a response to their needs from Oranga Tamariki.

What are we changing?

- Our Priority Business screening criteria is changing and will be:
 - Vulnerable infants under 2 years combined with other risk factors that may include: unsafe sleeping practices, feeding concerns or failure to thrive, parental substance abuse, teenage parents, family harm, neglect concerns
 - Where information suggests CPP: Sexual abuse, physical abuse (including NAIs/ Unexplained injuries), serious neglect, medical neglect
 - Te Tamaiti refusing to return home
 - Tamariki in Care
 - Email from Te Tamaiti
 - S15 from Family Court
 - Any emergency care actions i.e. s48, s42, warrants
- All emails that meet the Priority Business criteria will be sent to CSS Priority and Regional Priority Queues.
- Recording all section 15 notifications as a Report of Concern intake, with the principle that all reports of concern have an initial assessment to determine pathway.
- A revised NCC Decision Response Tool with decisions trees to support NCC social work decision making on case notes, contact records, and Additional Information intakes. This supports the principle that all tamariki reported to Oranga Tamariki receive an initial assessment.

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- If NCC believe that a s15 Report of Concern is likely to result in an NFA decision (matters previously recorded as a contact record), then we complete the Initial Assessment to support that decision. For a short assessment site we will complete the IA to confirm our NFA decision.
- We have included considerations for vulnerable infants when diverting 5F family harm reports to local FH tables.
- All NFA intakes are referred to site queues to support accurate reporting and potential community engagement in early and preventative mahi. The NCC (Supervisor) will approve and close this intake. NFA Intakes for unknown address can be referred to the NCC queue.
- All Emails going into regional intake queues will have a CYRAS CR shell (see appendix one) built, making the work visible and supporting the recording of this mahi.
- ISWs will complete all CYRAS recording in relation to their assessments.

See appendix two for detailed workflows.

Timeframe

- These changes are being rolled out by the NCC teams on Monday 29 July 2024.

What changes will site see?

- Additional Information Intake – they will start to see on their intake queue an additional information intake if they have a current open assessment and NCC have received the same information from a different notifier. These intakes do not trigger a safety and risk screen or timeframe but will be visible in the child's CYRAS tree.
- A NFA intake may be visible on their intake queue for a very short period of time (distinguishable by having no timeframes associated) until the NCC Supervisor approves and completes the record.

CSS and Email Screening

Screening refers to the process of reviewing emails that come into the new list of our SharePoint workflow list and signposting them.

We have CSS screeners available from 8am to 8pm every day. In addition, we have CSS scheduled until 4.30am Wednesday to Saturday.

Handshakes

We handshake calls and emails that require immediate social work assessment. All contacts from tamariki or rangatahi are a handshake. Additional criteria for a handshake include scenarios where:

Te tamaiti or rangatahi has been seriously harmed or is at immediate risk of serious harm and requires immediate involvement by Oranga Tamariki to establish safety.

Examples include:

- te tamaiti or rangatahi has been physically hurt, harmed or sexually abused (see the Child Protection Protocol – CPP) or is at immediate risk of serious harm
- te tamaiti or rangatahi requires immediate medical attention and/or evidence gathering is required
- the alleged adult perpetrator has easy access to te tamaiti or rangatahi who is at immediate risk of further harm

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- the home environment is seriously chaotic and dangerous, and te tamaiti or rangatahi is at risk of immediate and serious harm
- te tamaiti or rangatahi is left home alone, unaccompanied, abandoned or refusing to go home and all options of safety have been explored – consider the vulnerability of te tamaiti or rangatahi
- when information or concerns include te tamaiti or rangatahi being under extreme stress with suicidal thoughts and plan.

Te tamaiti or rangatahi has been seriously harmed or is at risk of serious harm but some protective factors are present for the next 48 hours. However, as the situation and/or need are likely to change, high-priority follow-up is required.

Examples include:

- there is an adult protector present who is willing to provide immediate safety – a plan is required to ensure safety beyond 48 hours
- an alleged adult perpetrator has no short-term access to te tamaiti or rangatahi – a plan is required to ensure safety beyond 48 hours.

Screener must consult if not sure whether to handshake or not.

In the event of CSS absence or outside of these times we will schedule an ISW both on screening and the AH Priority queue. *It is important that when screening we only do screening and save our social work assessments to when we pick up the work from the AH Priority queue.*

A guide for non NCC work and where things go can be found [here](#).

Afterhours Screening

Afterhours have a discrete phone and email (AH Priority) queue for mahi that needs immediate action in that shift. All mahi should be completed from the SharePoint new and AH Priority queue before shift hand over.

Scenario	Screener Action to take
ROC that appears to be routine ¹	Send to the CSS routine queue
Email that requires timely response ²	Send to AH Priority queue ³
Email with missing attachments	Screener to respond requesting a resend with attachments – document on SharePoint and complete interaction
ROC that is CPP or 24/48	Send to AH Priority queue
RoC for tamariki in care	All RoCs for tamariki in care should be sent to AH Priority

¹ CFA 10, advice queries, RoCs with limited detail where more information will be required. Exceptions would be ROCs with no attachments or emails from tamaiti (these need immediate response)

