



**ORANGA
TAMARIKI**
Ministry for Children

New Zealand Government

Shared Care

Service Specification

Acknowledgements

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1. About this service specification

1.1. Who is this service specification for?

This service specification is for care partners partnered with by Oranga Tamariki—Ministry for Children (Oranga Tamariki) to provide Shared Care, including when this care takes place within a youth justice context.

1.2. What is the purpose of this service specification?

This service specification forms part of the Outcome Agreement with Oranga Tamariki. It sets out the shared responsibilities and minimum requirements for Shared Care. In practice, Oranga Tamariki and the care partner will work closely together to fulfil their responsibilities, with the care partner providing day-to-day care of te tamaiti.

The ways that care partners meet these requirements will depend on their philosophy, their unique approach as a care partner, and the needs of the tamariki, whānau and families they support. If any requirements arise from the care partner's context that differ from guidance in this specification, these will be noted in the Care Model Summary (part of the Outcome Agreement) for this care response, which would take precedence.

1.3. Definitions

Definitions for some of the key terms used in this document are as follows.

Definitions of the Māori phrases marked with * are taken directly from the Act. We acknowledge that te ao Māori worldviews encompass deeper definitions of these important concepts. Other Māori words and phrases below have been defined by Oranga Tamariki, following engagement with the chief executive's independent advisory Māori Design Group.

Underlined phrases are hyperlinked.

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the Act	The <u>Oranga Tamariki Act 1989</u>
All About Me plan	The All About Me plan is an individualised plan for each tamaiti in care. It enables Oranga Tamariki, care partners and other parties to support and respond to the needs, strengths and aspirations of tamariki, in line with the Care Standards
care staff	Employees of the care partner who have a role in providing care, for example by giving specialist care one-on-one, or as a team member who provides care for one or more tamariki or supports care (including managers/line managers/team leaders, social workers, youth workers, clinicians, etc)
Care Standards	The <u>Oranga Tamariki (National Care Standards and Related Matters) Regulations 2018</u> . The Care Standards set out the standard of care that tamariki in care need so that they can be well and do well. The Care Standards also set out the support that caregivers must receive as they care for tamariki
caregiver	<p>A person who has been assessed and approved to provide a safe, stable and loving home for tamariki in care. Usually a caregiver looks after tamariki in the caregiver's own home. Sometimes, caregivers live in properties made available to them for this purpose (properties owned or leased by Oranga Tamariki or the care partner). Caregivers receive financial support for this role but are not paid employees. See also: "non-kin caregiver", "primary caregiver", "short break caregiver", "whānau caregiver", "whānau or family caregiver".</p> <p>Note: in this document, "caregiver" does not include staff employed by a care partner – they are referred to as "care staff"</p>
family or family group	An extended family group. This can include whānau, those connected to the whānau through legally-recognised relationships (eg partnership relationships), or those with whom te tamaiti is psychologically attached to the point where they are considered to be like family
harm	Ill-treatment, abuse, neglect, or deprivation. This includes, but is not limited to, actions or omissions that cause emotional, physical or sexual harm, or sexual harassment
in the care and/or custody of the chief executive of Oranga Tamariki	When te tamaiti is subject to an order under the Act for custody or sole guardianship or to a care agreement that names the carer as the chief executive of Oranga Tamariki

