

Partnered Care FAQs

Quality Assurance

Quality Assurance framework

1. What is the Quality Assurance framework and how was it developed?

The framework will be used to assess the quality of partnered care from 1 July. The framework allows us to understand quality across three lenses: (1) the National Care Standards; (2) the voices and experiences of children, caregivers, whānau and families; and (3) the principles of mana tamaiti, whakapapa and whanaungatanga.

First lens: The purple circle at the centre and the purple and violet arrows around the outside represent the areas of need for tamariki, as defined by the National Care Standards.

Second lens: The blue circles capture the aspirations and experiences of tamariki, their carers, and their whānau whilst they are in care. These statements provide a child-focused reference point for quality assurance.

Third lens: The teal wedge at the top represents mana tamaiti, whakapapa and whanaungatanga. These principles are at the centre of tamaiti experience and the backbone of achieving good outcomes for all tamariki in care.

The Partnered Care Quality Framework has been co-designed with a working group of 13 care partners, established in June 2020. In addition to the working group, care partners across the country have been engaged with and given opportunity to provide feedback on the development of the framework.

Although this Partnered Care Quality Framework is what the Partnering for Outcomes (Pfo) National Quality Hub will use to apply quality assurance activity, partners are also invited to use this framework or adapt within their own framework and kaupapa if they wish.

2. What mechanisms will be used to enable us to hear the voice of the child within the new Quality function?

The framework is to provide a mechanism to authenticate the voice of the tamariki. Our first priority is to hear the kōrero of tamariki directly, however the framework allows for other ways to support the kōrero of the tamariki, through kura (schools) education and Hau Ora (health) wellbeing. These statements are not black and white or set in concrete, but they are about us using this framework as a platform and a baseline of measurement of what a great experience looks like for tamariki, carers, and whānau. *(response from Quality Assurance working group member).*

But we are really mindful that often tamariki have so many adults that come and see them and they are often (a) unsure who the adults are and (b) unsure of what happens with their story they've told them or how that information will be used. So these interactions with tamariki would need to be meaningful. Our goal is to ensure we get the best information in the most effective way.

3. Why is the whānau layer of the Quality Assurance framework currently left blank?

Further work is required to determine how we will represent whānau experiences and outcomes in this framework. We still have some key questions we need some guidance on around the whānau layer of the framework:

- What do we understand as the partner role in meeting expectations of whānau and family in shared care?
- With a growing number of situations where carer and whānau are the same – are the experience for carers and whānau any different?



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The whānau statements will not be ready by July 2021. We want to take the time to get these right, so when the new Quality Assurance function begins in July, the initial focus will be on the tamariki and carer statements. We would then add in the whānau statements once they are agreed.

Scope of new Quality Assurance function

4. What is the new Quality Assurance function and why has it been established?

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 and families, and caregivers. This has highlighted that we need to do more to understand child wellbeing outcomes and the quality of practice within Oranga Tamariki and across Care Partners.

As a result, a new Quality function has been established within Partnering for Outcomes (Pfo) to confirm care partners and assess the quality of partnered care from 1 July. The set-up of the new function has been guided by partners and supported by the Pfo National Quality hub. We are also allowing for partners to take an active role in the new function – as part of the communities of practice that will form a key part of the new approach, and potentially as peer and practice experts taking part in partnership touchpoints.

5. Will the Quality Assurance function be applied only to 'care' services or all the other services partners provide as well?

This new function was set up to ensure we are collectively meeting the Care Standards for tamariki in care, but we are certainly thinking about how the quality assurance framework could apply across all services. And the care partner Quality Assurance working group has encouraged us to look into this more. This function will be looking at the quality of care services, but we are mindful many partners provide a whole range of services so it makes sense to be thinking about Quality Assurance in a similar way for those services and it's something to be working toward. But this is definitely not a requirement at this stage.

6. How does the Quality Assurance function for Partnered Care relate to the wider Quality Assurance function for Oranga Tamariki?

The Oranga Tamariki internal Quality Assurance approach looks a little different than our approach for partnered care. But in our mission to understand quality for partnered care, we will be looking at our internal quality assurance systems to inform us about the quality of care being provided.

Our role and function has been set up to assure partners who are providing partnered care, but a large amount of the role and accountabilities of meeting the Care Standards sit with Oranga Tamariki. It's important when we apply our second tier of assurance that we are aware of what partners are responsible for and what Oranga Tamariki are responsible for – the new service specifications will support that understanding.



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7. Will there be an opportunity in the Quality cycle to reflect on the collective 'lessons learnt' for all of us (Oranga Tamariki and partners) about what is working to provide quality care for tamariki to enable system-wide learning?

Yes, that is definitely part of our thinking in terms of having communities of practice as a key component of the Quality Assurance function. The communities of practice for partnered care would be regular learning forums to share insights, learnings, challenges and work towards a joint approach to quality in partnered care.

8. In the new Quality Assurance function, how will we understand that Oranga Tamariki and partners are both fulfilling their roles and working in partnership to provide the best care for tamariki?

In the new Quality Assurance function, we will be looking at the whole partnership. So whilst we will be discussing the internal Quality Assurance approaches that partners have, we will also be discussing the interactions that partners have with our sites and frontline teams.

One of the advantages of having all the information from the Quality cycle conversations held at a national level is that there will be the opportunity to identify themes and trends so we can escalate any issues internally and do what we can to support partners.

