



**ORANGA
TAMARIKI**
Ministry for Children

SERVICE SPECIFICATIONS

**Entitlement to Remain, or Return to, Living
with a Caregiver**

1: ABOUT THESE SERVICE SPECIFICATIONS	4
Purpose.....	4
Definitions.....	4
Audience	4
Changes and reviews	4
Feedback.....	4
Family Services Directory.....	4
Further information	4
2. WORKING TOGETHER TO PROVIDE QUALITY SERVICES	5
Our vision and purpose	5
Purpose and principles specific to Transition to Adulthood	6
Transition from Care to Adulthood	7
Outcomes for tamariki Māori.....	7
Mana Tamaiti objectives	7
Pacific children and young people.....	8
Outcomes Framework	9
Implications of new legislative provisions	9
Working together to provide quality services	9
3. THE ENTITLEMENT TO REMAIN, OR RETURN TO, LIVING WITH A CAREGIVER SERVICE..	11
Overview	11
Service description.....	11
Social Sector Accreditation Standards	11
What is the Entitlement to Remain, or Return to, living with a caregiver?	11
What is a Living Arrangement Agreement?	12
Who can remain, or return to, living with a caregiver?	12
Who is not entitled to remain, or return to, living with a caregiver?.....	12
How can I find out if a rangatahi is eligible?	12
What will the financial support for this arrangement be?	13
Evaluation	14
4. SERVICE ACTIVITIES.....	15
Roles and responsibilities	15
5. REPORTING REQUIREMENTS.....	17
What reports are required by Oranga Tamariki?	17
Monthly Service Reports	17
Monthly Incident Report	17
Quarterly Provider Return Report	17
6. PARTICIPATION AND THE VIEWS OF RANGATAHI	18
Access to independent services	18
APPENDIX 1: Definitions	19

APPENDIX 2: Care Partner Feedback Form 21
APPENDIX 3: Template for the Living Arrangement Agreement..... 22
APPENDIX 4: Standards for Approving and Monitoring Living Arrangement Agreements. 23
APPENDIX 5: Monthly Service Report 32
APPENDIX 6: Monthly Incident Report 33
APPENDIX 7: Quarterly Care Partner Return Report 34

1: ABOUT THESE SERVICE SPECIFICATIONS

Purpose

The purpose of these Service Specifications is to describe the **Entitlement to Remain or Return (ETRR)** service delivery requirements (the Service). These Service Specifications describe:

- The legislation and Oranga Tamariki policy and procedures which guide the provision of quality care services, including the Service, to all rangatahi;
- Service delivery requirements including roles and responsibilities
- Financial entitlements and management responsibilities (Oranga Tamariki and Care Partners) and;
- Reporting requirements.

Definitions

In these Service Specifications, unless the context requires otherwise, words or phrases beginning with capital letters are defined in [Appendix 1](#).

Audience

These Service Specifications are for Care Partners contracted by Oranga Tamariki to deliver the Entitlement to Remain, or Return to, Living with a Caregiver.

Changes and reviews

These Service Specifications are a living document that will be reviewed and updated as required. In the short term, regular change is anticipated due to learnings from Oranga Tamariki and Care Partners as to the implementation of the Service and new legislative obligations.

Wherever feasible, changes which impact on the delivery of the Service will be undertaken in consultation with Care Partners. In some cases consultation may not be possible, for example where an urgent change is required to address an immediate risk to the wellbeing of young people.

Oranga Tamariki will keep the Care Partner informed of any changes, in accordance with provisions contained within the Outcome Agreement with the Care Partner.

Feedback

Feedback on these Service Specifications, including any changes made to them, is welcome at any time using the Care Partner Feedback Form contained in [Appendix 2](#).

Family Services Directory

Through the term of the Outcome Agreement with Oranga Tamariki, Care Partners must ensure that their organisation is listed on the Ministry of Social Development's [Family Services Directory](#) and that necessary information is updated when required.

Further information

For further information on these Service Specifications, please contact your Oranga Tamariki Relationship Manager identified in your Outcome Agreement.

2. WORKING TOGETHER TO PROVIDE QUALITY SERVICES

The purpose of this section is to describe:

- Our vision and purpose;
- Key legislation and Oranga Tamariki policy and procedures which provide clear expectations for the provision of consistently high quality transition services to all eligible young people in the custody, or who have been in the custody of, the Chief Executive;
- The [partnership principles](#) which guide how Oranga Tamariki and Care Partners will partner to jointly deliver quality transition services;
- Outcomes for tamariki Māori;
- Mana Tamaiti objectives;
- Pacific children and young people.

Our vision and purpose

Our vision is that New Zealand values the well-being of tamariki above all else.

Our purpose is to ensure that all tamariki are living with loving whānau and in communities where oranga tamariki can be realised.

These Service Specifications support our vision and purpose through our six core values the Oranga Tamariki Way. These values have been developed by young people, and reflect what they want from Oranga Tamariki – how we work with them, their whānau, our partners and each other.

Figure 1: The Oranga Tamariki Way



We know that we will only achieve the vision and purpose if we continue to engage more directly with our partners, our communities and all New Zealanders that share our goals. This means early involvement of our partners in planning processes, sharing learning about what works, combining resources so that we can provide genuine tamariki-centred support; and, continually challenging each other to do better for all young people.

The Oranga Tamariki Act 1989

The Oranga Tamariki Act 1989 (the Act) sets an expectation that tamariki and rangatahi in the care or custody of the Chief Executive receive care which is of a consistently high quality. The Act expects that the care and youth justice services delivered to all tamariki, rangatahi, and their whānau include a focus on their holistic wellbeing. This requires Oranga Tamariki to have full regard to a young person's identity including building and maintaining relationships with whānau, hapū and iwi.

The well-being of tamariki and rangatahi must be the paramount consideration in the delivery of the Service. All tamariki and rangatahi must be at the centre of decision-making while being considered within the context of their whānau, hapū, iwi, family groups and their community¹.

Oranga Tamariki must aim for meaningful and sustainable improvement for tamariki and rangatahi Māori, whānau, hapū and iwi and incorporate Māori world views into Oranga Tamariki practice.

Specifically Section 7AA of the Act includes the requirements for the Chief Executive to ensure:

- policies and practices that impact on wellbeing have the objective of reducing disparities by setting measurable outcomes for tamariki and rangatahi Māori; and
- having regard to mana tamaiti, whakapapa and whānaungatanga in all policies, practices and services.

Purpose and principles specific to Transition to Adulthood

The purposes of sections 386AAC to 386C are:

- a) to prepare young persons to be ready to thrive as independent young adults and for the preparation for moving to adulthood to begin early;
- b) to ensure that young persons have opportunities to have relationships with caregivers and other trusted adults that endure into adulthood; and
- c) to enable young persons to access the government and community support that they need to manage challenges and to grow and develop as adults.

