

Permanent Caregiver Support Service
Service Specifications April 2022 updated 7 April 2022

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1. About these service specifications

Who are these specifications for?

These specifications are for the Provider that Oranga Tamariki–Ministry for Children, contracts with to provide services.

Outcome Agreements with Providers for these services require that they are delivered in accordance with these specifications. These service specifications are a living document and may be varied at the discretion of Oranga Tamariki. These service specifications form part of the Outcome Agreement.

What is the purpose of these specifications?

The specifications provide:

- a set of commonly agreed practice principles and values to guide service delivery
- detailed information about service delivery and practice
- a resource tool to help deliver the services consistently
- a resource tool to assist in meeting the desired service outcomes
- a way to improve our responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement.

How should these specifications be used?

These specifications should be seen as setting the minimum standard for service delivery. Each Provider can develop a service that reflects their organisation’s philosophical base, incorporating local need and the culture from which it works. You should use them to assist you to competently deliver the service according to the Outcome Agreement requirements.

How must we ensure the Permanent Caregiver Support Service affirms Mana Tamaiti

The Purchasing Agency is required to ensure that its policies and practices have regard to mana tamaiti, whakapapa and whanaungatanga. When providing the PCSS under these Service Guidelines, the Provider must also have regard to mana tamaiti, whakapapa and whanaungatanga for Children and Young People.

Mana tamaiti (tamariki) – means the intrinsic value and inherent dignity derived from a Child’s or Young Person’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 Young Person

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

Whanaungatanga, 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.

In providing the PCSS, the Provider should seek to reduce disparities for tamariki Māori.

Ensure tamariki Māori and their whānau, hapū and iwi participate in decisions affecting them at the earliest opportunity

Facilitate support to meet the needs of tamariki to establish, maintain, or strengthen their cultural identity and their connections to whānau, hapū and iwi

When appropriate support is provided to strengthen and assist tamariki Māori and their whānau to prepare for their permanency goal or transition into the community

Will these specifications be revised?

This document is a living document and will be updated as required. Oranga Tamariki staff will consult with the Provider when making updates or changes to these specifications, as it forms part of the Outcome Agreement. Feedback on the specifications is welcome at any time and can be sent to the PCSS Contract Manager or Partnership Manager at Oranga Tamariki national office.

Where can you go for further information?

For further information on these specifications please contact your Oranga Tamariki Contract Manager as identified in your Outcome Agreement.

2. Definitions

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

“Approval” means approval by Oranga Tamariki under section 403 of the Oranga Tamariki Act 1989, and “Approved” has a corresponding meaning.

“Chief Executive” means the Chief Executive of Oranga Tamariki–Ministry for Children.

“Child” and **“Young Person”** derive their meanings from the Oranga Tamariki Act 1989.

“Family Group Conference” means a meeting convened or reconvened by a care and protection coordinator in accordance with section 20 of the Oranga Tamariki Act 1989.

“Oranga Tamariki Site Manager” means the manager responsible for the budget and the Oranga Tamariki Social Workers in a given geographic location.

“Oranga Tamariki Site Office” means the local operations site of Oranga Tamariki and Site has a corresponding meaning.

“Oranga Tamariki Social Worker” means a person employed by Oranga Tamariki under Part 5 of the State Sector Act 1988 as a social worker.

“Outcome Agreement” means the contract entered into by the Provider and Oranga Tamariki for these Services.

“Permanent Caregiver” means a caregiver as defined in the Oranga Tamariki Act amendment as:

- a) a special guardian; or
- b) a person
 - i) appointed as a guardian of the child or young person under section 27 of the Care of Children Act 2004, where that appointment was made in substitution for an order under section 78, 101 or 110 of this Act and
 - ii) who has the day-to-day care of the child or young person pursuant to a parenting order made under section 48 of the Care of Children Act 2004 or because there is no other guardian who has the day-to-day care of the child or young person.

“Permanent Caregiver” also includes “Whānau Caregivers (taking care in substitution for previous custody status to Chief Executive)” who have committed to care for a child or young person permanently. This decision must be agreed by Oranga Tamariki and the whānau using an appropriate comprehensive decision-making process such as a family group conference, hui ā-whānau or family meeting prior to the discharge of custody under section 78, 101, 102 or 110(2)(a), or the expiry of an agreement under section 140 of the Oranga Tamariki Act 1989.

