

# Partnered Care FAQs

## Funding

### New funding model and approach

#### 1. Why is there a new funding model and approach for partnered care?

The National Care Standards and s7AA means that there are now clear quality expectations relating to the care and support for children and young people in care, their whānau or families, and caregivers. Our care partners need sufficient resources and flexible funding to meet the new requirements of the Care Standards.

We have introduced a new, flexible funding model that is more aligned to tamariki and caregiver support needs to complement the existing two funding models for partnered care. This model includes an increased, 'all-in' general support rate for the provision of care to meet the needs of the majority of tamariki in partners' care.

This means there are now three funding models available for partnered care (Dynamic, Fixed and Individualised). These include 'all-in' rates which are designed to be more flexible, equitable, and consistent to reduce the administrative burden for both care partners and Oranga Tamariki.

In addition to an 'all-in' approach to funding for partnered care, there are now clearer mechanisms for agreeing additional or ad-hoc funding and a consistent approach to reconciliation across all funding models.

#### 2. What are the differences between the three funding models for partnered care and how do I choose an appropriate model?

The Dynamic Funding Model is well suited to caregiver-based care options, where costs to the partner largely depend on the support needs of the child and caregiver. Typically, this model is used to support tamariki with 'general' or 'additional' support needs. This model sets a

'general support rate' for each child per 24-hour period, which has been designed to account for the costs required to support most children, most of the time.

The Fixed Funding Model best suits care options with significant fixed or pre-configured costs to the partner, and is typically used for multiple tamariki with 'greater' or 'high' support needs. For example, this model may be well-suited to an accommodation-based response, with significant fixed accommodation costs or staff working on a roster.

The Individualised Funding Model enables partners and Oranga Tamariki to agree a separate funding rate for an individual young person. This should only be used if the child or young person needs significant support to stay safe and well which cannot be provided through other care options (e.g. high levels of supervision, or multiple staff to child ratios). These tamariki will be assessed as requiring a very 'high' level of support, and usually require specialist input and advice from High Needs Services.

More information and an overview of each funding model can be found in the Funding Policy & Guidance for Partnered Care.

#### 3. How does the 24-hour period work within the funding models for partnered care?

We have used the term 24-hour period rather than 'bednight' as we don't think this term is very child-centred. Effectively what turns the clock for a 24-hour period is a child staying somewhere overnight, which is the same as it is now.



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### General Support Rate

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#### 4. If a specific cost is not listed in the Costing Model Detail for the General Support rate, does this mean it is not covered within the rate?

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The intent of the Dynamic Funding Model is to provide partners with the autonomy and flexibility to manage the 'unders and overs' in their total funding pool to flex and adapt their response to suit the needs of individual tamariki in their care. The costing model detail for the General Support rate (in Appendix C of the Funding Policy & Guidance) includes support to meet Individual Child Needs within the rate, but this will depend on how partners assess the support needs across all the tamariki in their care.

It is important to remember that the costing detail provided in the guidance document is simply a mathematical model, to help us determine how much funding should be included in the General Support rate to cover the costs for most tamariki, most of the time. As such, these costing detail tables are not intended to be a 'one size fits all' line-by-line costing recommendation because the needs and strengths of two children will never be the same. Any costing model is based on a set of assumptions that can never be correct for every (or any) individual child all the time. The support needs of tamariki are highly variable and fluctuate constantly.

For costs that do not seem to be specifically accounted for within the costing model detail for the General Support Rate, the partner would need to decide whether to (a) absorb a one-off cost within the rate, request one-off funding (if the costs were significant but infrequent) or (b) negotiate a higher ongoing rate (if the costs were determined to be regular and ongoing).

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#### 5. Are costs for early childhood education (ECE), after school programmes, school holiday programmes, and travel included within the General Support rate?

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These costs have not been specifically accounted for in the General Support Rate for the Dynamic Model, but (as in Question 4) the costing model detail for the General Support rate includes support to meet Individual Child Needs, and this will depend on how partners assess the support needs across all the tamariki in their care.

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#### 6. Are partners expected to manage the over and unders for individual children or across all the children in their care?