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Independent Children’s Monitor/Te Mana Whakamaru Tamariki Motuhake (ICM)	An agency independent of Oranga Tamariki that monitors the system of state care to make sure that the organisations looking after tamariki are doing what they need to, to enable tamariki to reach their potential and thrive
mana tamaiti (tamariki)*	The intrinsic value and inherent dignity derived from the whakapapa (genealogy) of te tamaiti and their belonging to a whānau, hapū, iwi or family group, in accordance with tikanga Māori or its equivalent in the culture of te tamaiti
non-kin caregiver	A caregiver who does not share whakapapa and may not be previously known to te tamaiti
Oranga Tamariki home/property	A property owned or leased by Oranga Tamariki that may be used to provide care for tamariki
primary caregiver	The main caregiver for te tamaiti
rangatahi	Teenager or young adult. Refers to young people of all cultures, unless otherwise specified
section 7AA	The provision within the Act, introduced on 1st July 2019 and specifically about tamariki Māori, which sets out the duties of Oranga Tamariki in relation to Te Tiriti o Waitangi/The Treaty of Waitangi. Our policies and practices must have the objective of reducing disparities by setting measurable outcomes for tamariki Māori, and we report annually and publicly on these measures and their impacts in improving outcomes for tamariki Māori. Our policies, practices and services have regard to mana tamaiti, whakapapa and whanaungatanga. We develop strategic partnerships with iwi and Māori organisations, including iwi authorities
short break caregiver	A caregiver who provides occasional or short-term care for tamariki, often regularly, thereby enabling the primary caregiver or care staff to maintain a refreshed, renewed approach to their care. [Previously referred to as a “respite caregiver”]
significant other caregiver	A caregiver who does not share whakapapa but is known to, and has a significant connection with, te tamaiti or the whānau – that is, they are considered to be like family
tamaiti or tamariki	Child or children. Also used to include teenagers up to the age of 18. Refers to children of all cultures, unless otherwise specified. To refer specifically to an older teenager or young adult, see “rangatahi”
Tamariki All About Me plan	A child-friendly version of the All About Me plan, written in a way that is appropriate to the age, development

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and language of te tamaiti, and in any accessible formats that they may need

whakapapa, in relation to a person*	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
whānau	Family who share whakapapa (ie, they are linked by bloodline). Refers to whānau of all cultures, unless otherwise specified
whānau caregiver	A caregiver who shares whakapapa with te tamaiti (ie, they are linked by bloodline). Refers to whānau of all cultures, unless otherwise specified
whānau or family	An extended family group. This can include whānau, those connected to the whānau through legally-recognised relationships (eg partnership relationships), or those with whom te tamaiti is psychologically attached to the point where they are considered to be like family
whānau or family caregiver	A caregiver from the whānau or family of te tamaiti. (Technically, a whānau caregiver or significant other caregiver)
whanaungatanga, in relation to a person*	(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 the person's sense of belonging, identity, and connection

2. About Shared Care

2.1. What is Shared Care?

2.1.1. The legal context

Shared Care is when the chief executive of Oranga Tamariki has the care and/or custody of te tamaiti, and entrusts their day-to-day care to a care partner that has the capability to support the needs and goals of te tamaiti, until te tamaiti is able to transition from that care response. The care is given by caregivers and/or care staff, in a range of settings. The transition may be from a short-term care situation to a longer-term one, or to a different care partner, or out of care – returning to their whānau or family whenever this is possible, or transitioning in a prepared and supported way to adult life.

Tamariki can be temporarily placed into the care and/or custody of the chief executive of Oranga Tamariki when they need care and/or protection that cannot be provided at home, or as a result of a youth justice or District Court process. Oranga Tamariki holds the care and/or custody of te tamaiti and has overarching responsibility to complete an assessment of their needs and develop a plan to meet these (All About Me plan) – while care partners are responsible for the day-to-day care of tamariki, working with the whānau, hapū, iwi or family of tamariki, and supporting their caregivers and care staff.

Tamariki may be in this day-to-day care for a very short period, or for significantly longer. While it is recognised that short timeframes can make some aspects of care less achievable, in all cases, the care partners and Oranga Tamariki must carry out their respective roles and responsibilities to the best of their ability within the timeframe available.

“Shared Care” includes all care responses, settings and interventions – including those with caregivers and those with care staff – where Oranga Tamariki and the care partner share responsibilities in caring for tamariki and strengthening connections with their whānau, hapū, iwi or family. This service specification covers all existing Shared Care responses except for Whānau Care, which will have separate specifications written in consultation with those care partners. It is also part of the Partnered Care suite of approaches.