“Permanent Care Support Plan” means the plan agreed with the Permanent Caregiver, the Oranga Tamariki Social Worker and the PCSS social worker and any other relevant parties.

“Services” means the services to be provided by the Provider and **“Service”** has a corresponding meaning;

“Te Toka Tumoana” means the Indigenous and Bi-Cultural Principled Framework for working with Tamariki and whānau Māori.

3. Relationships

What are the principles that underpin the relationship between Oranga Tamariki the Provider and the client?

For this relationship to be successful, it is essential that all parties collaborate to ensure the services are effective and accessible. The following principles guide all dealings under this Outcome Agreement. The parties agree to:

- act honestly and in good faith
- communicate openly and in a timely manner
- work in a collaborative and constructive manner
- recognise each other's responsibilities
- encourage quality and innovation to achieve positive outcomes
- support the principles of the Code of Funding Practice (Link: <http://www.communitymatters.govt.nz/Promoting-good-practice>).

Cultural awareness

- Each party recognises the needs of all people, including Māori, Pacific, ethnic communities, and all other communities to have services that are inclusive and which respond to their diverse needs.

Accessibility

Each party recognises that increased participation is supported by enhanced accessibility and recognises the diverse needs of all people, through:

- ease of communication
- flow of information
- physical accessibility.

Social Sector Accreditation Standards

Providers delivering PCSS are required to meet Level Three, accreditation standards assessed by Te Kāhui Kāhu, the Ministry's Accreditation Service. Providers are required to maintain their Approval Level according to the Ministry's relevant Approval and Accreditation Standards.

4. About Permanent Caregiver Support Services

What is the legislative framework of the Permanent Caregiver Support Service?

The Chief Executive (CE) of Oranga Tamariki is required to assist permanent caregivers in specific circumstances. The intent of this is to support permanent caregivers to meet the needs of children and young people who have left Oranga Tamariki custody. Section 388A(1) enables the CE to exercise discretion in providing financial and other assistance to permanent caregivers in assisting them to care for a child or young person.

Section 388A(2) obliges the CE to provide of financial and other assistance to permanent caregivers of children and young people that:

- arises as a result of the child's or young person's care and protection needs, or as a result of extraordinary health, education, or developmental needs
- is more than what is reasonable to expect the caregiver to fund
- cannot be met by existing sources of support and is unlikely to be provided otherwise
- is reasonable to be provided by the CE in the circumstances
- is consistent with any general or special directions given to the CE in writing by the Minister.

The new obligation will:

- provide a clear process for obtaining support after a child or young person has left the care of Oranga Tamariki
- be fair and promote transparent and consistent decision-making
- clarify what is reasonable to expect the CE to fund
- provide an internal review and appeal process if the Permanent Caregivers are dissatisfied with the CE's decision.

Oranga Tamariki has decided to delegate its responsibilities under section 388A(2) to an outside agency (Provider). The Minister for Children agreed to this delegation in a Ministerial Direction dated 26 June 2019. Oranga Tamariki will provide resources to support the execution of this delegation by the Provider.

Guiding Principles and Outcomes

Five guiding principles from Te Toka Tumoana underpin permanency planning for children and young people. These principles guide practice and assist in identifying and focusing on the outcomes we seek for all permanent caregiving arrangements.

1. **Kaitiakitanga:** is the overarching principle when working with mokopuna in care. Kaitiakitanga describes the concepts of guardianship, protection, and care. It refers to the roles, responsibilities, and obligations to protect, keep safe, support, and sustain.
2. **Whakamanawa:** describes how mokopuna are supported in reaching their full potential while developing the positive and unique characteristics of themselves, their whānau and culture. Whakamanawa highlights the need to build the true potential of a person by encouraging the strengthening of their own prestige, authority, control, power, influence, status, self-esteem, spiritual power, and charisma.
3. **Manaakitanga:** means to raise one's mana (manaaki) through generosity. It is showing kindness, caring for others, treating people with respect, and nurturing and elevating the personal qualities of others we have a relationship with.
4. **Whakapapa:** recognises that mokopuna are connected to people, places, events, activities, significant values, ideologies, and beliefs. Even when mokopuna cannot be returned home, or placed with family/whānau, they need to remain connected, or be reconnected to whānau or others that are significant to them. This includes the need to build new relationships and connections where necessary.
5. **Tikanga:** describes the customs, habits, methods, and practices that are part of the acceptable conventional ways of engaging with each other. This principle highlights the need to support mokopuna and their whānau by recognising their tikanga in our interactions, activities, and engagements.