The principles that specifically relate to the Transition to Adulthood are:

- the young person will increasingly lead decisions about matters affecting them and will be supported by adults to do this;
- a holistic approach will focus on the strengths and identity of young person, and these will be built on and nurtured;
- the relationships between the young person and their family, whānau, hapū, iwi, and family group will, if appropriate, be maintained and strengthened;
- family, whānau, hapū, iwi, family groups, and communities will be supported to help the young person move to adulthood;
- the relationships between the young person and a caregiver, other trusted adults, and the wider community will be established, built on, and maintained;

¹ Legislative reference to whānau, hapū and iwi also includes family and family groups meaning that the objectives of the Act not only work for tamariki Māori but are applicable to all tamariki.

- the young person will be supported, to the extent that is reasonable and practicable, to address the impact of harm and to achieve and meet their aspirations and needs, with priority to be given to supporting the stability of their education; and
- assistance to the young person will be provided proactively, promptly, and sustained regardless of the decisions that the young person makes.

Transition from Care to Adulthood

Sections 386AAA through 386C of the Act set out the legislative obligations under which the Transition to Adulthood services operates. They include the:

- entitlement for rangatahi to request to remain, or return to, living with a caregiver at any time, and for any period, from the age of 18 years and up to the age of 21;
- obligation to maintain contact with a rangatahi up to the age of 21; and
- entitlement for a rangatahi to request advice and assistance up to the age of 25 years.

For full legislative wording refer to www.legislation.govt.nz

Outcomes for tamariki Māori

Improving outcomes for tamariki Māori and their whānau is underpinned by s7AA of the Act which creates a duty to ensure all Oranga Tamariki policies, practices and services have regard to mana tamaiti, whakapapa and whānaungatanga of our tamariki.

In approaching mana tamaiti, whakapapa and whānaungatanga, the following key considerations have been identified by Oranga Tamariki:

- they are interrelated and should be considered together, not separately;
- the roles and obligations of whānau, hapū and iwi are intertwined with whakapapa and whānaungatanga and therefore mana tamaiti;
- they are applicable to all policies, practices and services;
- they are linked to specific outcomes for tamariki Māori and we can measure and report annually on our progress towards achieving those outcomes; and
- they should be viewed within the context of the Act, specifically 'whānau, hapū and iwi' provisions and as such have the objective of reducing disparities between Māori and non-tamariki Māori.

Mana Tamaiti objectives

With these key considerations in mind, Oranga Tamariki has developed Mana Tamaiti objectives which inform policy and practice including how Oranga Tamariki will work with Care Partners to achieve these. They are:

- ensure the participation of tamariki, whānau, hapū and iwi in decisions affecting them at the earliest opportunity to enhance their wellbeing and safety;
- support, strengthen and assist whānau Māori to care for their tamaiti or tamariki to prevent the need for their removal from home into care or a Youth Justice response;

- if removal from home is necessary, Oranga Tamariki will preference placements for tamariki Māori (including their siblings) with members of their wider whānau, hapū, iwi or family group who are able to meet their needs, including for a safe, stable, and loving home;
- support tamariki Māori in the custody of the chief executive to establish, maintain or strengthen their sense of belonging through cultural identity and connections to whānau, hapū and iwi; and
- support, strengthen and assist tamariki Māori and their whānau to prepare for their return home or transition into the community.

Pacific children and young people

The Pacific Strategy 2018-2021 (the Strategy) describes the strategic priorities for Pacific children and young people:

- loving places;
- quality practice; and
- strategic partnerships.

The responses that support the achievement of these priorities and guide the provision of care by Oranga Tamariki and Care Partners that Oranga Tamariki partners with are:

- understanding the diverse cultures of Pacific children and young people in the context of their families and communities they identify with;
- hearing the voice of Pacific children when help is needed from intervention to their transition to adulthood and independent living; and
- when Pacific children and young people are at risk of harm and abuse, and require care, ensure they are culturally connected and their transition to a secure place of residence is well-supported.

The key focus areas in the Strategy which apply to Care Partners include:

- safe and secure homes for Pacific children and young people in their transition to adulthood and independent living;
- increase the number of transitional care placement options for Pacific children and young people; and
- recruit, develop and train Pacific caregiver's workforce capacity and capability.

More stable and long-term strategic partnerships with our Pacific and mainstream Care Partners to provide high quality social services:

- strengthen the capacity and capability of 'by Pacific for Pacific';
- care partners to provide social services for Pacific children, young people and their families to find appropriate accommodation towards independent living;
- culturally competent mainstream and Pacific practitioners/workforce;
- build, support and encourage the cultural competence of mainstream NGOs to work with Pacific children, young people and their families; and
- identify and invest in opportunities for joined up services amongst Pacific and mainstream care partners that target areas with a high proportion of Pacific children and young people

and provide youth services that support independent living, accommodation and transition to adulthood.

Outcomes Framework

The Oranga Tamariki [Outcomes Framework](#) sets out the main services we provide and how they will be provided and measured to determine how we are making a difference for young people and whānau.

Implications of new legislative provisions

When a rangatahi takes up their ETRR with a Care Partner, the Chief Executive of Oranga Tamariki remains accountable for ensuring the rangatahi is receiving all relevant legislative entitlements, including s7AA requirements within the Act. While Oranga Tamariki retains accountability for ensuring the legislative provisions are met through the Service, Care Partners are responsible for delivering the Service i.e. ensuring that:

- the rangatahi and caregiver have an approved Living Arrangement Agreement;
- the Living Arrangement Agreement is monitored;
- the rangatahi is receiving the agreed level of financial assistance, from the Care Partner, to top up their income to enable them to pay the agreed amount to their caregiver for board;
- the caregiver is receiving the agreed board payment; and
- the caregiver is receiving the appropriate training and support.

Working together to provide quality services

To ensure young people and their whānau get the support they need to achieve their goals, Oranga Tamariki is committed to working in partnership with iwi, social service provider organisations, local communities and other government agencies. Each partnership will be tailored depending on the particular need, vision or capabilities of the respective partners.

In general partnership principles include:

- ensuring people and organisations can contribute to the best possible outcomes for tamariki and their whānau;
- building on a shared vision to improve outcomes for tamariki through improving their access to the services they need;
- staying in touch about matters that are important to the relationship;
- inviting involvement throughout the commissioning of services - we want our partners to be part of identifying problems and developing ideas;
- keeping things working well and making all those involved feel included; and
- being transparent and demonstrating a commitment to joint problem solving.

When working in partnership we will also:

- acknowledge the special relationship between the Crown and tangata whenua through Te Tiriti o Waitangi;
- acknowledge and value the place of tikanga Māori and the Tiriti (Treaty) Partnership;
- value the voice of whānau, hapū and iwi as experts of their own experience;

- acknowledge our history and the past work achieved by communities and government to strengthen relationships; and
- respect and value the many cultures and diversity of the communities of Aotearoa.