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The General Support rate in the Dynamic Model provides the flexibility for partners to choose how they do this. Partners are able to manage the overs and unders across the cohort they are working with and depending on the needs across those children.

We will learn a lot through the first year of operating this new funding model. But over time as partners get used to this all-in approach to funding, it may be that they think more holistically about the individual child's needs rather than going down the track of analysing each cost and whether or not it might be specifically accounted for within the rate.

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#### 7. Does the General Support rate include a standard organisational overhead?

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Yes, it does.



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**8. If the 'caregiver assistance and support to meet the needs of the child within their care' cost doesn't need to be paid, doesn't this then need to be paid back to Oranga Tamariki?**

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No it doesn't - this is part of the General Support rate. The point of this component of the costing model is that it gives the care partner flexibility on how they support the care arrangement. They may choose, for example, to provide additional funding for the caregiver, or they may choose to fund a supporting youth worker for a few hours a week. It depends on the model that the care partner has.

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**9. Have the differences in costs for supporting different age groups of tamariki been accounted for in the costing of the General Support rate?**

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When the costing model for the General Support rate was developed, we did a lot of scenario testing across all the different types of care options we fund – with children of all age ranges and across short-term and longer-term placements – and made some broad assumptions.

For example, we've included costs for things like nappies across all care options, obviously knowing that that these costs only apply to younger children. We have also assumed that partners pay the foster care allowance rates for older children (13-year-olds).

## Additional funding processes

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**10. What is the process to be used between partners and Oranga Tamariki site when additional resources are required?**

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We have outlined the processes for requesting additional or ad-hoc funding in a flow chart in the Funding Policy and Guidance (found on the [Funding page](#) of the Oranga Tamariki website).

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**11. What's the escalation process if partners and sites disagree about an additional funding request?**

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The care partner or Oranga Tamariki social worker (or other key role) is able to raise concerns about funding disagreements. The escalation process is outlined on in the Funding Policy and Guidance (found on the [Funding page](#) of the Oranga Tamariki website).

## Reconciliation

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**12. It can be difficult to predict occupancy levels and the number of children that will need to be placed each year – it often fluctuates from year to year. What are the implications if there is under-delivery?**

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One of our reconciliation principles is that our care partners should not be compromised



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financially as a result of decisions or actions taken by Oranga Tamariki. Having that open relationship with care partners is key, so it's not a surprise to anyone when occupancy is tracking low. If we are monitoring this quite closely, that's an opportunity to open up those discussions with partners if they are tracking low as soon as possible - we might need to make some decisions and re-forecast what occupancy will look like for that partner the rest of the year, allowing sufficient lead in time. And vice versa – say we've purchased a lower amount from partners, and now we are needing more, and they need time to stand up new caregivers.

We aren't necessarily saying that we will be locked into what we agree at the start of the year, although this is an incentive to forecast as accurately as possible, but what we are saying is it's not fair on the partner to ask them to stand up care options and only pay for what is actually being used.

As a general guide, we would not be looking to cut resources without sufficient conversation and acknowledgment of any costs incurred by the partner. We would be looking for some form of arrangement that meant partners could continue to be sustainable and not compromised financially, but that also allows us to allocate resources in time. There's a responsibility on Oranga Tamariki and care partners to have an honest conversation at the start of the year about what's feasible – and then build and iterate this position over the year.

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### 13. Are the reconciliation approaches going to be listed in the Outcome Agreement?

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The reconciliation approaches are documented within the service specifications at a high level, and there is an area within the Care Model

Summary template, which is part of the Outcome Agreement, to document which funding model partners are on and the agreed occupancy factor (for partners on the Fixed funding model).

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### 14. Do the occupancy rates suggest a capacity funding approach for a whole home, or is this just part of the formula for calculating the funding for an individual tamaiti?

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Yes, if for example an organisation sets up a 3 or 4 young person capacity home then that would probably be best suited to a fixed funding model because whether the child or young person comes into that home for 1 month or 6 months doesn't make a huge amount of difference to the cost base for that home. We are interested in making sure we've got good quality care options and capacity in place not working out how exactly we are going to pay for every hour that a child or young person is in a care option. So, yes, we would be looking at fixed funding models for those arrangements.