The outcomes sought through the PCSS, and Permanent Care Support Plans are that:

- Permanent caregivers are able to meet the health, education and developmental needs of the children and young people they have in their care
- Support for permanent caregivers is easily accessible and consistently applied
- Permanent placements remain stable.
- Funding would be what is reasonable to expect the CE to fund

What is the Permanent Caregiver Support Service about?

The PCSS coordinates and administers post permanency support to:

- As per the definition in section 2 of the Oranga Tamariki Act, permanent Caregivers who obtain:
 - special guardianship under s113 Oranga Tamariki Act, or
 - court-appointed guardianship under s27 of the Care of Children Act 2004, where that appointment was made in substitution for an order or agreement under sections 78, 101, 110 or 140 of the Oranga Tamariki Act, and they hold a parenting order under s48 of the Care of Children Act 2004 because there is no other guardian who has the day-to-day care of the child or young person.
- “Whānau Caregivers (taking care in substitution for previous custody status to Chief Executive)” who have committed to care for a child or young person permanently. This decision must be agreed by Oranga Tamariki and the whānau using an appropriate comprehensive decision-making process such as a family group conference, hui ā-whānau or family meeting prior to the discharge of custody under section 78, 101, 102 or 110(2)(a), or the expiry of an agreement under section 140 of the Oranga Tamariki Act 1989.
- Permanent Caregivers where the Children or Young People are leaving the custody of an Iwi Social Service (ISS), or Child and Family Support Service (CFSS) and the caregivers meet the eligibility criteria under the Oranga Tamariki Act.

The PCSS will provide the ability to purchase support packages or other assistance from a wide range of third parties. This will be on an individualised basis as agreed with the Permanent Caregiver and to meet the needs of children and young people identified in a Permanent Care Support Plan.

The agreed third-party provider(s) will be identified during the planning process and, where appropriate, involved in the development of the Permanent Care Support Plan. Where the support packages are to be delivered by an Approved Social Service or iwi provider, it is expected that they will be invited to be part of the planning process.

In finalising the plan, it is expected that the Oranga Tamariki Social Worker and the PCSS Social Worker will:

- ensure all other avenues of support are exhausted before drawing down on the PCSS funding
- wherever possible, try and uphold the Permanent Caregiver’s choice of third-party Social Service or Iwi provider
- wherever possible, utilise already contracted services before entering into a fee for service arrangement with a third party and consider the criteria laid out in s388A.

There are two distinct processes that will be administered by the PCSS which are outlined below and further detailed in the ‘Description of the Permanent caregiver Support Service’ section.

A. Oversight and review of Permanent Care Support Plans

Stability of placement is best supported through proactive planning.

A needs-led, individualised Permanent Care Support Plan will be completed for all children and young people entering permanent care. This planning is led by the Oranga Tamariki social worker with consultation as appropriate with the PCSS. The Permanent Care Support Plan will identify current needs and will be reviewed within twelve months. The Support Plan is developed in consultation with caregivers, the child or young person, their whanau, and other agencies, and is to meet identified needs that are outlined in the criteria under section 388A.

The Oranga Tamariki Social Worker will ensure the Site Manager and the PCSS Manager agree to the Support Plan before it is finalised to ensure it is deliverable and that supports are in place prior to entering permanent care. Thereafter the PCSS is responsible for ensuring that the approved Support Plan is implemented and reviewed once the plan is completed.

B. Responding to Permanent Caregiver requests for financial or other assistance under s388A of the Oranga Tamariki Act 1989

A Permanent Caregiver can seek financial or other assistance at any time in relation to a child or young person placed permanently in their care as per section 388A Oranga Tamariki Act. If a new need arises, or an existing Permanent Care Support Plan is not adequately meeting their needs, a Permanent Caregiver will approach the PCSS directly for assistance.