2.1.2. The goals

Shared Care for tamariki needs to be nurturing, holistic and comprehensive, considering their oranga, individual needs, hopes and aspirations as well as those of their whānau or family, so that tamariki can flourish to their full potential. The care will be multidimensional, and focused on being trauma-responsive, relational (enabling healing and safe relationships) and enabling te ao Māori perspectives.

Oranga Tamariki and the care partner have particular roles and responsibilities as outlined in this specification, but in practice will work closely together to fulfil their responsibilities, to best support the needs of te tamaiti.

2.1.3. The range of environments

The care partner provides a safe, stable home for te tamaiti, where they are cared for in a loving way, feel that they belong, their individual needs for support can be addressed, and they can establish, maintain and strengthen safe connections with their whānau or family (including siblings), hapū and iwi, and anyone else that they or their whānau or family identify as important. In addition, in youth justice contexts, the environment is also designed to ensure community safety, protection of victims, and supporting rangatahi to meet the requirements of their youth justice process.

This care can take place in a wide range of environments and over very differing time periods. Some examples are, te tamaiti:

- living with a well-supported caregiver or care staff member in that person's own home
- living in a community-based small group home
- being supported during a youth justice response where the care response involves living in a remand home or community bail home, or participating in a residential supervision with activity programme or a residential alcohol and other drugs (AOD) programme

Care responses may also include the provision of targeted therapies or interventions to address specific and intensive needs of te tamaiti, as part of the overall package of care. This could include being supported by a collaboration of care partners, through wrap-around services or specialised support, as required by the All About Me plan of te tamaiti.

The care response(s) you are contracted to provide is described in your Outcome Agreement, including the Care Model Summary.

2.2. How does Shared Care affirm mana tamaiti?

Care responses for all tamariki must be designed to affirm mana tamaiti – that is, the intrinsic value and inherent dignity derived from the whakapapa of te tamaiti and their belonging to a whānau, hapū, iwi or family, in accordance with tikanga Māori or its equivalent in the culture of te tamaiti.

For all tamariki receiving Shared Care, having regard for mana tamaiti includes ensuring that:

- Decisions are made with the involvement of their whānau, hapū, iwi and family, at the earliest possible opportunity. See section 3.2 for roles and responsibilities for ensuring this occurs
- When tamariki are not currently able to remain or return home to their whānau or family, preference is given to finding them, with their siblings where appropriate, a whānau or family caregiver – that is, a caregiver who is a member of their whānau, hapū, iwi or family. For tamariki Māori, preference is given to finding them a caregiver from whānau, hapū or iwi – this is especially important, to ensure that they thrive under the protection of whānau, hapū and iwi. See section 3.4 for roles and responsibilities for ensuring that whānau or

family caregiving options are sought before considering options with a non-kin caregiver

- Support is provided to meet the needs of tamariki to establish, maintain or strengthen their cultural identity and connections with their whānau, hapū and iwi and family. See section 3.5 for roles and responsibilities for ensuring this occurs
- Support is provided to strengthen and assist tamariki to prepare for all their care transitions. See section 3.6 for roles and responsibilities for ensuring this occurs

2.3. How are tamariki referred for Shared Care?

The referral criteria and referral pathways for Shared Care depend on the care response and are stated in your Outcome Agreement.

The referral pathways include:

- an Oranga Tamariki site
- an Oranga Tamariki regional hub
- the Oranga Tamariki National High Needs Hub (see the Care Model Summary for more information on this)
- being bailed by the Youth Court under 238(1)(b) and placed in a bail home while work is completed to find and support an appropriate bail solution with whānau or family
- being remanded by the Youth Court in the custody of the chief executive under section 238(1)(d) and placed in a remand home
- section 235 which places in custody, and section 175 of the Criminal Procedure Act which remands in custody
- being ordered by the Youth Court to attend a residential programme to complete a Supervision with Activity order under section 307(4)
- being referred to an alcohol or other drugs residential programme via a family group conference (FGC), with the order made through the Youth Court under section 297B(4)

2.4. How do tamariki transition out of Shared Care?

The length of time tamariki spend in Shared Care varies according to their needs, the nature of the care response (as set out in the Outcome Agreement), and any requirement of a youth justice process. The transition or permanency goals for each tamaiti are specified in their All About Me plan. These may be to return home or, if this is not possible, to another permanent care arrangement where they will feel loved, wanted and valued, where their needs are supported and significant connections maintained and they remain on a pro-social pathway.