In particular, Oranga Tamariki is committed to building strategic partnerships with iwi and Māori organisations to:

- provide opportunities to, and invite innovative proposals from iwi and Māori organisations, to improve outcomes for tamariki Māori and their whānau;
- agree on actions to improve outcomes for tamariki Māori and set expectations and targets;
- enable robust, regular and genuine exchange of information;
- provide opportunities to delegate functions under the Act; and
- support cultural competency as a best-practice feature of the Oranga Tamariki workforce.

3. THE ENTITLEMENT TO REMAIN, OR RETURN TO, LIVING WITH A CAREGIVER SERVICE

Overview

These service specifications reflect a specific legislative change that comes into effect on 1 July 2019:

- Sections 386AAD-386AAG of the [Oranga Tamariki Act 1989](#) (the Act), which describes how eligible rangatahi are entitled to live with a caregiver up to the age of 21 years.

These service specifications outline new considerations with regards to these legislative provisions, and roles and responsibilities of the Care Partner and Oranga Tamariki for activities which are required in order to meet this requirement.

Service description

The generic service description is the provision of service to ensure a rangatahi can remain, or return to, living with a caregiver.

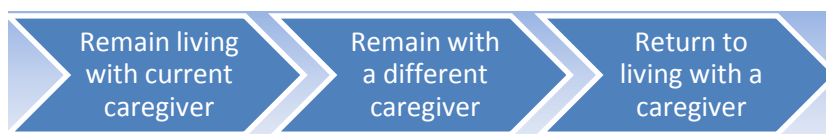
Social Sector Accreditation Standards

Care Partners delivering the Entitlement to Remain or Return Service are required to meet Level Four, Ministry of Social Development (MSD) specific accreditation standards. Care Partners are required to maintain their Accreditation Level according to MSD's relevant Social Sector Accreditation Standards.

What is the Entitlement to Remain, or Return to, living with a caregiver?

The intention of the ETRR is to support eligible rangatahi to remain in a stable caregiving arrangement past the age of 18 and up to the age of 21, should they wish. Rangatahi can also potentially return to a previous caregiver whose home they have left. To meet the intention of the ETRR, caregivers are supported in providing the agreed arrangement with the rangatahi.

The ETRR is a voluntary mutually agreed living arrangement. It is intended to provide young people with safe and stable living arrangements and support and prepare them to thrive as young adults. All eligible rangatahi are entitled to choose whether, after turning 18 they will:



In any of the above scenarios the arrangement must be **mutually agreed by the rangatahi and the caregiver**.

Caregivers who provide a caregiving arrangement under this entitlement are expected to help the rangatahi to work towards being an independent adult by supporting them to meet their needs and goals as described in their transition plan.

What is a Living Arrangement Agreement?

Care Partners are responsible for ensuring that the rangatahi and caregiver have an approved Living Arrangement Agreement (LAA).

An LAA is an agreement between the caregiver and the rangatahi that will need to be developed once both parties have agreed to the terms on which the rangatahi will live with the caregiver (s386AAE(1) of the Act). The rangatahi and the caregiver should both be supported to negotiate the LAA. The rangatahi should be supported by their transition worker, and the caregiver by their social worker, in negotiating the LAA.

An example template of a LAA is provided in [Appendix 3](#).

The LAA is to be signed by both the caregiver and the rangatahi, approved, and subsequently monitored by the Care Partner (according to a set of draft standards as described in [Appendix 4](#)).

Each LAA must take into account the needs of the rangatahi and may include other matters to support the rangatahi.

The LAA describes:

- the support the caregiver will provide the rangatahi to help them become increasingly independent;
- the financial costs and responsibilities (what the rangatahi will contribute financially to the household and what happens if their payment is late);
- the duration of the arrangement and review date; and
- the 'house rules' (for example, curfews, right to privacy, chores and what happens if there is a conflict).

Who can remain, or return to, living with a caregiver?

The entitlement to remain or return to live with a caregiver applies only to rangatahi who were aged under 18 years on 1 July 2019.

The rangatahi must have been in care or custody under a temporary or extended care agreement, court wardship, a custody order, or a sole guardianship order for a continuous period of at least three months after the age of 14 years and 9 months.

This entitlement only applies to care experienced rangatahi once they leave the care or custody of:

- the chief executive
- an iwi social service
- a cultural social service
- the director of a child and family support service.

Who is not entitled to remain, or return to, living with a caregiver?

Rangatahi who turned 18 prior to 1 July 2019 will not be eligible.

How can I find out if a rangatahi is eligible?

Contact the National Contact Centre with any enquiries regarding the ETRR or Transition to Adulthood service (including eligibility) on 0800 55 89 89.

What will the financial support for this arrangement be?

The financial support to be provided by Oranga Tamariki to the Care Partner will be determined on a case by case basis. However, the following assumptions are made for the purposes of estimating cost:

- Oranga Tamariki will negotiate with the Care Partner to determine the financial support required, from Oranga Tamariki and other funders as appropriate (i.e. Ministry of Health), in helping the Care Partner in supporting a caregiver to meet the needs and entitlements of the rangatahi.
- All other government funding that the rangatahi is entitled to (i.e. funding to support health and disability needs, education needs, income support needs etc.) will be accessed and exhausted in the first instance prior to Oranga Tamariki contributing additional funding to meet these needs.
- The caregiver will receive a board payment of up to \$220 per week to cover room, food, and power. This amount will be negotiated by the rangatahi and the caregiver but \$220 per week should be used as a guideline to support this negotiation. This is in line with the current weekly foster care allowance paid to caregivers of under 18 year olds.
- The rangatahi will contribute up to 60% of their income towards this board payment. If the 60% covers all of the agreed weekly board then Oranga Tamariki will not pay a top up to the Care Partner. However, if it doesn't then Oranga Tamariki will pay the top up difference to the Care Partner.
- The table below provides a set of scenarios to show how much a rangatahi would pay, and how much would be required to top up to the agreed board rate (assumed to be \$220 in these scenarios):

Income type	Weekly income	Contribution (up to 60% of income)	Oranga Tamariki top up	Weekly board payment
Benefit	\$273	\$164	\$56	\$220
Student allowance	\$323	\$194	\$26	\$220
No income	\$0	\$0	\$220	\$220
Full time work	\$421	\$220	\$0	\$220

- Oranga Tamariki will pay the top up (if applicable) to the Care Partner.
- In any of the scenarios the Care Partner will be supporting the caregiver to support the rangatahi to be more independent and would therefore pay any top up to the rangatahi directly, and the rangatahi would then pay their caregiver (unless there is a specific reason why this wouldn't be appropriate).

