



# Oranga Tamariki Information for Partners - COVID-19 Questions & Answers

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We are in touch with and responding to questions from our partners across the country. We have compiled a list of the most common questions we have been asked.

If you have any further questions, please contact your PfO Advisor, contract or relationship manager here at Oranga Tamariki. We will provide responses to you as soon as we can.

## Funding, contracting and accreditation

### What flexibility and security do I have around my funding from government agencies?

Government agencies that fund the provision of social services have been meeting to align how they will support and work with their provider partners. This has included representatives from MSD, Oranga Tamariki, ACC, the Ministry of Justice, Corrections, the Ministry of Health, the Ministry of Education and others.

In principle, we have agreed the following approach:

1. **We will pay NGOs until the end of June as if service delivery had continued at current levels**  
(except for ACC services where this is not permitted within the law). We will not hold back

funding because of under-delivery against contracts for the next 4 months (at least). For existing social service contracts paid on a fee for service basis, which COVID-19 will prevent being delivered in the coming months, we will pay based on current trends (e.g. payment for next 4 months at same level as average of the previous 4 months, or same period last year).

2. **We will give as much certainty on future funding as possible**  
We want to give our partners and their staff as much certainty as possible. We will provide clarity on the situation post-June 2020 as soon as possible. Where possible, funding levels will be maintained, although services may need to change (e.g. employment services may be reshaped to reflect the changing economic picture).
3. **We commit to working smartly** with NGO social service partners so that we are (a) increasingly joined-up across funding agencies; and, (b) our interactions are balanced equally between information gathering and seeking the views of community organisations about any help they need to better support their communities.
4. **We commit to supporting NGOs to be flexible** to the needs of their communities (i.e. working outside their contracts for a period). We want to enable partners to play their part in the wider community response to COVID-19.
5. **We will actively support collaborative efforts** at a community level – e.g. Community Assessment Hubs, collective impact models etc. Let us know how we can help.
6. **We will support NGOs wherever possible to remove barriers to people receiving assistance** (e.g. people having to prove they have been to Work and Income before being able to access support).

The application of these principles will vary between agencies and their providers in response to their specific circumstances. Further information will be provided by your funder around how these principles apply to the contracts you have with them.

### **What about the under-delivery of contracted services?**

It is important that we continue to work together to provide services and support to tamariki and whānau as best we can during this time. This said, Oranga Tamariki will not financially penalise provider partners should COVID-19 impact on the delivery of services.

Oranga Tamariki will not withhold or seek to recover contract funding in circumstance where a provider has had to temporarily reduce or cease providing a service, or deliver services in different ways, as a direct result of a coronavirus outbreak. We understand that provider partners will have on-going operating costs related to the service even though the service maybe compromised.

### **Will Oranga Tamariki continue to carry our contract monitoring during this time?**

No. As a result of the change in alert levels, monitoring visits will not take place until further advised. This decision has been taken to ensure that our interactions with you do not divert attention away from providing important support to tamariki and their whānau.

It is still important for us to know how you are managing and to understand the issues and challenges that you are facing. As we have been already, we will continue to make contact with you directly and offer our support.

## **Does the Government's support package apply to non-government organisations?**

[Read the announcement about the Government's support package along with some related documents](#)

MSD has two payments available to support employers affected by COVID-19.

- The COVID-19 Leave Payment Scheme will provide support (through employers/to sole traders and the self-employed) for those people unable to work who are in self-isolation, are sick with COVID-19, or caring for others with COVID-19.
- To qualify for the COVID-19 Wage Subsidy, a business must have experienced a minimum 30% decline in actual or predicted revenue over the period of a month when compared with the same month last year, and that decline is related to COVID-19.

[Read the MSD's information sheet about the two support payments, who qualifies for them and how to apply](#)

[Access further workplace guidance for employers and employees on the MSD website](#)

## **Will my scheduled visit with a Family Start Quality Advisors go ahead?**

Due to a requirement to defer or decline non-essential air travel, any providers visits planned with Family Start Quality Advisors will need to be postponed until further notice. In the interim, we will look to other ways of supporting Family Start Providers such as using video/tele conferencing, Skype etc.

## **What about Police checking and vetting if we use staff from other agencies?**

In situations where provider partners are collaborating to provide shared community responses (maybe as a result of an agency closing), it will be important to ensure the safety and wellbeing of vulnerable tamariki and whānau.

For this reason, it will be critical for provider partners to ensure that recent vetting has occurred for all people directly delivering a service, even though the vetting may not necessarily have been managed through the provider that is taking the lead on delivering the service. Email confirmation from the provider that undertook the vetting originally is sufficient.

## **Care and related services**

### **What COVID-19 information do you have for care givers?**

Oranga Tamariki is providing regular up to date information of COVID-19 through its website.

[COVID-19 information for Caregivers](#)

### **Will Oranga Tamariki “take over” the care of a child who is in the care of a contracted provider?**

Oranga Tamariki would only take over the care of a child from a contracted provider in extreme circumstances. It is our expectation that our care partners have plans in place to manage risks and will continue to provide responses to the best of their ability.

Oranga Tamariki has direct responsibility for a number of residential facilities, caregivers and services. Given we face similar challenges to you in maintaining these services and supporting our

staff, we are committed to working with you to share information and develop joint responses to issues as they arise. We are

For any issues with the continued provision of responses for a child in your care you should first make contact with the child's social worker. If you are concerned about your organisation's ability to continue to deliver responses due to a COVID-19 outbreak please contact your PfO Advisor, contract or relationship manager.