The permanent care outcomes for tamariki are:

- Returning to live with a parent or person who has previously cared for them

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- Living within the whānau, hapū, iwi or family
- Living with a non-kin caregiver, who will have regard to the cultural needs of te tamaiti, including their ongoing need for connection and whānau or family contact. This arrangement only occurs in exceptional circumstances, after exploring all options within the whānau, hapū, iwi and family
- Achieving independence. This may be by either:
 - supported transition to independence – if rangatahi choose to not live with a caregiver and are over 16, they may be supported to live independently if a network of support is built around them based on the assessment of their life skills, and it has been planned how they will acquire the additional knowledge, skills, resources and supports they need to thrive in the future (see Table 9b: Rangatahi transitioning to independence)
 - when te rangatahi turns 18 they can choose not to engage with the Transition Support Service or to have further contact with Oranga Tamariki or care partners. In this case Oranga Tamariki continues to maintain contact with rangatahi up to age 21 to be available for support if requested and to ensure that they are aware of their entitlements

Additional transition options out of Shared Care include:

- Any youth justice matters have been either completed or discharged from the Youth Court, or the youth justice risk level of te tamaiti has been re-assessed to a different status so that transition to a different youth justice care response is possible, or a return home
- Tamariki may transition out of a specialist care response into a less intensive care response, including permanent care, when their specific needs have been supported by the overall package of care, which perhaps included therapies or interventions, and those needs are now decreasing
- Tamariki may transition out of any care response at any time if it becomes clear that their needs are not able to be met within that care response, or because it is otherwise in their best interests. Sometimes, tamariki may need to transition urgently out of a care response if there is a significant risk of harm to them, or to the people who are caring for them, or to others in the community. See section 3.6: Care transitions, for more detail

3. Caring for tamariki

3.1. Working together

This section describes the roles and responsibilities of Oranga Tamariki and the care partner as they work together to ensure that tamariki receive the quality of care they need. Both care partners and Oranga Tamariki bring valuable expertise to their working relationship. There are relationship principles described in the standard Terms and Conditions of the Outcome Agreement, which are set by the Ministry of Business, Innovation and Employment. These include:

- acting honestly and in good faith
- communicating openly and in a timely manner
- working in a collaborative and constructive manner

Oranga Tamariki will carry out its roles and responsibilities according to the operational policy and practice guidance, which care partners are welcome to view on the [Oranga Tamariki Practice Centre](#). The care partner must comply with general or special directions from the Oranga Tamariki chief executive and with all conditions of any Court order about any tamaiti in their care.

3.1.1 Escalation

One example of applying the above relationship principles would be the topic of escalation – for example, if either the care partner or Oranga Tamariki has a question or concern about whether the other party has met a responsibility outlined in this service specification or in an All About Me plan, or about whether the actions of the other party are best suited to the care of te tamaiti. By applying the above principles, ideally this matter can be handled promptly at local level by discussing directly with the people you are working with. Only then if needed, either party could escalate the discussion to their supervisor.

Guidance for Escalation within the Quality Assurance Cycle¹ gives more detail. Quality Assurance discussions are also a good opportunity to raise less urgent matters for continuous improvement by either party.

If the question or concern is about the safety of anyone involved in the care, this should be raised and handled immediately.

¹ Published on the Oranga Tamariki website (from 1 July 2021), under Working with Children/Information for Providers/Partnered Care.

3.2. Needs assessments, All About Me plans and visits

Understand what I need while I'm in care, and make sure I get it

Tamariki in care must receive a comprehensive assessment of their needs as soon as possible after they enter care. The assessment forms the basis of the individualised plan for te tamaiti, which is called the “All About Me plan”.