Social Service Accreditation (SSA)'s role

9. How will SSA continue to be involved in the new Quality Assurance function from 1 July? What will the frequency of SSA visits look like going forward?

Social Services Accreditation (SSA) will continue to accredit organisational capacity and capability of social service providers.

From 1 July, SSA would likely visit two-yearly, joined by the PfO National Quality hub if that suits care partners, plus regular quality conversations with PfO teams throughout that two-year cycle. We are working hard to make the distinction between the Quality hub's quality focused role and SSA's governance/procedures focused role. SSA will have a focus on ensuring partners are meeting their legal requirements and have good governance in place while the new function will be looking at the quality of practice.

Partnering for Outcomes (PfO) role in the function

10. What role will local Partnering for Outcomes (PfO) teams play in the new function?

Regional PfO advisors, national contract managers, and care leads play an important role as part of the Quality Assurance function. Regional PfO advisors will continue to support partners at the local level, but the PfO National Quality hub will be supporting local teams. The ongoing relationships between PfO and partners will continue to be critically important in the new function.



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11. What roles do local PfO advisors and national relationship leads play in supporting national providers in the new Quality function?

The intention is to work with each national partner individually to develop a relationship plan which outlines how best to manage this going forward. The PfO National Quality hub will be facilitating these conversations and will be working with national partners to ensure a plan is in place and that we have clarity around roles in the new function.

Partnership touchpoints

12. Will these partnership touchpoint conversations replace PfO's regular monitoring visits or will they occur in addition to these?

The introduction of the Quality Assurance Framework provides an opportunity to shift current monitoring visits to more of a quality focus, but we want to streamline this. There will be regional roles to support this work. We do not want to add any more engagements on top of what is already in place – we want to understand what is already working in the regions, and we will look to adapt existing conversations to include discussions on the new changes for partnered care.

13. In the partnership touchpoint conversations, is there an expectation that partners will be able to feed back on Oranga Tamariki as well?

Yes, the partnership touchpoint conversations will be focused on understanding how the partnership is working and understanding what is working well and what we need to work on together. One of the benefits of having a National Quality hub is the ability to have visibility of the themes discussed at these partnership touchpoint conversations across the country.

14. Are the funding conversations between PfO and partners going to be separate from the partnership touchpoints or will these occur at the same time?

We would see these conversations as part of the same partnership touchpoint process. The partnership touchpoint conversations include discussion around the quality of experience of tamariki, carers of whānau, having clarity on roles and responsibilities in the service specifications, and whether the funding support enables partners to meet the needs aligned to partners' care models. The partnership touchpoint conversations will be an opportunity to reflect on the whole service, thinking about questions like: *How the partnership is working? What is the quality of the support tamariki are receiving? Is the funding sufficient to support the plans at this stage? Are there any risks or roadblocks that together we can work through and resolve?*



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15. Is there a centralised approach to how we can learn from the partnership touchpoint conversations occurring across the country?

One of the components of the Quality Assurance function will be communities of practice, which are regular learning forums to share insights, learnings, challenges and work towards a joint approach to quality in partnered care. In addition, the Pfo National Quality hub would be looking at themes across the country and sharing this back with care partners.

Quantitative information requirements

16. Where do we find the quantitative information requirements that need to be collected by partners from 1 July 2021?

The table of information requirements is included in the Shared Care service specification from 1 July 2021 (found on the [Service Specifications page](#) of the Oranga Tamariki website).

Data Exchange

17. When will Care Partners be onboarded to the Data Exchange (DX)?

Care Partners will be set up with Data Exchange in a phased way from 1 July 2021 through to June 2022 (at a rate of approximately five organisations per month).

The *Data Sharing with Care Partners Team* will

be in contact with Care Partners via PFO care leads, contract managers, and relationship managers to schedule the rollout of Data Exchange, discuss the data that is being shared, and support partners throughout the onboarding process. The team will also work to understand partners' individual system capabilities, establish a Memorandum of Understanding and provide training on the use of the Data Exchange interface.

18. Will there be financial resource to support providers to develop their CMS systems to accommodate this data collection via the Data Exchange?

The Data Exchange project has a limited amount of discretionary funding available for IT resourcing costs for Data Exchange specific changes to partners' systems, and Oranga Tamariki is fully funding Data Exchange support and licensing costs. We will discuss this with each individual care partner as part of implementation of the Data Exchange.

The changeover planning funding allocated in 2021 has been utilised by some partners to develop and update their systems.

19. With the Data Exchange, are partners able to pull information from Oranga Tamariki's information systems?

The Data Exchange is capable of securely sending and transmitting data from either side. We acknowledge that in the past, we have asked for a lot of information and that has not always been reciprocated in the other direction, so an advantage is that the Data Exchange has the potential to be used to transfer information to the care partner to support the partnership.



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20. Who do I contact if I have more questions about the Data Exchange?

If you would like further information on the data requirements, implementation plan or the scheduling approach, please contact your PfO contact and the *Data Sharing with Care Partners project team*: **Bridgette Guise** (Bridgette.guise@ot.govt.nz) or **Ashwin Shekar** (Ashwin.shekar@ot.govt.nz).

Visit the [Data Exchange page](#) on the Oranga Tamariki website for more details.

