



**ORANGA  
TAMARIKI**  
Ministry for Children

# BEING IN OUR CARE

What you can expect





When you're in our care, there are a number of things that you can expect from us – including a welcoming, safe and caring place to be, and people who do their very best to care for and support you.

This brochure provides you with a list of the things we'd like you to be sure of and who you can talk to if you need help.

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If you have any questions, please talk to your social worker. They're there to help.

## WHAT CAN I BE SURE OF WHILE I'M IN CARE?

- I know why I'm in care and I feel welcome and loved. I live with people who care about me and respect me and who I can trust.
- I feel safe where I live, and free from abuse and violence.
- I have a say about things that are happening for me and I know what's going to happen and why.
- I can have things that are my own, some privacy and freedom, but I must also follow house rules.
- I can develop in the things I'm good at and do things that are important to me, within reason. These include my culture, language, religion and sporting interests. I get support to do the things I want to do.
- I get the help and support I need to understand and manage how I'm feeling about things.
- I can see my lawyer and social worker on my own and they'll listen to what I have to say.
- I see what's written about me, and know who has this information.
- I can see a doctor, nurse, dentist or others who make sure I'm as healthy as I can be.
- I go to school and have someone that will help me to do my best.
- I'm supported to build the skills, knowledge and experiences I need to prepare for independence and young adulthood.
- I can tell someone if I don't feel I'm being listened to or if I'm not getting the support I need.



## IS EVERYTHING OK?

We'd like to know what you think about your time in our care.

For example, you might like to suggest something we could do better or something you're concerned about – maybe something has happened that you think was unfair or unsafe.

If you're concerned about something, the first thing you should do is talk to your caregiver or social worker who can help you.

If you can't do this or you're still not happy with how things are, you can call us free on:

**0508 326 459**

or

email [contact@ot.govt.nz](mailto:contact@ot.govt.nz)

You can also contact the Office of the Commissioner for Children by calling **0800 224 453**.

## NEED HELP?

If you'd like some help, you can ask a support person to help you write down your thoughts and ideas, speak on your behalf or go with you to a meeting where you'll talk about them.

### This person could be:

- someone in your whānau
- someone who looks after you (such as your caregiver)
- someone from Oranga Tamariki who you trust and get along with
- your teacher or another adult in your life.