Oranga Tamariki Update for Providers and Partners: COVID-19 edition #1

Dated 19 March 2020

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Kia ora koutou

In response to the changing situation with COVID-19, we will be producing regular updates for you, our providers and partners.

Working together we provide an essential service to tamariki and their whānau and this will continue. We recognise that there are many scenarios that may unfold in the short to long term. We are assessing and working on these to ensure that we can continue to provide our important services to children and young people.

If you have any 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 and incorporate responses to the most common questions into the next email update.

Your questions answered

How do we prepare for COVID-19?

The Ministry of Health is leading the Government's and the country's response to COVID-19. You should visit their website as a trusted source for updates on the disease and information on how

individuals and organisations can appropriately prepare and respond to developments in a nationally consistent way.

Ministry of Health's information on COVID-19

You can also visit the NZ Government site for additional information and advice relating to health, travel, education, business and community issues. You can expect these sites to be updated immediately following any Government announcements around actions you need to take and support you can access.

NZ Government's COVID-19 website

Partners will already have Business Continuity Plans in place. However, it is our experience that these will need to be updated to address the circumstances we now find ourselves in. We have provided a planning template as part of this update that you might find useful when updating your own plans. Please also feel free to contact your PfO Advisor, contract or relationship manager if you need assistance with updating your Business Continuity Plan.

We have been asked whether partners can use staff from across their services to update their Business Community and Pandemic Plans. We think it is appropriate for our provider partners to use their staff and other resources to meet the highest priorities they have at this time. Having an appropriate plan to manage a COVID-19 outbreak is currently a priority for critical services such as residences (including youth justice residences) and other care responses (group homes and caregiver responses).

Oranga Tamariki is finalising its own response plans for the different parts of our operation. We will share information we have developed as it becomes available. We hope to provide information on home visits in the next update.

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.

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

Are the planned Oranga Tamariki hui going ahead?

Oranga Tamariki has decided to cancel, postpone or deliver through virtual alternatives the following planned hui with providers and partners:

- The regional hui planned for Palmerston North, Lower Hutt and Whanganui
- The hui planned for the second round of engagement with care partners on the proposed changes in the partnered care space

We will let you know when the regional hui are rescheduled. Our Care Partners are still encouraged to provide their feedback on the proposed changes relating to partner delivered care through Dialogue, the online tool that we are using to support our engagement.

View Dialogue, Oranga Tamariki's online consultation tool

Will monitoring visits related to my contracts still go ahead?

At this stage, contract monitoring visits by Oranga Tamariki staff will continue as normal. In some cases, the monitoring will have a focus on particular aspects of your operation, including your Business Continuity Plans. Given the rapidly changing circumstances, we are also looking at how monitoring could be conducted in alternative ways.

If you would like to discuss or revisit the need for a monitoring visit at this time, please contact your PfO Advisor, contract or relationship manager

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.

How can I get my questions answered?

Please approach your PfO Advisor, contract or relationship manager with any questions or concerns you have around your contracted service in the first instance.

We are having regular meetings with our staff to update them on any developments and discuss the issues you are raising with them. Alongside this, they are sending through your questions to a central point within Partnering for Outcomes, from where we will seek answers from the relevant parts of Oranga Tamariki.

As a result of this process, you can expect your contact person to get back to you with a response to your question as soon as possible. We will also provide regular updates like this one, with responses to the most common questions. As you can imagine, we are likely to receive questions relating to a wide range of quite specific circumstances. We do ask for your patience as we work through an appropriate response to your specific context.

Keeping us informed

We want to be able to monitor both the welfare of children that are in our care and the impact of the outbreak on our critical services. We would welcome you letting us know about confirmed or suspected cases of COVID-19 that impact non-care related services as it will improve our overall awareness of the impact of the outbreak.

Information you might find useful

Business Continuity Planning

A guide to preparing your workplace for a disruption

Business continuity prioritises critical activities and services that must be maintained during and after a disruption or an incident. It prioritises the steps we need to take to continue to operate, even if it is at a reduced capacity. These steps can include workarounds and reprioritisation of resources.

1   Conduct a Business Impact Analysis (BIA)

A good BIA is the first step in successfully responding to a business disruption. Knowing your business and what you depend on to get stuff done, helps you to come up with a good plan to get back on your feet quickly and easily when your work is interrupted.

The purpose of a BIA is to determine the organisation's important and time-critical functions, the resources required, interdependencies and the impact of non-delivery. In practice, this means:

- Outlining at a high level, the functions performed by the organisation

- Thinking about how long it would take for an outage of these functions to impact your organisation. What would these impacts be?

- Listing all the resources (including people, place, technology and important documentation) needed to do the functions

- Outlining who are the stakeholders and recipients the functions (including dependencies)

- At the end of this process, the organisation will have a clear picture of their time critical functions and an idea of what scenarios they will probably need to plan for.

2   Writing a Business Continuity Plan (BCP)

- Your Business Impact Analysis (BIA) will have highlighted several high impact and predictable scenarios that you will need to plan for in advance. These scenarios will focus on the loss of critical resources (e.g. loss of facilities – where you are going to work from, loss of key staff – who do you need to do the work or loss of systems/resources – what do you need) that could impact your team's time critical functions and services.

- Your Business Continuity Plan should include a good action plan that clearly lists all the actions required to get a function or service up and running, in practical, detailed, and easy to follow steps.

- The BCP is generic and not scenario based, so rather than planning for specific hazards such as weather events or earthquakes it is more effective to plan for the consequences these hazards would have on your business i.e. Loss of staff, facilities and/or building.

- Some specific consideration for you as care partners may include:

  - making sure that caregivers are aware of what they need to do, who they need to contact about what and when, and how you will keep them updated of any changes to advice

  - ensuring that you review the availability of emergency or respite carers to support caregivers, how you'll provide additional support for caregivers etc.

- One way you could structure your planning is:

Name of service

Objective:		The objective you want to achieve, for example "Ensure a child remains safe when they, or their caregiver or another household member is confirmed to have an infectious disease"	
Time Objective		*Timeframe for action*	
Minimum level of service		*What is the minimum level of the service that will achieve the objective?*	
Time		Actions	Who
1	*e.g. Immediately/within 2 hours/within 1 day*	*Action to be taken*	*Who must undertake the action*
2			
3			
4			
5			
6			
7			

Communications

Key messages	When	Who
E.g. Follow the guidance of the child's social worker.		
E.g. Consistent with MoH guidelines for managing infectious diseases.		

Resources and documents

3   Have accessible information

As well as a copy of their BCP, Managers should hold a collection of handy information their team would need in an emergency, including:

- Up-to-date site contact lists/phone trees for staff and key stakeholders
- copies of any agreements you have with external partners for use of their resources in an emergency e.g. printed copies of key templates/forms
- a copy of any processes that may be used in a disruption, including manual steps for if a system is unavailable.

4   Helpful Information

For more information here are some helpful websites to explore:

- Guidance on getting your organisation prepared for an emergency
- Free practical guides on building resilience