Decision making regarding the provision of support will be responsive to individual need, fair, consistent, and based on the best interests of the child or young person.

Decisions regarding financial and other assistance to Permanent Caregivers will be streamlined, efficient and consistent which will support the stability and security for children and young people in the PCSS programme.

Decisions regarding financial and other assistance should balance the rights of children and young people to be in safe and stable placements, and the needs of Permanent Caregivers to be supported and confident that support will be available when needed, with the CE's responsibility to use the resources available in a fair and equitable way.

The PCSS has delegated responsibility to assess the request against the criteria under section 388A and to ensure financial or other assistance is provided as deemed appropriate.

Decision making will be undertaken in a timely manner appropriate to the needs and urgency of the Permanent Caregiver and child or young person.

The PCSS will draw from a wide range of third-party providers in delivering support services where appropriate.

Who is the Client Group?

The primary client groups for the PCSS are:

Those who are deemed to be a “Permanent Caregiver.” A Permanent Caregiver is defined in the Oranga Tamariki Act as:

- a) a special guardian; or
- b) a person
 - i) appointed as a guardian of the Child or Young Person under section 27 of the Care of Children Act 2004, where that appointment was made in substitution for an order under section 78, 101 or 110 of the Oranga Tamariki Act, and
 - ii) who has the day-to-day care of the Child or Young Person pursuant to a parenting order made under section 48 of the Care of Children Act 2004 or because there is no other guardian who has the day-to-day care of the child or young person.

“Permanent Caregiver” also includes “Whānau Caregivers (taking care in substitution for previous custody status to Chief Executive)” who have committed to care for a child or young person permanently. This decision must be agreed by Oranga Tamariki and the whānau using an appropriate comprehensive decision-making process such as a family group conference, hui ā-whānau or family meeting prior to the discharge of custody under section 78, 101, 102 or 110(2)(a), or the expiry of an agreement under section 140 of the Oranga Tamariki Act 1989.

Caregivers with ongoing Oranga Tamariki Commitments

There are a number of caregivers (who were deemed to be Permanent Caregivers on 1 July 2016 and others more recently) for whom Permanent Care Support Plans were developed which contain current or contingent financial supports from Oranga Tamariki that are or will be provided in the future. The PCSS are responsible for implementing and reviewing these Plans and liaising with Oranga Tamariki where necessary on behalf of caregivers to ensure supports are delivered as planned.

5. Description of the Permanent Caregiver Support Service

Caregivers who have agreed to provide a permanent care arrangement

Referral to the PCSS will occur for caregivers newly entering permanent care arrangements (both legally and policy defined).

The Oranga Tamariki Social Worker will inform the caregivers of the role of the PCSS, including PCSS input into the planning process and PCSS's role in providing financial and other assistance under section 388A of the Oranga Tamariki Act. Informing the caregivers will also ensure that Oranga Tamariki complies with Principle 3 of the Privacy Act, which imposes an obligation to take reasonable steps to ensure that the individual concerned is aware of the purpose of collecting the information and the intended recipients of the information.

The information provided to the PCSS is incorporated in a standard referral form. This information provides the basis for initial discussion between the PCSS and Oranga Tamariki Social Workers regarding any ongoing supports or services that may be required.

The process for implementing the Permanent Care Support Plan and pre-permanency planning is as follows:

- a. Oranga Tamariki Social Worker liaises with the PCSS Social Worker to discuss the Support Plan.
- b. the Oranga Tamariki Social Worker schedules a support planning meeting in consultation with the appropriate parties. The PCSS Social Worker is invited and/or discussion occurs regarding their level of participation. This may involve one of the following options:
 - i. PCSS Social Worker is advised of the outcome following the planning meeting. This option is appropriate where the caregivers are indicating they do not require or want supports, or where a simple plan has been discussed and negotiated prior to the formal planning meeting and the PCSS Social Worker agrees with the content of the Permanent Care Support Plan
 - ii. Identified local third-party service provider attends the meeting as coordinated by Oranga Tamariki Social Worker. The agreed third-party provider(s) will be identified during the planning process and, where appropriate, involved in the development of the Permanent Care Support Plan. Where the support packages are to be delivered by an Approved Social Service or Iwi provider, it is expected that they will be invited to be part of the planning process.
- c. The Permanent Care Support Plan has specific objectives outlined detailing who will provide identified services and supports. A review date is stipulated and the responsibility to review the Support Plan is assigned to the PCSS Social Worker as appropriate.