It is the All About Me plan that describes the activities that tamariki, their whānau, hapū, iwi or family, Oranga Tamariki, the care partner, the caregiver or care staff

and other parties agree to do to support and respond to the assessed needs of te tamaiti. The All About Me plan must reflect the views, wishes, aspirations and strengths of te tamaiti. In a youth justice context, it will be an important aspect of their needs to support tamariki to accept responsibility for their behaviour and develop a plan towards putting things right with those affected by their actions.

Oranga Tamariki has an assessment framework to assess the needs of tamariki, including those in care. Sometimes other specialist assessments will also be helpful in forming an overall understanding of the needs of te tamaiti. Assessment of needs must involve te tamaiti, their whānau or family and professionals. The assessment as a whole includes these needs of te tamaiti:

- identity and cultural needs
- gender identity and expression
- need to establish, maintain or strengthen connections with their whānau, hapū, iwi and family
- sexual orientation and expression
- needs relating to any disability
- safety needs
- health needs
- behavioural needs
- emotional needs
- play, recreation, and community needs
- needs relating to any offending profile
- educational or training needs

The needs assessment and All About Me plan need to be reviewed regularly. The views of te tamaiti, their whānau, hapū, iwi and family, the care partner and those

giving the care must be heard and taken into account in these reviews, as well as – in a youth justice context – the views of victims where appropriate.

The All About Me plan also says how often te tamaiti needs to be visited by their Oranga Tamariki social worker. The social worker will speak to te tamaiti face-to-face and alone or in privacy when at all possible, engaging with them positively to encourage them to share their feelings and needs openly. For example, the social worker will ask what is going well for te tamaiti, what is important to them and if they have any concerns or worries. If te tamaiti has tasks specified in an FGC plan, the social worker will also check whether these are on track to be completed in the required time.

The frequency of the visits should be based on the needs of te tamaiti. This visit is also a time to ensure that their needs assessment and All About Me plan are up to date and the plan is being implemented.

Social workers are encouraged to carry out a continual form of review, noting that assessment is not an isolated event but a continual process of noticing, making sense of and responding to change and progress. Each assessment needs to be recorded, to track what change looks like for te tamaiti over time.

Care partners may also want to use their own day-to-day planning tools to manage how the needs of te tamaiti are to be met according to their All About Me plan, on a day-to-day basis. Examples of when this may be helpful are, if a roster of care staff is involved, or if te tamaiti has needs that affect how their daily routine should be managed. Care partners have full discretion to create their own tools – the important thing is that any day-to-day planning must align with the All About Me plan.

Table 1: Roles and responsibilities for needs assessment, All About Me plans and visits

Care partner	Oranga Tamariki
<p>Table 1a Initial assessment and planning</p>	
<ul style="list-style-type: none"> – If the needs assessment and All About Me plan are not finalised before te tamaiti enters in your care, support Oranga Tamariki in creating these, as required – Support your caregivers and/or care staff to contribute to needs assessments and All About Me plan development and review, as required – If you use any day-to-day planning tools in the care of te tamaiti, keep these aligned with the All About Me plan 	<ul style="list-style-type: none"> – Initiate the needs assessment and developing the All About Me plan. Make sure that these are both completed. This includes ensuring that the views of te tamaiti, their whānau, hapū, iwi and family, their caregiver or key care staff, and the care partner are included – The plan must be started as soon as the Oranga Tamariki chief executive seeks a custody order for te tamaiti, and finished as soon as possible after te tamaiti enters care – Make sure that te tamaiti understands the information in their All About Me

Care partner	Oranga Tamariki
	<p>plan – this might be by giving them a Tamariki All About Me plan, appropriate to their age, development, language, and in an accessible format</p> <ul style="list-style-type: none"> – Share the needs assessment and the All About Me plan with the care partner before te tamaiti is placed with them, along with all other available information that will help the partner meet the needs of te tamaiti. If a full needs assessment and All About Me Plan are not yet available (for example, in an urgent need for care, including in a youth justice context), share all available information with the care partner, and provide a full needs assessment and All About Me plan as soon as possible – Give the care partner details of any Court order in place, and details of any conditions or directions set by the Court, or by Oranga Tamariki – Share relevant information in the plan with others as required, including members of the whānau, hapū, iwi or family of te tamaiti, and others who need it to carry out their agreed responsibilities, such as teachers, advocates and other professionals

