



Information for providers of social services funded by Oranga Tamariki and the Ministry of Social Development

25 March 2020

List of essential social services

What is an essential social service?

Under the Government's COVID-19 response plan, Alert Level 4 allows for 'essential businesses and those that support them' to continue to provide the necessities of life for everyone in New Zealand.

For social services, four categories of essential services have been identified. The table below provides more detail on which contracted services fit within each of the four categories of essential services.

- **Category 1:** Where the social service is the only way for people to access food and other goods they need to live day-to-day (e.g. money management services (where an organisation manages living expenses on a client's behalf), food banks, and delivery of essential goods).
- **Category 2:** A social service that provides and supports a place for someone to live (e.g. Supported Accommodation, Housing First, Residences, Bail Hostels, Night Shelters, Family Homes, Remand Homes, foster carers of children in state care, resettlement services for recent migrants and refugees).
- **Category 3:** A social service that supports disabled people to maintain critical wellbeing (e.g. disability services for those with high needs or very high needs – excluding disability employment services).
- **Category 4:** Crisis support for people who are unsafe (e.g. funded helplines, refuges and family violence crisis services, elder abuse services, foster carer support services, sexual violence crisis services, other social services for people and families in crisis, including youth).

Below is a more detailed list of social services that sit under these. In compiling this list, Oranga Tamariki and MSD have needed to strike the right balance between meeting the essential needs of the vulnerable people in our communities, and the need to stop the spread of COVID-19 and reduce contact between people. We have deliberately kept the list of essential services tight to help protect the well-being of all New Zealanders. It is an initial list that we expect to update over time.

List of 'essential social services' developed for the national response to COVID-19

Care and related services:

- Care and permanency work for children and young people whose custody is transferred from Oranga Tamariki to an Iwi Social Service or Child and Family Support Service.
- Provision of long-term care for children and young people by approved Iwi Social Services, or Child and Family Support Services, for referrals that have had their custody transfer to the provider from Oranga Tamariki
- Provision of care for children and young people referred for Family Group Conference under S19 by approved Iwi Social Services or Child and Family Support Services
- Shared care provided by an Iwi Social Services or Child and Family Support Service for Oranga Tamariki referrals
- Permanent Caregiver Support Service co-ordination and administration of post permanency support to families
- Provision of service to ensure a rangatahi can remain or return to living with a caregiver
- Support for Oranga Tamariki approved caregivers including advocacy, training, advice, best practice and promotional initiatives to recruit and retain quality/safe caregivers

Transition support and related services for young people:

- Transition to Independence Housing and Urban Development Residential Services
- Residential supported living services to assist young people to successfully transition from care to independence

Youth Justice and related services:

- Services to implement the whānau service plans developed at or after a Youth Justice Family Group Conference
- Youth Court Supervised Programmes for young offenders
- Day programmes for the Teaching Family model
- Provision of Treatment Foster Care Oregon model (TFCO)

Other support and services for young people:

- Permanency Establishment & Social Work Support
- 24 hour resource workers for Children and Young People (and supporting services, e.g. transport services)
- Transport Services for children and young people
- Residential placements for young people who are perpetrators of sexual violence
- Provision of Care under the Teaching Family Model.
- Wraparound Services for Children & Young People with Disabilities
- External Provider Family Group Conference Co-ordination

- Provision of support to family, whanau, kin carers and caregivers to prevent entry into care and support stable placements
- Post investigation support services for children, young people and their families

Family Violence services:

We have deemed 'essential services' as services to support the imminent safety of women and children/whānau, including:

- Refuges and crisis services to include face to face response/services i.e. responding to notifications from Police and Health Workers and providing safe accommodation
- Perpetrator services to include responding to notifications from Police and Health Workers to support individuals to de-escalate risk including accommodation for perpetrators in order for women and children/whanau to remain safe in their homes
- Helplines – to provide advice and guidance and referral to essential services

Sexual Violence services:

We have deemed sexual violence crisis providers as 'essential' services which include:

- 24/7 call out services (where available)
- Emergency face-to-face sessions (including crisis counselling)
- Crisis social work support
- Kaupapa Māori crisis providers
- Safe to talk 24/7 helpline service (phone, text, email, online chat)

Building Financial Capability

We have deemed BFC providers as 'essential' services where they provide;

- Total Money Management - clients have agreed for a BFC provider to receive all their income, pay their bills and distribute to them a living allowance (clients are often vulnerable due to disabilities and mental health issues)
- Moneytalks helpline service (phone, text, email, online chat) - access to immediate assistance, advice and advocacy as well as key referrals

We acknowledge the other services that Oranga Tamariki and MSD fund are crucial to your communities during this time. We still want these services to be operating, in different ways (where it's necessary) to protect your communities from risk. This must be within the restrictions relating to the current COVID-19 Response Alert Level in the area and at the time your service is being delivered.