- Additional allowances (assessed on a case by case basis) may be paid by Oranga Tamariki to the Care Partner to be paid directly to caregivers based on the need of the rangatahi and may cover expenses related to any special or additional needs of the rangatahi, such as taking them to appointments for assessment or treatment, providing for special dietary needs, carrying out extra tasks related to significant development delays for the rangatahi.

Evaluation

The Care Partner agrees to participate in any evaluation of the Entitlement to Remain, or Return to, Living with a Caregiver Service that is undertaken by Oranga Tamariki provided the design(s) of these evaluations are agreed by the Care Partner and Oranga Tamariki.

4. SERVICE ACTIVITIES

This section provides detailed information on service activities, the roles and responsibilities required to be undertaken by Care Partners and Oranga Tamariki and how both parties will partner to deliver the Service.

Roles and responsibilities

The following table outlines the roles and responsibilities of the Care Partner and Oranga Tamariki for activities that are required in order to deliver the ETRR.

Responsibilities for the delivery of the entitlement to remain, or return to, living with a caregiver	
Role of the Care Partner	Role of Oranga Tamariki
<ul style="list-style-type: none"> To agree funding with Oranga Tamariki to enable the provision and support of a caregiver for the rangatahi taking up this entitlement To provide any agreed top up to the board rate to the rangatahi, and any additional allowances, to the caregiver To support the caregiver in negotiating, and agreeing, the LAA with the rangatahi To approve, and subsequently monitor, the LAA in line with the standards in Appendix 4 To support the caregiver in helping the rangatahi meet the needs and goals described in their transition plan Provide information to caregivers to enable them and their household to understand the role of a caregiver for this entitlement Assess prospective caregivers and their households. Assessment must occur before the LAA is agreed between a rangatahi and the caregiver, unless this is a continuation of an existing caregiver/rangatahi placement Review approval of caregivers at least every two years, and whenever there is a significant change in the circumstances of the caregiver or their household, or if the Care Partner for any other reason decides a review of an approval is warranted Develop a plan to support the caregiver to meet the needs of the rangatahi in their care. This must be completed as soon as practicable after the LAA has been approved 	<ul style="list-style-type: none"> To agree, and provide, funding to the Care Partner to enable the provision and support of a caregiver for the rangatahi taking up this entitlement. Individually negotiated funding levels and rates to be regularly reviewed Ensure support, in the form of a transition worker, is available to the rangatahi to help them negotiate the LAA, and meet their needs and goals as described in their transition plan Promptly investigate or assess any allegation of abuse, and provide a copy of the report to the Care Partner if there are children in care or other children also living at the house and a Report of Concern is generated Promptly investigate the approval status of the caregiver if Police are investigating an allegation of abuse against rangatahi living under the entitlement of remaining or returning to, living with a caregiver. A copy of the report will be provided to the Care Partner. Promptly investigate the approval status of the caregiver if Police decide not investigate an allegation of abuse, but concerns remain that the living arrangement is detrimental. A copy of the report will be provided to the Care Partner. The National Contact Centre can support the rangatahi to make an informed decision

<ul style="list-style-type: none"> • Review the caregiver support plan regularly, and whenever it is identified that the caregiver’s needs have changed. The caregiver’s support plan must also be reviewed if an allegation is made that a rangatahi in their care has suffered abuse • Provide support to caregivers to assist them to meet the needs of the rangatahi in their care and to promote the mana tamaiti of the rangatahi and their knowledge of their whakapapa, and support the practice of whanaungatanga • If an allegation of abuse is made against the caregiver: <ul style="list-style-type: none"> ○ Co-operate with Police on any investigation or assessment where criminal charges could be laid ○ Provide appropriate support to the caregiver ○ Carry out a caregiver review process at the end of the Police investigation or assessment, and provide a copy of the report to Oranga Tamariki • The Care Partner can support the rangatahi to make an informed decision about how to address any reported incidents of abuse and advise them of where they can get the necessary support • The Care Partner agrees to comply with the reporting requirements attached as Appendix 5, 6 and 7 to these Service Specifications. 	<p>about how to address any reported incidents of abuse and advise them of where they can get the necessary support</p>
--	---

5. REPORTING REQUIREMENTS

What reports are required by Oranga Tamariki?

Reporting is required to meet the contractual obligations set out in the Outcome Agreement. Reporting is necessary to ensure accountability to Government for the funding provided under that Outcome Agreement. Oranga Tamariki has agreed on the quantity and nature of services the funding supports, and is required to report to Government that this has been achieved.

All reporting by the Care Partner is to be sent to the Relationship Manager as specified in the Outcome Agreement.

Monthly Service Reports

The Care Partner agrees to complete a monthly service report as set out in [Appendix 5](#). A copy will also be made available to the Care Partner electronically. This Report will be sent to the Oranga Tamariki, within five Working Days of the start of the month following the month in which the Service was supplied.

Monthly Incident Report

The Care Partner agrees to complete a monthly incident report as set out in [Appendix 6](#). A copy will also be made available to the Care Partner electronically. This report will be sent to Oranga Tamariki, within five Working Days of the start of the month following the month in which the Service was supplied.

Quarterly Provider Return Report

The Care Partner will provide a quarterly provider return report as set out in the Outcome Agreement (an example attached as [Appendix 7](#)) to these Service Specifications.

The data is backed up by a narrative report. A guide to writing the narrative report is found in the Provider Return Report.

6. PARTICIPATION AND THE VIEWS OF RANGATAHI

It is expected that the Care Partner will work to actively receive feedback on their services from the rangatahi they are working with. The voice of rangatahi in the development, delivery and review of services is vital to ensure that services continue to adapt to meet their emerging needs.

Access to independent services

Rangatahi have a right to access independent services and support to express their views about matters important to them relating to their own circumstances and general matters relating to the processes and services they have experienced under the Act.

The Care Partner must ensure that the rangatahi knows about the relevant independent services and how to access them and has the support they need to express their views.

Independent services include the Oranga Tamariki [Feedback mechanism](#), the grievance process within residences (Whāia Te Māramatanga), connection and advocacy service VOYCE - Whakarongo Mai and the Children's Commissioner's Child Rights Advice Line.

Resources have been developed to support understanding and implementation of the changes. These can be viewed online here [legislation reform information](#).