Table 1b **Reviewing the assessments and plans**

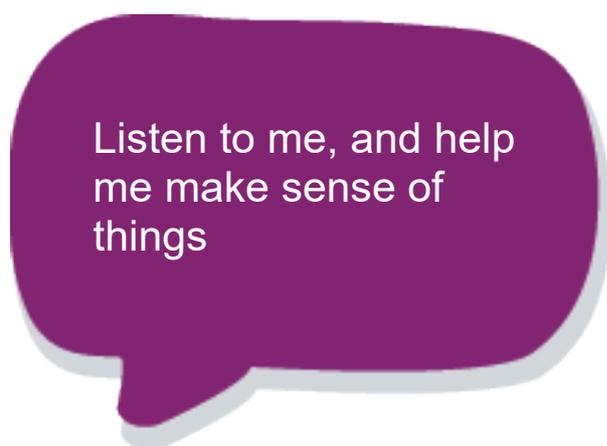
<ul style="list-style-type: none"> – Contribute to reviewing needs assessments and All About Me plans while te tamaiti is in your care – Tell Oranga Tamariki immediately if you become aware that the needs of te tamaiti may have changed since the last needs assessment, or you are concerned that te tamaiti is not being adequately protected or supported 	<ul style="list-style-type: none"> – Initiate the review of the needs assessments and All About Me plans. Make sure that these are both completed. This includes ensuring that the views of te tamaiti, their whānau, hapū, iwi and family, their caregiver or key care staff, and the care partner are included – The plan must be reviewed no later than six weeks after te tamaiti enters care and at least every six months after that or when the circumstances
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Care partner	Oranga Tamariki
	or the needs of te tamaiti have changed (this is in addition to the principle of continual reviewing described in section 3.2, above)

Table 1c **Oranga Tamariki social worker visits**

<ul style="list-style-type: none"> – Agree the frequency of visits to te tamaiti with the Oranga Tamariki social worker and your caregiver or manager/team leader – Document the frequency of visits and the reasons for that frequency in the caregiver’s support plan or information for care staff – Support te tamaiti as needed to enable them to feel prepared for the visit, so that it is a positive and useful experience for them 	<ul style="list-style-type: none"> – Agree the frequency of visits to te tamaiti with the care partner and their caregiver or manager/team leader – Include information about the frequency of visits and the reasons for that frequency in the All About Me plan – Visit tamariki regularly as specified in their All About Me plan – As part of the purpose of the visit, ensure that the needs assessment and All About Me plan of te tamaiti are up to date and that the plan is being implemented – Carry out additional visits if requested by te tamaiti, whānau or family or the care partner
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3.3. Supporting tamariki to express views and participate in their care experience



Tamariki in care need to get the right level of information and support to help them understand why they are in care, what to expect, their rights, how they can get independent help and advocacy and how they can give feedback or complain. They need to be involved in decisions that affect them and may need support to make sure that their voices are heard. Tamariki may also want to discuss their views with their whānau or family and/or their social worker and may need support to do this.

This information and support needs to be appropriate to their age, development, language and any disability they may have, for example, in an accessible format if needed. If tamariki have specific communication needs, Oranga Tamariki and the care partner should consult with appropriate professionals and seek advice as to

whether specialist communication support and/or advocacy would be helpful and appropriate.

