



**WHAT I CAN EXPECT WHEN I'M IN CARE**



When you're in care and living away from home, you should expect to feel welcome, be treated well and to be well cared for.

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You should also know what to expect when you are in care. Everyone who looks after you is expected to do their best in caring for you.

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Your social worker can answer any questions you have, work out any problems, and just be there for you. Talk to them if there's something you're not happy with, or want to change about where you're living.

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## WHAT I CAN EXPECT WHEN I'M IN CARE

- know why I am in care and I feel welcome and loved. I live with people who care about me and respect me and who I can trust
- feel safe where I live, and free from abuse and violence
- have a say about things that are happening to me and I know what is going to happen to me and why
- can have things that are my own, some privacy, and a reasonable degree of freedom as long as I follow house rules



- develop the things I'm good at and do things that are important to me, within reason. This includes my culture, language, religion and sporting interests. I will get the support to do the things that I want to do
- get the help and support I need to manage and understand how I'm feeling about things
- see my lawyer, caregiver and social worker on my own/private, and they'll listen to what I have to say
- see what's written about me, and know who has this information. I can see a doctor, nurse, dentist or others who can make sure I'm as healthy as I can be



- go to school and have someone help me with my homework so I can do my best
- be supported to build the skills, knowledge and experiences to help prepare me for independence and young adulthood
- have adults who I can talk to about any worries I might have, and will listen to me
- can tell someone if I do not feel I am being listened to or if I'm not getting the support I need



## TELL US WHAT YOU THINK

We want to hear from you about your experience with the Ministry for Vulnerable Children, Oranga Tamariki, good or bad.

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You might have a suggestion about something we could do better, or something you are concerned about - maybe something happened you think was unfair or unsafe.

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If you have something you're concerned about, it's best if you can try to sort it out with the person you've been dealing with first.

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If you can't do this, or you're still not happy with how things are, you can find out more about different ways to have your say by:

- calling us free on **0508 326 459**
- going to the Ministry for Vulnerable Children, Oranga Tamariki website at **www.mvcot.govt.nz**

If you want help getting your point across you can ask someone to help you.

They can help you write down your concern, speak on your behalf or come with you to a meeting to talk about the issue you've raised. We call these people advocates.

An advocate could be:

- someone in your family/whānau
- someone who looks after you (like your foster carer)
- someone from the Ministry that you trust and get along with
- your teacher or another adult in your life.

Once we get your feedback we'll tell you we've received it and work hard to respond to your concerns quickly and fairly.

You can also speak to someone at the Office of the Commissioner for Children by calling their Child Rights Line on: **0800 224 453**



# ORANGA TAMARIKI

Ministry for Vulnerable Children

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