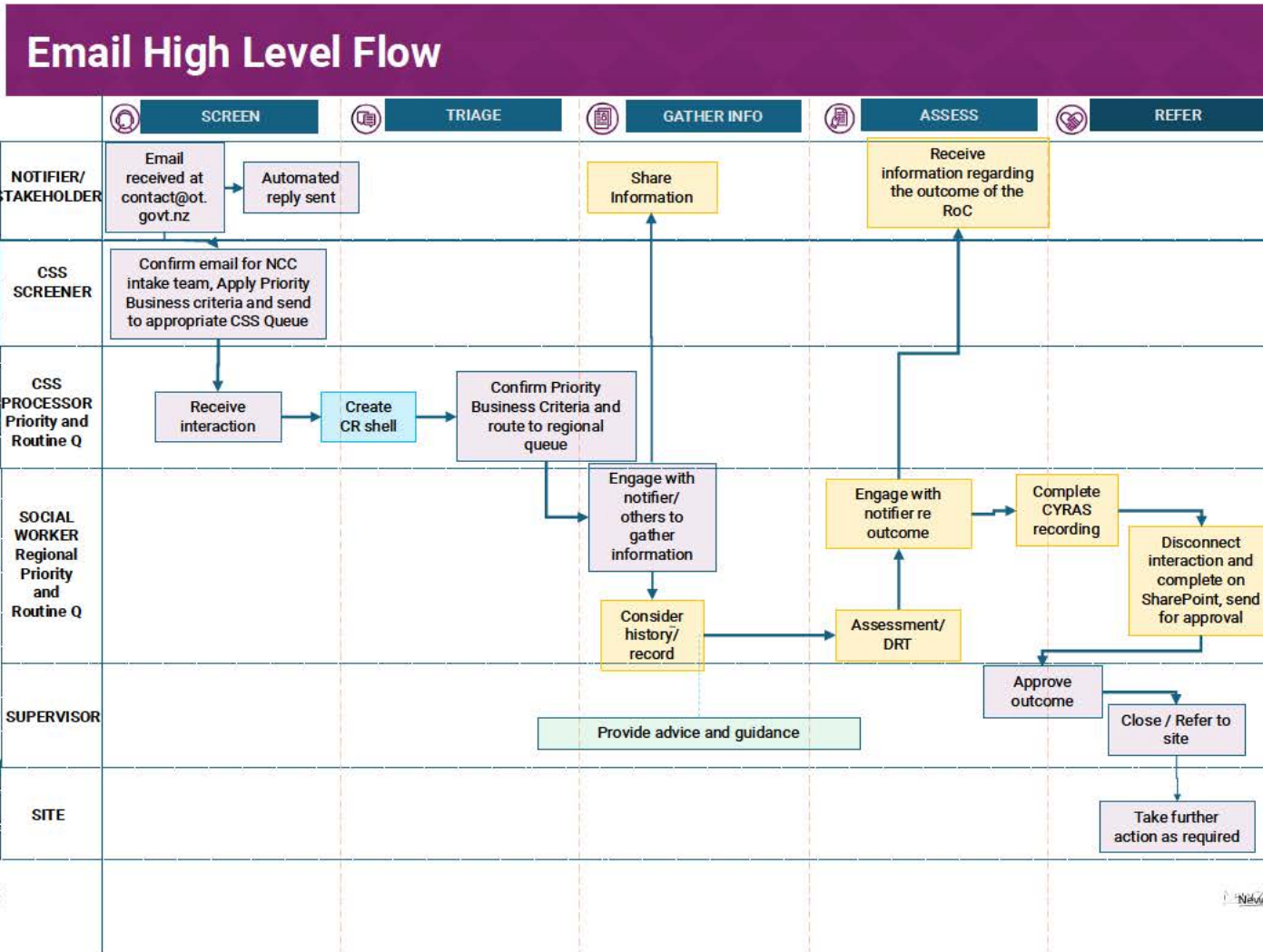
² Examples include emails from tamariki, CPPs, 24/48s, Section 48s, CIC RoCs, any information that requires urgent additional information to establish best response

³ Emails sent to AH Priority queue does not require any detail to be entered into SharePoint, unless you want to note something for the ISW

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After Hours Priority Queue Guidelines	
Scenario	AH ISW action to take
AHs queue email picked up but found to be routine and requiring an initial assessment	AHISW makes notes in SharePoint to document and either holds and completes IA on next business hours shift or transfer Genesys Cloud interaction to either Routine or Priority CSS Queue
RoC for Tamariki in Care	Information should be assessed using DRT, communicated to allocated SW and processed immediately onto CYRAS

Appendix One: High Level Email flow and CYRAS shells



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CYRAS Shells:

Principles and Guidance		
	Description	What we want CSS to do
CYRAS shell types	<ul style="list-style-type: none"> • For s15s and advice queries – A CR shell will be created. All clients and siblings, parents, caregiver and any other person identified in the referral created and attached, demographics updated. Notifier details entered and confidentiality noted. Emails attached. Date and Method received completed. • In the case of an unknown, one unknown client will be attached. • In the CSR notes section please add the blurb “SharePoint ID _____, pending NCC social worker assessment. Routed to ..(specify region).. regional queue” • In ISW notes CSS will enter date and time received and if a typed referral paste the concerns as entered by notifier. 	Ensure every interaction sent to queue has a CYRAS CR shell built
Additional emails from same notifier	<p>We want to ensure that any subsequent email interactions for te tamaiti/ whānau are managed by one ISW.</p> <p>If CSS can see that an ISW is currently working on a RoC for te tamaiti please check with them about your new interaction – it will be appropriate to handshake it to them however this needs to be with their agreement and the interaction is likely to require a CYRAS CR shell.</p>	Consult with ISW currently involved and handshake with CYRAS shell.