Table 2: Roles and responsibilities in supporting tamariki to express views and participate in their care experience

Care partner	Oranga Tamariki
<p>Table 2a Helping tamariki understand and contribute</p>	
<ul style="list-style-type: none"> – Work with Oranga Tamariki to support tamariki to understand why they are in care, what to expect, their rights, the help and support they can get, how they can complete any FGC plan tasks or Youth Court orders, and how to give feedback or make a complaint, while they are in your care. This includes supporting tamariki to contribute to developing and/or reviewing their All About Me plan – Support your caregivers and/or care staff as they help tamariki understand and contribute to these matters 	<ul style="list-style-type: none"> – Provide information and explanations to tamariki when they enter care about why they are in care, what to expect, their rights, the help and support they can get, how they can complete any FGC plan tasks or Youth Court orders, and how to give feedback or make a complaint. This includes supporting tamariki to contribute to developing and/or reviewing their All About Me plan, with input from the care partner – Work with the care partner to continue to support tamariki to understand these matters
<p>Table 2b Involving tamariki in decisions</p>	
<ul style="list-style-type: none"> – Encourage and assist tamariki to freely express their views about any decisions that are being considered that will affect them. Tamariki may also want to discuss their views with their whānau or family and/or their social worker, and may need support to do this – Support Oranga Tamariki to make sure that tamariki are involved in other decisions that affect them, including: <ul style="list-style-type: none"> ○ any Court proceedings ○ family group conferences (convening and proceedings) ○ preparing and reviewing the All About Me plan ○ their wellbeing needs 	<ul style="list-style-type: none"> – With the support of the care partner, make sure that tamariki are encouraged and assisted to freely express their views about any decisions that are being considered that will affect them, including: <ul style="list-style-type: none"> ○ any Court proceedings ○ family group conferences (convening and proceedings) ○ preparing and reviewing the All About Me plan ○ their wellbeing needs ○ the personal belongings that are important to them and that they would like to keep with them ○ any other action or decision that significantly affects them – Consider the views of te tamaiti when making the decision. Keep written

Care partner	Oranga Tamariki
<ul style="list-style-type: none"> ○ the personal belongings that are important to them and that they would like to keep with them ○ any other action or decision that significantly affects them – Consider the views of te tamaiti when making the decision. Keep written record of their views, and – if these were not followed – why that decision was made. Explain the reasons for the decision to te tamaiti 	<p>record of their views, and – if these were not followed – why that decision was made. Explain the reasons for the decision to te tamaiti</p> <ul style="list-style-type: none"> – Work with the care partner to continue to support tamariki to understand these matters

Table 2c **Preparing tamariki for their new home**

<ul style="list-style-type: none"> – Share with te tamaiti information about their new home before they come to live there – Treat this situation as a care transition: see section 3.6: Care transitions later in this document, and especially Table 9a: Care transitions – Work with Oranga Tamariki to create a transition plan, preparing te tamaiti for their new home. This includes, whenever possible, arranging for te tamaiti to visit their new home in advance and meet the people who will be caring for them – ideally with multiple visits over a number of weeks. In an urgent need for care or in a Youth Justice context this may not always be possible – do as much as you can in the circumstances 	<ul style="list-style-type: none"> – Work with the care partner to give tamariki information about their new home before they come to live there – Treat this situation as a care transition: see section 3.6: Care transitions later in this document, and especially Table 9a: Care transitions – Work with the care partner to create a transition plan, preparing te tamaiti for their new home. Arrange, whenever possible, for te tamaiti to visit their new home in advance and meet the people who will be caring for them – ideally with multiple visits over a number of weeks. In an urgent need for care or in a Youth Justice context this may not always be possible – do as much as you can in the circumstances
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Table 2d **Safeguarding the memories of te tamaiti**

<ul style="list-style-type: none"> – Talk to tamariki to determine how they would like their memories to be safeguarded for the future – Agree with Oranga Tamariki the roles and responsibilities for collecting and maintaining a record of the important events of te tamaiti (for example, photos, artwork and school reports) while they are in your care. Do this when tamariki are first placed in your 	<ul style="list-style-type: none"> – Talk to tamariki to determine how they would like their memories to be safeguarded for the future – Agree with the care partner the roles and responsibilities for collecting and maintaining a record of the important events of te tamaiti (for example, photos, artwork and school reports) while they are in the partner's care.
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Care partner	Oranga Tamariki
<p>care, and when their All About Me plan is reviewed</p> <ul style="list-style-type: none"> – Support your caregivers and/or care staff to maintain a record of the important events of te tamaiti, while they are in your care. Do this in accordance with the roles and responsibilities agreed with Oranga Tamariki – When supporting tamariki to prepare for any care transitions, make sure that they have this record of important events in a form that they can take with them 	<p>Make sure that this agreement reflects the wishes of te tamaiti</p> <ul style="list-style-type: none"> – Contribute to maintaining a record of the important events of te tamaiti while they are in the partner’s care, according to the roles and responsibilities agreed with the care partner – When supporting tamariki to prepare for any care transitions, make sure that they have this record of important events in a form that they can take with them

