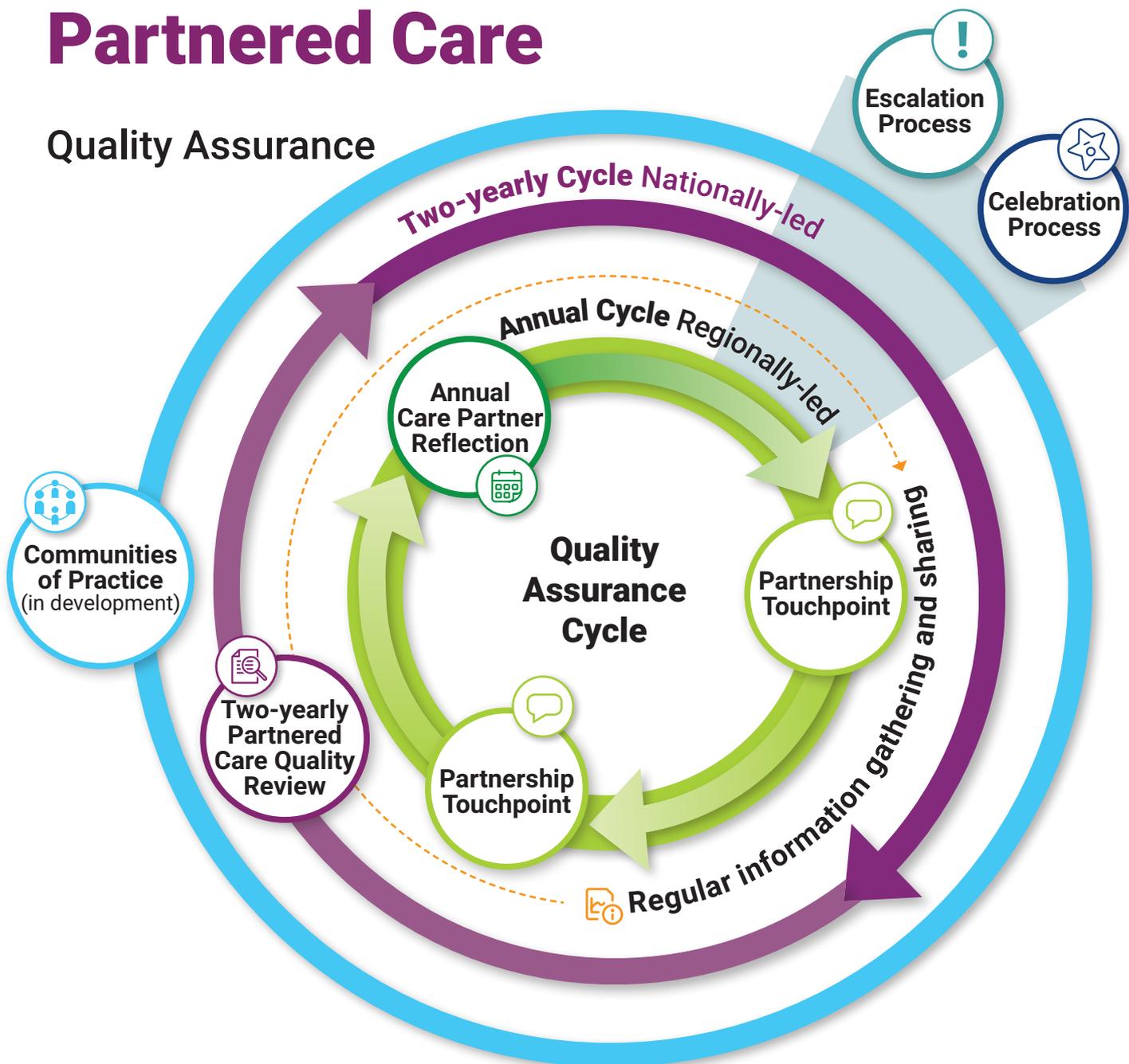


Partnered Care

Quality Assurance



 **Annual Care Partners Reflections** are intended to create space once a year for care partners and Oranga Tamariki to celebrate positive outcomes, discuss the quality of practice, successes, pockets of excellence, and areas for continuous improvement.

 **Partnership Touchpoints** occur throughout the year and are intended to create regular space for care partners and Oranga Tamariki to reflect on how the partnership is working, discuss practice related to the Quality Assurance framework, share successes, and address any concerns as early as possible.

 **Regular information gathering and sharing** will occur throughout the Quality Assurance cycle. The Quality Assurance function will rely on a combination of quantitative and qualitative information that may be gathered through conversations and directly from the systems of Oranga Tamariki and care partners.

 **The Partnered Care Quality Review** will involve a holistic assessment on the quality of practice and the system across partnered care on a two-yearly basis. This will inform the care partner confirmation process.

 **Communities of Practice** are regular learning forums to share insights, learnings, challenges and work towards a joint approach to quality in Partnered Care.

 **The Escalation Process** was developed to ensure all individuals and organisations involved in Partnered Care have an avenue to express, raise and escalate concerns to resolve issues as early as possible. This process can be triggered at any point throughout the Quality cycle.

 **The Celebration Process** is an opportunity to share successes and highlight positive experiences and quality practice.