- d. the Oranga Tamariki Social Worker will take the lead role and ensure any services and/or supports required are in place to be provided and resourced as appropriate. This may include circumstances where support has already commenced and will be completed following the making of orders, for example the final therapy session/s may occur after permanent placement is achieved. The Oranga Tamariki Site Manager will sign off and agree to pay any associated costs that they will be specifically responsible for and not paid by the PCSS.

Permanent Care Support Plans are jointly approved by the Oranga Tamariki Site Manager and PCSS Manager.

If there are any aspects of the Post-Permanency Support Plan are not agreed:

- a. The PCSS Manager or their Social Worker will engage with the Oranga Tamariki Social Worker to discuss further to reach an agreement
- b. Where agreement and approval cannot be achieved the Oranga Tamariki Site Manager and PCSS Manager will liaise and reach an agreement.

PCSS then takes over the administration of the plan once permanency is achieved.

The management and administration of the Post-Permanency Support Plan cannot be transferred to PCSS until permanency is reached; the plan will remain the responsibility of Oranga Tamariki until this time.

Financial and other assistance to Permanent Caregivers

A **request** is where a Permanent Caregiver contacts the PCSS requesting financial or other assistance:

- a. PCSS checks whether it holds all the information they require to confirm eligibility.
- b. The PCSS assesses the request and decides to meet the request (fully or in part) or refuse the request.
 - i. If face to face assessment is required to assist in determining the request, the PCSS Social Worker may seek information or assistance from an existing social service provider who is already engaged with the Permanent Caregiver, or alternatively engage the services of a local third party (Social Service or Iwi) Provider to undertake an assessment.
 - ii. If during the assessment process, a guardianship or custody issue emerges the PCSS social worker will ensure the Permanent Caregiver understands how to engage with Oranga Tamariki to manage this issue. This will often involve contacting the relevant Site Manager to facilitate follow up by Oranga Tamariki.
 - iii. If a third-party provider(s) is required to deliver support(s) to meet the request, they will be identified during the planning process and, where appropriate, involved in the development of the Post-Permanency Support Plan.
- c. A Permanent Care Support Plan is then developed following the assessment.
- d. PCSS records the rationale for the decisions made which references the legislative criteria.

- e. PCSS Social Worker informs Permanent Caregiver of decision including the rationale.
- f. Provision of support is agreed, and the Support Plan is implemented. This may include a financial payment, and/or referral to a Social Service Provider or Iwi Social Service.
- g. PCSS reviews the plan on completion of all activities in the plan.

Payment of Financial Assistance and Supports Delivered by Third Parties

As part of the management and administration of the Permanent Care Support Plan, PCSS will administer payment either directly to the caregiver or to the identified third-party provider(s). When administering payment to the third-party provider, the PCSS should ensure:

- Services/supports have been delivered as agreed in the Permanent Care Support Plan and to a high standard and,
- Costs associated with delivering the service/supports are actual and reasonable.

Care Plan Reviews

When the Support Plan is due for review, the PCSS social worker will make contact with the Permanent Caregiver to review the plan. This review will form part of assessing the on-going needs of the Permanent Caregiver to continue to provide a safe and secure placement that supports the physical, emotional, and cultural wellbeing of the child or young person, including consideration of mana tamaiti, whakapapa and whanaungatanga.

When the young person reaches 18 years of age, the Care Plan ends for the young person as they no longer meet the criteria to access the PCSS.

Review of decision

When a Permanent Caregiver makes a request under section 388A(2) but is dissatisfied with the decision made, they can request a review of that decision under section 389A.

The decision would have been made in response to requests for financial and other assistance where the CE is obliged to provide support against the section 388A(2) criteria. The decision would have been confirmed in writing to the Permanent Caregiver by the PCSS outlining the decision-making rationale.

Permanent Caregiver will complete the 'Request for Review' form. This will be available online via the PCSS website, or it can be completed with the assistance of a PCSS social worker or Oranga Tamariki (via the Contact Centre) over the phone. The final version is to be sent to The Review Coordinator by email: Permanent_Care_Reviews@ot.govt.nz

The 'Request for Review' form will outline the Permanent Caregiver's rationale for their dissatisfaction, i.e. on what grounds they think they should have been awarded the service or support.

