

## We get a report of concern



Oranga Tamariki is contacted by a midwife who is worried about the safety or oranga (wellbeing) of a newborn pēpi.

A report of concern can come from anyone. In this example, a social worker speaks with the midwife to understand their concerns for the pēpi and how we can best help the parents.

## Serious concerns are suspected

After talking to the midwife, the social worker identifies that there are serious issues that need to be addressed, and Oranga Tamariki should begin an assessment to make sure the pēpi is safe.

## Supporting the whānau or family

The social worker and midwife agree that the parents would benefit from the support of our social services partners.

The midwife puts the parents in touch with the relevant community support services.

## An assessment



We begin an assessment with the pēpi, parents and whānau or family, to find out what their strengths are and whether addressing any unmet needs could reduce the potential harm for te tamaiti. Part of the assessment includes our social worker visiting their home and speaking with the parents and whānau or family of the pēpi. We also speak with other people and professionals involved with the pēpi and whānau or family and find out that they're also concerned about the pēpi's safety and recommend the parents get help.

At this stage there's nothing to suggest the pēpi should be removed from the parents' care, but it's clear that a plan is needed to help them care for the pēpi safely.

## Holding a hui ā-whānau



We arrange a hui ā-whānau (whānau or family meeting) to bring together the parents, their whānau or family, and others that might be able to provide support. The purpose of this is to build understanding, talk about the concerns for the pēpi, encourage whānau or family to come up with their own solutions and agree what other support Oranga Tamariki and others might be able to provide.

## Hui ā-whānau support plan

During the hui-a-whānau, a plan is developed so that the parents get the support they need from whānau or family and community agencies, and the concerns for the pēpi are addressed.

The plan will include how we will make sure the plan is working and what to do if there are further concerns.

## Holding a Family Group Conference



Our social worker believes the pēpi needs care and protection, so a Family Group Conference (FGC) is held.

This is attended by the parents, members of their family, whānau, hapū and iwi, the FGC coordinator, and the social worker. Other professionals, like the midwife, can attend to provide information.

At the FGC it's agreed there are concerns for the pēpi. A plan is developed which addresses the concerns and the support needed by the parents. It's agreed that a social worker will stay involved to make sure the plan is working to keep the pēpi safe and well.

## FGC plan isn't working

Despite holding further FGCs to adjust and strengthen the plan, we are not seeing the changes needed to keep the pēpi safe and well and others involved agree there are ongoing concerns for the oranga (wellbeing) of the pēpi. Due to safety concerns, social workers believe that the pēpi can't stay with the parents and should come into care. This can only happen if the parents agree, or after a decision by the Family Court.

The Family Court grants Oranga Tamariki a custody order, which means we become responsible for the day-to-day care of the pēpi.

## FGC plan works well

The FGC plan is followed, and the whānau or family work with us and community support agencies. The parents have the support they need and are confident caring for the pēpi.

Our social worker is also satisfied concerns for the pēpi have been addressed, that the parents have good ongoing support and that it's best for the pēpi to continue to live with the parents.

It's agreed Oranga Tamariki no longer needs to be involved.

## When care is needed



Our priority is to find a caregiver from within the wider whānau or family of the pēpi who can offer them a safe, stable, loving home for as long as needed.

The pēpi stays with grandparents, who are approved as caregivers and supported by us and others.

## The pēpi lives with whānau or family

The parents have been unable to make the changes needed to ensure a safe home for the pēpi.

They agree that the pēpi should stay with the grandparents permanently, so the grandparents apply to the Family Court for a parenting order with our support. The Court removes the Oranga Tamariki custody order and makes a parenting order for the grandparents.

The pēpi lives with the grandparents, who are eligible for ongoing support. Through the grandparents, and with this support, te tamaiti stays connected to their parents.

## The pēpi returns to parents

The parents work with Oranga Tamariki and other agencies to address the concerns about the safety of the pēpi.

We report back to the Family Court on the progress that has been made and what is being done to support the safety and oranga (wellbeing) of the pēpi.

The custody order is removed.