APPENDIX 1: Definitions

In these Service Specifications, unless the context requires otherwise, words or phrases beginning with capital letters are defined as follows:

- “Accreditation” - The Social Services Accreditation team ensures that Care Partners have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring Care Partners meet a consistent set of standards that meet legislative and policy requirements. ‘Accreditation’ and ‘Approval’ (as referred to in the Oranga Tamariki Act 1989) are synonymous and may be used interchangeably
- “Care Partner” means the party named in point 2 under Parties to the Outcome Agreement
- “Caregiver” means a person providing care to a rangatahi, whilst in care or custody, or under a support arrangement from 18 – 21 years
- “Child” and “young person” derive their meanings from the Oranga Tamariki Act 1989, and “children” and “young people” shall be construed accordingly (see tamariki below)
- “Identity and cultural needs” means things that help establish and develop the identity of rangatahi including cultural identity, whakapapa, gender identity, sexual orientation, disability needs, spirituality or religion and their language knowledge and practise (National Care Standards, (s)5, 1989)
- “Living Arrangement Agreement” means an agreement between the caregiver and the rangatahi regarding the terms on which the Rangatahi will live with the caregiver. Also referred to as a ‘Support Arrangement’ to reflect the wording of the Oranga Tamariki Act 1989)
- “Mana tamaiti means the intrinsic value and inherent dignity derived from a rangatahi’s whakapapa (genealogy) and their belonging to a whānau, hapū, iwi or family group, in accordance with tikanga Māori or its equivalent in the culture of the child or rangatahi
- “Oranga Tamariki” means Oranga Tamariki—Ministry for Children, which is the Purchasing Agency under the Outcome Agreement
- “Oranga Tamariki Social Worker” means a person employed by Oranga Tamariki under the Government workforce policy and personnel provisions (Part 5) of the State Sector Act 1988 as a social worker
- “Rangatahi” means any young person aged from 15 up to 25 years of age.
- “Service” means the service as described in these service specifications
- “Transition Plan” means a plan developed with the rangatahi by the Social Worker (whilst in care or custody) or the Care Partner (once discharged) that details the goals the rangatahi would like to achieve, what support they need, how this will be provided, who will take responsibility and the timeline required to achieve the outcome.
- “Transition Worker” means a person employed to work alongside rangatahi as they transition to adulthood
- “Whakapapa” in relation to a person means the multi-generational kinship relationships that help to describe who the person is in terms of their mātua (parents), and tūpuna (ancestors), from whom they descend

- “Whānaungatanga” in relation to a person means (a) the purposeful carrying out of responsibilities based on obligations to whakapapa: (b) the kinship that provides the foundations for reciprocal obligations and responsibilities to be met: (c) the wider kinship ties that need to be protected and maintained to ensure the maintenance and protection of their sense of belonging, identity, and connection.

APPENDIX 2: Care Partner Feedback Form

Care Partner Feedback Form		
Please email to your Relationship Manager		
Name of service		
Summary of, and reasons for, suggested change		
Topic	Reference (section/page)	Suggested change/description
Contact name:		Position:
Care Partner name:		
Care Partner email:		
Care Partner phone:		Date submitted:

APPENDIX 3: Template for the Living Arrangement Agreement



Living Arrangement Agreement

(Voluntary Remain/Return Living Arrangement under section 386AAE Oranga Tamariki Act 1989)

We _____ (young adult's name) and _____
(caregiver's name) agree to enter this "Living Arrangement Agreement"

- We understand that this living arrangement is voluntary and can continue until the young adult turns 21.
- The caregiver agrees to take part in the young adult's transition plan.
- We agree to respect each other and follow any agreed house rules.
- The young adult will make a weekly contribution of \$ _____ to the household costs. This will be paid every _____ (day of the week).
- This Living Arrangement Agreement will continue until _____.
- _____ weeks notice to end this Living Arrangement Agreement will be given by either the caregiver or young adult.
- The Living Arrangement Agreement will be reviewed on _____.

Young adult:

Signature _____ Name _____ Date _____

Caregiver:

Signature _____ Name _____ Date _____

Signature _____ Name _____ Date _____

With the support of:

Signature _____ Name _____ Date _____

Signature _____ Name _____ Date _____

Signature _____ Name _____ Date _____

Oranga Tamariki Representative:

On behalf of Oranga Tamariki, I _____ (name) agree to ensure that the amount of \$ _____ (agreed amount) will be given to the young adult to support this Living Arrangement Agreement.

Signature _____ Name _____ Date _____

APPENDIX 4: Standards for Approving and Monitoring Living Arrangement Agreements

“The Oranga Tamariki (National Care Standards and Related Matters) Regulations 2018 do not apply to young people aged 18 or over living with a caregiver under a Living Arrangement Agreement. However, some of the National Care Standards requirements provide a useful proxy of good practice when young people are living with a caregiver and are therefore extended at an operational level through this document.

Requirements for Approval

In order to approve the Living Arrangement Agreement, the Care Partner must be confident that the following requirements have been met.

Assessment and approval of prospective caregivers

1 Information to be provided to prospective caregivers

- (1) The Care Partner must ensure that information is provided to a prospective caregiver to enable them and their household to understand the role of a caregiver and what will be expected of them.
- (2) The information provided under sub-clause (1) must include information about the following:
 - (a) the assessment and approval process for caregivers, including the criteria to be applied in determining whether to approve an application to be a caregiver:
 - (b) the level of care expected from the caregiver, and what will happen if that is not provided:
 - (c) the impact that caregiving may have on the caregiver’s household (including the caregiver’s children) and the caregiver’s life:
 - (d) the support, training, and resources that will be available to the caregiver to support the caregiver to provide care (including information about what financial support and respite care is available):
 - (e) the importance of the caregiver informing the Care Partner whenever there is a significant change in the circumstances or membership of the caregiver’s household:
 - (f) the effects of trauma on a rangatahi’s behaviour and development, and available services or other steps to support recovery and prevent further trauma:
 - (g) the appropriate behaviour management to be provided by the caregiver:
 - (h) the primacy of the rangatahi’s best interests in decision making that affects them, and the importance of their views and their participation in those decisions:
 - (i) the decisions a caregiver can and cannot make, and the decisions a rangatahi can and cannot make, about day-to-day living arrangements:
 - (j) a rangatahi’s right to keep a reasonable number and a reasonable type of their own personal belongings, including taonga, clothing, a suitable bag, bedding, and a rangatahi’s right to have somewhere to store their belongings:
 - (k) the need for connection between the rangatahi and their family, whānau, hapū, iwi, and family group and how this will be facilitated:
 - (l) the rights of legal guardians and how these are preserved:
 - (m) how a rangatahi can make a complaint, and how the caregiver can support a rangatahi to make a complaint, and what support is available to the caregiver if a complaint is made against them by a rangatahi:
 - (n) how a caregiver can make a complaint.

Assessment and approval process

2 Assessment of prospective caregivers and their households

- (1) The assessment of a prospective caregiver includes an assessment of their household and certain persons (described in [requirement 5\(2\)\(c\)](#)) who have connections with the caregiver or their household.
- (2) A prospective caregiver and their household may be assessed—
 - (a) in relation to their suitability to care for a particular rangatahi; or
 - (b) in relation to their suitability in general to care for rangatahi.
- (3) If a prospective caregiver and their household are assessed in the general way referred to in sub-clause (2)(b), every reference to a particular rangatahi in requirements 3 to 12 must be read as if the reference were to rangatahi in general.