The review will be undertaken by a Review Panel within Oranga Tamariki National Office.

Permanent Caregiver Support Service collates and sends documentation for review to a Review Coordinator at the Oranga Tamariki National Office

The PCSS checks that all documentation is complete and includes:

- Written rationale for the original decision, which has been made against the criteria under section 388A(2)

The Review Coordinator will ask for any further information from the PCSS and the applicant as required.

The Review Panel will consider the original decision and an agreement will be made to confirm, modify or reverse the original decision.

If the original decision is upheld or modified, legal advice from Oranga Tamariki Legal Services will be sought. This advice is to confirm whether the review decision is defensible should an appeal be made to the Family Court. Based on advice given a final review decision will be made.

Permanent Caregiver Support Service and Caregiver are advised of review decision.

The review decision is provided to both parties in writing from the review panel. If the original decision has been overturned or modified, and the Permanent Caregiver accepts this decision, the PCSS will provide the financial or other assistance as appropriate.

If the Permanent Caregiver is dissatisfied with the review decision, they can then appeal to the Family Court. The appeal provision is not able to be utilised by the "Whanau Caregivers (no orders)" group as they are defined under policy and not legislation.

The Family Court may request someone attend the hearing to provide evidence. In these cases, the PCSS social worker or Manager will be required to attend the hearing. A decision-maker from the Review process may also need to be available to give evidence, particularly if the original decision was modified as part of the review.

The Family Court may confirm, modify, or reverse the original decision and the courts determination is final.

The CE must give effect to the Court's decision on the appeal. The Oranga Tamariki Review Coordinator will liaise with the PCSS to ensure that any outcomes arising from the decision will inform future decision making for section 388A requests.

If an original decision has been overturned or modified as a result of the review, this information may be used to guide future decision making by both the PCSS and Oranga Tamariki. In particular the PCSS may use review decisions to guide future decision-making regarding section 388A(2) requests.

6. Service Delivery

What are the Provider's responsibilities?

The Provider agrees to:

- ensure the availability of the Service for the term of the Outcome Agreement
- comply with all of the conditions of any Court order in respect of any child or young person
- comply with the standards for Approval
- provide the Permanent Caregiver Support Service in accordance with the Outcome Agreement and these Service Specifications
- meet the requirements of the Instrument of Delegation and Ministerial Direction in applying legislative criteria in assessing need.
- Engage Oranga Tamariki social work staff who work with the Caregivers to create and enable Permanent Care Support Plans
- grant access to Permanent Caregivers and Child and Young People records created and held by the Provider when requested by Oranga Tamariki following Official Information Act and Privacy Act requests, for the purposes of compliance with these Acts.
- hold Permanent Caregiver and Child and Young People records beyond the term of the Outcome Agreement and if requested by Oranga Tamariki provide a copy and/or access to these records.

What are the responsibilities of Oranga Tamariki?

Oranga Tamariki agrees to:

- make referrals to the Provider for Permanent Caregiver Support Service
- provide access to CYRAS to the client record within 48 hours of Oranga Tamariki receiving the request from PCSS
- convene Review Panel and carry out the review process
- work with the Provider to achieve the outcomes set out in the Outcome Agreement and in these Service Specifications
- pay the Outcome Agreement Price according to the provisions of the Outcome Agreement.

7. Reporting

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 nature of services the funding supports, and we are required to report to government that this has been achieved.

Quarterly Contract and Operational Reports

The Provider must complete monthly reports as set out in Appendix One of these Specifications. The monthly reports will be sent to Oranga Tamariki within five working days of the start of the month following the quarter in which the service was supplied.

Monthly Financial and Statistical Reports

Monthly Financial Reports will be required to complete accrual accounting, to report on:

- i. payments approved in the period
- ii. payments made in the period
- iii. remaining unspent balance available

Monthly Statistical Reports will be required for how much of the service is being delivered:

- iv. Total number of new Permanent Caregiver referrals for the month
- v. Total number of Permanent Caregivers who met criteria
- vi. Total number of new plans
- vii. Total number of review plans

Oranga Tamariki will supply the Provider with an electronic monthly service report template at the start of each year.