### Insurance and property-related costs

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### 15. For the small damage costs included within all-in rate, what constitutes a 'small' cost?

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These would be costs less than \$2,000, as outlined in the Funding Policy and Guidance (found on the [Funding page](#) of the Oranga Tamariki website). That should be costed within the general repairs and maintenance fixed costing model going through that process. We



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are not going to be unreasonable in assessing new claims relating to property, but the idea would be that we would try to reduce many of those back-and-forth funding requests and try to cost it into the rate.

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### 16. In situations where there is intentional damage done to property what does Oranga Tamariki's liability insurance cover?

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In circumstances where care is delivered outside of a caregiver's own home - building insurance is generally taken out by the person who owns the property, the landlord and contents is generally taken out by the party occupying the home, the care partner. Oranga Tamariki will cover the cost of insurance premiums relating to insurance cover the care partner takes out, usually within the contracted rate.

For an Oranga Tamariki related owned or leased property, the care partner and Oranga Tamariki Property Operating Agreement will outline who is responsible for building and contents insurance and how the cost is covered.

If there are any changes in circumstances or if the young person/people living in the home present needs and behaviours that might impact on insurance cover, such as a tendency to light fires, the care partner should let their Oranga Tamariki Property Manager know immediately in order to ensure there is on-going cover in place.

If this situation arises in a care partner owned or leased property, partners will need to let their insurers or landlord know. If this results in a situation where existing insurance cover is no longer going to provide the appropriate coverage, Oranga Tamariki will work with the care partner to find an appropriate solution. This may be, for example, working with the partner to cover a higher insurance premium, providing support to find an alternative insurer who will provide the appropriate coverage needed or taking on insurance cover in lieu of the partner.

More detail and guidance for property related costs and costs associated with intentional or deliberate damage in Appendix E of in the Funding Policy and Guidance (found on the [Funding page](#) of the Oranga Tamariki website).

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### 17. Would the Oranga Tamariki Property team help make repairs in partner owned homes?

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Yes they would, or items like special equipment or things that might need to be built to support a particular young person's needs.

## Short breaks (respite)

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### 18. Does the General Support rate cover short breaks (respite) and allow for the 20-day short breaks (respite) leave?

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Yes, that is included under the Caregiver Support Costs table within the Costing Model Detail – 'provision of access to short breaks for caregivers or children'. We have included that 20-day minimum foster care allowance and added at least as much for associated arrangement and overhead costs. If a child had some disabilities or challenges that meant that short breaks were going to be more resource intensive than anticipated, we would need to request that via the additional funding process.

## All About Me plans

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### 19. What happens when there is no assessment or All About Me plan in place?

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It is important for Oranga Tamariki and partners to understand the interplay between the needs assessment and All About Me plan and the funding model. We recognise there is a challenge for care partners if the children they are caring for have not currently got an All About Me Plan.

As detailed in the service specifications, in cases where a referral occurs before a full and current All About Me plan is available (e.g. in the case of an urgent referral), the partner would be expected to support Oranga Tamariki in creating these as required.

The new service specifications are designed to support future ways of working aligned to the intent and aspirations of the National Care Standards, our Treaty obligations and working together in better partnership. Providing quality All About Me plans in a timely manner will continue to be an area of focus for Oranga Tamariki moving forward.

The descriptions within the funding support framework are based on analysis of data and information about children and young people in the care of Oranga Tamariki. The descriptions are highly illustrative and are not intended to be a substitute for getting to know a child, understanding their strengths and goals, and understanding who they are and where they are from. The purpose of these descriptors is to help gauge the level of support that a child is likely to need so that an indicative level of resources can be allocated to the child's support plan.

## Funding support levels

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### 20. Will the funding support levels be used to assess and determine the needs of a child?

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Oranga Tamariki is committed to ensuring that care partners have sufficient resources to provide high-quality care that meets the needs, strengths, and goals of tamariki. As such, the level of funding support provided for tamariki in partnered care should reflect the child's needs assessment and the types of support outlined in their plans. The illustrative funding support framework outlined in Appendix B of the Funding Policy and Guidance (found on the [Funding page](#) of the Oranga Tamariki website) should be used as a reference point to help understand the approximate 'level of support' that a care option has been designed to meet.