3 Purpose of assessment of prospective caregiver and their household

The purpose of assessing a prospective caregiver and their household before a rangatahi is placed with that caregiver is to enable the Care Partner to determine the extent to which the prospective caregiver—

- (a) is likely to be a suitable caregiver who is able to provide an appropriate standard of care to the rangatahi; and
- (b) is able to provide a safe, stable, and loving home for the rangatahi; and
- (c) is able to meet the needs of the rangatahi; and
- (d) is able to promote mana tamaiti (tamariki) and acknowledge the whakapapa and support the practice of whanaungatanga in relation to the rangatahi.

4 When assessment must be completed

The Care Partner must ensure that an assessment of a prospective caregiver and their household is or has recently been undertaken before a rangatahi is placed with the caregiver.

Requirements of assessment

5 Nature of assessment

- (1) The assessment required by requirement 4 must include suitability checks of a relevant individual, including—
 - (a) confirmation of the person's identity under requirement 8; and
 - (b) a Police vet carried out under requirement 9; and
 - (c) the consideration of other information provided under requirement 10; and
 - (d) a risk assessment under requirement 11.
- (2) In this requirement, relevant individual means a person who—
 - (a) is a caregiver or is proposed to be a caregiver (a **prospective caregiver**); or
 - (b) is a member of that prospective caregiver's household who is aged 18 years or older and has consented to a Police vet; or
 - (c) is a person aged 18 years or older who has connections to the prospective caregiver or their household and who—
 - (i) is likely to have regular unsupervised or overnight contact with a rangatahi; and
 - (i) is a person who the Care Partner considers should undergo suitability checking; and
 - (ii) has consented to a Police vet.
- (3) The Care Partner must also carry out an assessment of the suitability of the caregiving household as a whole, using the process set out in requirement 12.

6 Approval of prospective caregivers

After an assessment of a prospective caregiver under requirement 4 is completed, the Care Partner must—

- (a) approve the person assessed as a caregiver; or
- (b) decide not to approve the person assessed as a caregiver.

7 Periodic review of approvals

- (1) Once a person is approved as a caregiver, that approval must be reviewed every 2 years.
- (2) The Care Partner may at any time decide to review an approval if—
 - (a) there is a significant change in the circumstances of the caregiver or the household of the caregiver; or
 - (b) the Care Partner decides that a review of an approval is warranted.
- (3) The process set out in requirements 4, 5 and 6 must be undertaken at each review of an approval.
- (4) The Care Partner must ensure that a person in respect of whom a Police vet is being undertaken under requirement 9 confirms whether, since they were last subject to Police vetting, their name has changed to a name that is different from the name on any document they produced under requirement 8(1)(b).
- (5) If, under subclause (4), a person confirms that there has been a change in their name, the Care Partner must require the person to confirm their identity by producing a supporting name-change document as evidence of their name change.

Matters to be considered in determining suitability for approval

8 Identity confirmation

- (1) The Care Partner must ensure that a person in respect of whom a suitability check is being undertaken under this subpart is able to confirm their identity by—
 - (a) using an electronic identity credential within the meaning of [section 8](#) of the Electronic Identity Verification Act 2012; or
 - (b) producing the original of—
 - (i) a primary identity document; and
 - (ii) a secondary identity document.
- (2) If neither of the documents produced by a person under subclause (1)(b) contains a photograph of the person, the Care Partner must ensure that the person—
 - (a) produces, together with those documents,—
 - (i) a photograph of themselves authenticated by an identity referee; or
 - (ii) a verification statement signed and dated by an identity referee that verifies that the primary identity document produced by the person relates to that person; and
 - (b) provides the name and contact details of the identity referee.
- (3) If a person's name is different from the person's name on a document produced under subclause (1)(b)(i) or (ii), the Care Partner must require the person to produce, together with that document, a supporting name-change document as evidence of the person's name change.

9 Police vet

- (1) The Care Partner must ensure that a Police vet of a person in respect of whom a suitability check is being undertaken under requirement 4 is obtained from the New Zealand Police Vetting Service.
- (2) The Care Partner may require a Police vet more frequently than required by subclause (1) if the Care Partner considers it appropriate to do so in the circumstances.

10 Other information

- (1) The Care Partner must, for any person in respect of whom a suitability check is being undertaken under this subpart,—
 - (a) require the person to provide the following information (either in an interview or by providing documents):

- (i) a list of their residential addresses for the preceding 5 years; and
 - (ii) the name of at least 1 referee who is not related to the person and not part of the person's extended family, and the name of at least 1 referee who is a member of the person's extended family; and
 - (iii) in the case of a prospective caregiver only (and not members of their household), their immigration status; and
 - (iv) any other information that the Care Partner considers relevant to an assessment of the person under requirement 4; and
- (b) interview the person for the purpose of obtaining information relevant to an assessment of the person under requirement 4; and
 - (c) ensure that a search is undertaken of the records held by Oranga Tamariki—Ministry for Children for information about the person.
- (2) The Care Partner must contact at least 2 referees named by the person under subclause (1)(a)(ii) to request any information held by, or known to, the referee that is or may be relevant to an assessment of the person under requirement 4.

11 Risk assessment

- (1) The Care Partner must ensure that the Police vet undertaken under requirement 9 is taken into account in assessing—
- (a) the suitability of a prospective caregiver to be approved as a caregiver; and
 - (b) whether any member of a prospective caregiver's household described in requirement 5(2)(b) or a person described in requirement 5(2)(c) poses an undue risk.
- (2) The Care Partner must assess a person in respect of whom a Police vet is undertaken, or being undertaken, under requirement 9 to determine—
- (a) whether the person poses, or would pose, any risk to the safety of children or rangatahis as a prospective caregiver or as a member of a caregiver's household, or as a person connected to the prospective caregiver or their household; and
 - (b) if the person does, or would, pose such a risk, the extent of that risk, having regard to whether the person is a prospective caregiver or caregiver, or a member of a caregiver's household or a person connected to the prospective caregiver or their household.

12 Assessment of other matters

The Care Partner must ensure that there is an assessment of—

- (a) other relevant matters, including the following:
 - (i) the prospective transition to independence caregiver's experience, skills, (including cultural competency), and attitudes that are relevant to their ability to provide care for a rangatahi:
 - (ii) the safety, adequacy, and appropriateness of the physical caregiving environment:
 - (iii) the needs, strengths, and circumstances of the prospective caregiver and their household:
 - (iv) the needs for support for, and building the capability of, the prospective caregiver and their household:
 - (v) the identity of the persons who are in the prospective caregiver's household and the identity of persons aged over 18 years who have connections with the caregiver or the caregiver's household and have regular unsupervised or overnight contact with the rangatahi; and
- (b) the likely effects of a placement of a rangatahi with a particular household on—
 - (i) the rangatahi; and
 - (ii) the household.