Financial Reports

The Provider is required to present independently audited annual financial statements as part of the ongoing Approval process. Those annual financial statements must show:

- i. the money received under the Outcome Agreement as a separate income item
- ii. the money received under the Outcome Agreement that has been expended in the provision of the Service.

Governance Meetings

The Governance meeting will be convened by the Partnership Manager and attendees will include Provider staff and Oranga Tamariki staff from the Oranga Tamariki National Partnerships and Services team. These will take place approximately quarterly, and additional meetings will be convened more regularly, and as required to address ongoing work in progress. The agenda for meetings will address service developments and issues, and may cover the following aspects of the PCSS:

- discuss progress of the service, what is working well, what is not working well
- discuss the progress of the relationship between the parties
- have an open discussion around any problems, issues or disputes and agree resolution/next steps

Appendix One: Contract Report

1. Below is the list of items to be included in a spreadsheet for monthly reporting.

Monthly reporting will include;

Referrals

- Site referrals
- Permanent Social Worker referrals from Open Home Foundation
- Total new referrals

Requests

- New Permanent Caregiver Requests

Number of Caregivers receiving the service

- New Permanent Caregivers receiving the service
- Existing Permanent Caregivers receiving the service
- Total number of Caregivers receiving the service
- Total number of Caregivers not eligible

Reviews

- Total items formally reviewed *Review of Decision* under s389A of Oranga Tamariki Act (reported quarterly)
- Care support plans reviewed (reported quarterly)
- Number of complaints received (reported quarterly)

Budget

- Total client costs funding paid to provider by month
- Total client costs funding paid to provider year to date
- Total client costs payments by provider by month
- Total client costs payments by provider year to date

2. Further reporting to be developed

In addition to the monthly reports Oranga Tamariki will collaborate with the provider to further develop reports that could be derived from the providers PCSS Client Management System (CMS), to identify trends that may inform service provision, and predict future caregiver and child needs. This will include the nature of assistance required e.g., health, clothing, education, sports, or recreation and so on, as well as the geographic location of the assistance, ethnicity and age of child, site referrals and any other data that can usefully be derived from the CMS. Oranga Tamariki and the provider will agree timeframes to commence this additional reporting.

3. Review of Decision and Complaints process

Oranga Tamariki and the provider will collaborate to strengthen the Review of Decision process to ensure clarity of roles.

The provider will detail how it manages a transparent complaints process from caregivers in its Operations Manual and include any incidence of complaints in its quarterly reports.

Appendix Two CYRAS User Form – Oranga Tamariki

Section 1 – User personal information

| | | | |
|--------------|--|----------------|--|
| First Name | | Last Name | |
| Work email | | Phone – mobile | |
| Organisation | | Job Title | |

Section 2 – Terms of Use. I _____ agree to:

- a. use CYRAS in accordance with my agency's information security policies and State Services code of conduct.
- b. only access CYRAS content *Read Only access when* I have a legitimate business need to do so.
- c. not disclose any information, documents, user information, or reports generated from CYRAS to any unauthorised parties, nor to store CYRAS content to the Oranga Tamariki laptop or any other device.
- d. report any improper use of CYRAS that you notice to your manager.
- e. access CYRAS from an Oranga Tamariki laptop (which has virus protection and can be remotely wiped if lost).
- f. be aware of shoulder surfers AND lock the screen when unattended (e.g. to go to photocopier, get a coffee etc. – note: to lock a Windows PC, press <windows button> and <L> at the same time).
- g. Password - use a different password to any other system that is at least 8 characters long, not share it with anyone else, and not write it down.

| |
|-------------------|
| SIGNATURE of User |
|-------------------|

Section 3 – Access rights for above user

| | |
|--|---|
| Describe access rights required in CYRAS | Read only rights to child records but no payment authorisation rights |
|--|---|

Section 4 – authorised by PCSS Manager

| | |
|----------------------|--|
| Name & Job Title | |
| Date | |
| Contact phone number | |
| Signature | |

Section 5 – authorised by Oranga Tamariki Manager

| | |
|----------------------|--|
| Name & Job Title | |
| Date | |
| Contact phone number | |
| Signature | |