13 Matching the rangatahi and the caregiver

- (1) The relationship between the rangatahi and caregiver is based on positive connection, matching the rangatahi to the right caregiver, and giving priority to the needs of the rangatahi in their transition to

adulthood.

- (2) Before entering the Living Arrangement Agreement the rangatahi and caregiver have had the opportunity to meet and get to know each other, if the arrangement is not with a rangatahi's existing or previous caregiver.

14 Supporting the caregiver to negotiate and agree the Living Arrangement Agreement

- (1) Before entering the Living Arrangement Agreement, the rangatahi and caregiver have had the opportunity to:
- (a) discuss and agree expectations and house rules, including arrangements for board payments and board top-up payments, what should happen in the event of a late or non-payment of board by the rangatahi, when a board payment will cease to be paid, if the rangatahi leaves the living arrangement, and what steps they can take if conflict arises between them;
 - (b) discuss the arrangement with their support people, which may include their social worker, transition worker, caregiver social worker, and whānau; and
 - (c) each have their views heard.
- (2) The Living Arrangement Agreement includes steps the caregiver will take to support the rangatahi to become increasingly independent, where this is appropriate for that rangatahi. This may include support to:
- (a) be healthy, both physically and mentally;
 - (b) manage the effects of trauma;
 - (c) address any disability needs the rangatahi has;
 - (d) maintain or strengthen connection with family, whānau, hapū, iwi and family group;
 - (e) address the rangatahi's cultural identity and connection needs;
 - (f) develop life skills, financial literacy, and positive social and community connections;
 - (g) gain work experience; and
 - (h) engage with further education.

Caregiver support

15 Caregiver support plans

The purpose of a caregiver support plan is to—

- (a) ensure that the placement with the caregiver meets the needs of the rangatahi in the caregiver's care; and
- (b) identify any additional support or training that is required by the caregiver.

16 When a caregiver support plan must be completed

The Care Partner must ensure that a plan is developed to support a caregiver—

- (a) as soon as practicable after a Living Arrangement Agreement is made; and
- (b) if possible, before the rangatahi commences living with the caregiver.

17 Content of caregiver support plan

- (1) The caregiver support plan must be based on the caregiver's suitability assessment under requirement 4 and take account of any training already attended.
- (2) The caregiver support plan must include a description of—
- (a) the support that will be provided to assist the caregiver and the caregiving household to meet the needs of the rangatahi who lives with the caregiver; and
 - (b) the training that will be provided to the caregiver to maintain or develop their capability as a caregiver to meet the needs of the rangatahi who lives with them; and
 - (c) how often the caregiver will be visited by a caregiver social worker (and the reasons for that

- chosen frequency); and
- (d) the frequency (and the reasons for that frequency) of reviews to be undertaken by or on behalf of the Care Partner of the caregiver's—
 - (i) approval to act as a caregiver; and
 - (ii) support plan.

- (3) The frequency of visits by a caregiver social worker to a caregiver and reviews of the caregiver support plans must reflect the needs of the caregiving household.

Information to be provided when the Living Arrangement Agreement commences

18 Information to be provided to the caregiver and rangatahi

- (1) The rangatahi and caregiver understand that, when the rangatahi leaves the living arrangement, the board top-up will cease to be paid.
- (2) The signed Living Arrangement Agreement, rangatahi's plan (that includes their transition needs) and caregiver support plan are available to the rangatahi, caregiver and the Care Partner.
- (3) The rangatahi and caregiver have been provided with a copy of these requirements and standards, and know what to do if they think the living arrangement no longer meets the standards or their needs, or wish to provide feedback, raise issues of concern or make a complaint.

19 Information to be provided to caregiver

- (1) The Care Partner must ensure that a caregiver is provided with information to assist them to understand their role and responsibilities in meeting the needs of the rangatahi living with them.
- (2) The information that is available before the Living Arrangement Agreement commences, must be provided to the caregiver before it commences and the remaining information must be provided to the caregiver as soon as practicable after it is obtained.
- (3) The information must be comprehensive and be in a form that the caregiver can easily understand, appropriate considering the rangatahi's wishes, and should include the following:
 - (a) a copy of any current plan for the rangatahi:
 - (b) information about the child's or rangatahi's needs, and in particular any critical information relevant to the child's or rangatahi's immediate needs (for example, details of allergies, medications being taken by the rangatahi, and any disability needs):
 - (c) information about access to assistance:
 - (d) information about the rangatahi's wishes, strengths, preferences, and behaviour:
 - (e) relevant information about the rangatahi's family, whānau, hapū, iwi, family group, and cultural background that the rangatahi:
 - (f) information about how often the rangatahi will be visited by their transition worker:
 - (g) information about the rangatahi's ongoing planned contact with their family, whānau, hapū, iwi, and family group and the persons identified as important to or for the rangatahi in their plan:
 - (h) any other information the caregiver and caregiving household members need to know to keep them and the rangatahi safe:
 - (i) information about support available that is relevant to providing care for the particular rangatahi (for example, if caring for a rangatahi with a disability or with particular cultural needs; or if the rangatahi has a child, that child's subsequent needs).

Requirements for Monitoring

20 Requirements for monitoring

- (1) The Care Partner must regularly (expected to be at least once a month for the first six months) monitor the operation of all Living Arrangement Agreements against Standards 1 to 12, through ongoing interactions between the rangatahi and their transition worker, and the caregiver and caregiver social

worker, to ensure:

- (a) it is not detrimental to the rangatahi's wellbeing;
 - (b) it provides a quality living environment for the rangatahi;
 - (c) it supports the rangatahi's transition to independence;
 - (d) it meets these standards; and
 - (e) that any additional support the rangatahi needs is identified.
- (2) The results of monitoring must be recorded in a manner consistent with operational requirements and these must be shared with the rangatahi and caregiver.

Standards

1 Supporting the central relationship between the rangatahi and caregiver

The Care Partner provides support to maintain and strengthen the central relationship between the rangatahi and caregiver.

2 Rangatahi's voice

The rangatahi is encouraged and assisted, wherever practicable, to express their views on matters relating to the Living Arrangement Agreement and wider living arrangement, and their views are respected and taken into account.

3 Whānau connection

Where appropriate and consistent with the rangatahi's wishes:

- (a) the caregiver supports the rangatahi to maintain or strengthen their sense of belonging and cultural identity through connections to whānau, hapū, iwi and family group;
- (b) the rangatahi's whānau, hapū, iwi and family group are involved in decision-making about their rangatahi.

4 Moving towards independence

- (1) The rangatahi and caregiver actively participate, where appropriate, in transition planning and agreed actions alongside the transition worker.
- (2) The caregiver supports the rangatahi to meet their needs, and to become increasingly independent.

Caregiver support and resources

5 Review of caregiver support plan

- (1) The Care Partner ensures that each caregiver's support plan is—
 - (a) regularly reviewed to—
 - (i) ensure that the placement with the caregiver is able to meet the needs of the rangatahi living with them; and
 - (ii) identify any additional support or training that is required by the caregiver; and
 - (b) reviewed if, as a result of a visit by a caregiver social worker, it is identified that the caregiver's needs have changed.
- (2) The Care Partner also ensures that a caregiver's support plan is reviewed if there is an allegation that a rangatahi living with the caregiver has suffered abuse.

Caregiver support and capability building

6 Provision of support to caregivers

- (1) The Care Partner ensures that caregivers receive support and capability building to assist them to—
 - (a) meet the needs of the rangatahi living with them; and

- (b) sustain their support for the rangatahi and the living arrangement
 - (c) enable them to take part in the agreed actions and aspirations identified in the transition planning discussions
 - (d) promote the rangatahi's mana tamaiti (tamariki) and their knowledge of their whakapapa, and to support the practice of whanaungatanga.
- (2) The support to be provided may include the following:
- (a) access to training to maintain or develop the caregiver's capability in caregiving:
 - (b) financial assistance:
 - (c) access to respite care:
 - (d) access to advice and assistance:
 - (e) access to a support person (including access to an alternative support person when the primary support person is unavailable).
- (3) A caregiver may request the Care Partner to provide support to assist them to carry out their caregiving duties.
- (4) Support must be provided under this standard or any of standards 7 to 9 to a caregiver, and to a level that the Care Partner considers reasonable and practicable in the circumstances.
- (5) A support person who is provided for a caregiver under this standard—
- (a) must be able to help the caregiver understand their role as a caregiver and what is expected of them; and
 - (b) wherever possible, should be able to provide practical, emotional, and advocacy support to the caregiver.

7 Support for maintaining whānau connections

The Care Partner provides any support required to enable a caregiver to—

- (a) understand the importance for the rangatahi in establishing, maintaining, and strengthening relationships with their family, whānau, hapū, iwi, and family group; and
- (b) understand the arrangements for establishing, maintaining, and strengthening connections with family, whānau, hapū, iwi, and family group, as set out in the plan for the rangatahi, including how the caregiver can support the rangatahi to establish, maintain, and strengthen those connections; and
- (c) facilitate the rangatahi's participation in contact arrangements with their family, whānau, hapū, iwi, and family group (as set out in the rangatahi's plan).

8 Support for education

The Care Partner provides any support required to enable a caregiver to—

- (a) understand the things they should do to encourage and support the rangatahi's educational activities and progress; and
- (b) support the rangatahi's learning through the home environment and other informal learning by providing additional resources, where appropriate.

9 Support for culture and identity

The Care Partner provides any support required to enable the caregiver to—

- (a) promote the identity and culture of the rangatahi living with them (for example through access to te reo Māori, cultural competence training, and tikanga training); and
- (b) understand and respect the personal choices of the rangatahi with respect to their identity and culture, including—
 - (i) what name they wish to be addressed by; and
 - (ii) the appearance of, and clothing worn by, the rangatahi (to the extent that freedom of choice is consistent with the rangatahi's best interests); and
- (c) enable the rangatahi to attend or participate in cultural events relevant to their culture and identity.

10 Board payment

- (1) Any board top-up is being paid by the Care Partner to the rangatahi or caregiver as per the agreed conditions of the Living Arrangement Agreement and this is documented.
- (2) Board is being paid to the caregiver as per the agreed conditions of the Living Arrangement Agreement.

Support for complaints, feedback, and raising issues of concern

11 Support for making a complaint, providing feedback, or raising issues of concern

- (1) The Care Partner ensures that a rangatahi who wishes to make a complaint or provide feedback or raise issues of concern receives sufficient support, if required, to enable them to do so.
- (2) The support required by subclause (1), in relation to a rangatahi who is considering making a complaint, includes helping them to—
 - (a) understand the complaint process; and
 - (b) make a complaint; and
 - (c) understand the possible outcomes of making a complaint.
- (3) The Care Partner ensures that if a rangatahi makes a complaint, the outcome of the Care Partner's assessment of the complaint and the actions that are taken as a result of that assessment are explained to the rangatahi.

Transparency and information sharing

12 Transparency and information sharing

Relevant information concerning the Living Arrangement Agreement is shared with, and available to, the rangatahi, and the caregiver.

APPENDIX 5: Monthly Service Report

Monthly Bednight Usage Form: ETRR																		
Provider No: XXXX		Date from: 1 July 2019			Signed By:													
Contract No: XXXXX		Date to: 30 June 2019			Position:													
Provider Name: XXXXX		Financial Year: F2020																
No	Name of rangatahi	Start Date of ETRR	Discharge Date	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	SW Initials	Comments
C/YP		Total Bednights		0	0	0	0	0	0	0	0	0	0	0	0	0		
1																		
2																		
3																		
4																		
5																		
6	Care Partner																	
7																		
8																		
9																		
10																		

APPENDIX 6: Monthly Incident Report

Care Partner Name:			MONTHLY: (e.g. 1 July 2019 to 31 July 2019)	
Name of Rangatahi	Date	Significant or Serious Incident -Describe incident	Describe Mitigation strategies which are being implemented to prevent recurrence of incident	Other relevant information
John Doe	12 July 2018	Serious – assaulted caregiver when not allowed to go out at night. Caregiver required hospital visit and stitches.	John is working with his transition worker on his anger management	Contacted social worker and Police called

APPENDIX 7: Quarterly Care Partner Return Report

Report Due Dates
10 October
05 December
10 April
10 July

Signed by: _____

Date: _____

Name: _____

Position: _____

Description of Service	Performance Measures (during the reporting period)	Quantity of Service	1 July 20XX- 30 September 20XX	1 July 20XX - 30 November 20XX	1 July 20XX - 31 March 20XX	1 July 20XX- 30 June 20XX
Generic service description only Provision of service to ensure a rangatahi can remain or return to living with a caregiver	Total number of bednights	Report actual				
	Total number of young people	Report actual				
	Total number of new young people to the service	Report actual				
	Total number of young people leaving the service	Report actual				

Care Partner Narrative Report

What is the “story behind the data”? (E.g. environmental factors impacting on client results including issues, gaps, overlaps and trends).

What are your areas for improvement towards achieving better results for clients (continuous improvement)?

Who are your partners that help you achieve results, and what joint activities have you participated in?

What combination of services do you think is most effective for your clients (if applicable)? Are there needed services which are not available? Are there access barriers?

Provide examples of strategies or practices used to encourage ‘hard to reach’ clients to engage.

Provide an explanation of the variances (if any) between the volumes contracted and volumes delivered.

Guidance notes:

This information could be sourced through client (or agencies) feedback forms, provider assessments and service evaluations.

In providing the narrative, consider the following:

- Background and presenting problems
- The types of support given to bring about change
- The changes or differences made by the client or community e.g. knowledge, skills, attitude, behaviour and life circumstances.