Table 2e **Support tamariki to give feedback or complain**

<ul style="list-style-type: none"> – Have a system in place for tamariki, whānau or family, and caregivers or care staff to make complaints – Provide support to tamariki who wish to give feedback, complain or raise an issue of concern, by explaining: <ul style="list-style-type: none"> ○ what feedback is and what a complaint is ○ who they can contact or where they can go to give either, and what they can expect in terms of timeframes, what is recorded and how they will be informed about the outcome ○ how they can be supported if they make a complaint, including how they can access independent advocacy ○ the options available if they are not happy with the outcome 	<ul style="list-style-type: none"> – Have a system in place for tamariki, whānau or family, and caregivers or care staff to make complaints – Provide support to tamariki who wish to give feedback, complain or raise an issue of concern, by explaining: <ul style="list-style-type: none"> ○ what feedback is and what a complaint is ○ who they can contact or where they can go to give either, and what they can expect in terms of timeframes, what is recorded and how they will be informed about the outcome ○ how they can be supported if they make a complaint, including how they can access independent advocacy ○ the options available if they are not happy with the outcome
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3.4. Caregivers, care staff and the care environment



Give me a home that's right for me, where I'm safe and cared for and feel I belong

Tamariki in care need a safe, stable home where they are cared for in a loving way and feel that they belong.

The care environment needs to be appropriate for the cultural identity, age, development and needs of te tamaiti. The people who are caring for them must be well-prepared, appropriately trained (specifically in de-escalation techniques and other relevant health, safety and security practices), have the capability to understand and respond to their individual

needs, and also be able to respond to the needs of the whānau or family.

When tamariki are unable to be cared for appropriately or safely at home, preference must always be given to finding a home for them, along with their siblings where appropriate, with a whānau or family caregiver. For tamariki Māori, preference is given to finding them a caregiver from whānau, hapū or iwi – this is especially important, to ensure that they thrive under the protection of whānau, hapū and iwi.

If an appropriate whānau or family caregiver cannot be identified at that time, te tamaiti may be placed with a non-kin caregiver with whom they will be able to develop a healthy attachment in a nurturing family-like environment, while maintaining connections to and the involvement of whānau or family wherever possible. This may be a short-term or longer-term situation until a transition to a whānau or family caregiver becomes possible, or – ideally – te tamaiti is able to return home.

Sometimes the most appropriate option at the time for tamariki with additional or high support needs may be a care response that is set up to address those specific needs, or that works with other partners to meet all aspects of the needs of te tamaiti. For tamariki who are in care because their high needs cannot be met at home, actively involve their whānau or family in as many aspects of their care and decision-making as much as possible.

Depending on the needs of te tamaiti, the care environment may be the private home of a caregiver or care staff member (see section 3.4.6), or it may be a dedicated property owned or leased by either the care partner or Oranga Tamariki (see section 3.4.7). For tamariki in a youth justice process, the care response may take place in a remand home (see section 3.4.8), a community bail home, or a residential supervision with activity programme or a residential alcohol and other drugs (AOD) programme.

Your Outcome Agreement specifies which of these care responses and arrangements you are contracted to provide.

3.4.1. Information to be given to caregivers and care staff before tamariki enter their care

Oranga Tamariki should provide the following information about each tamaiti to the care partner as part of the referral information, before the care arrangement begins. This is so the care partner has the best information possible from which they can identify how they can best support the individual needs of te tamaiti. If the full information is not available at that time, (for example, in an urgent need for care or in a youth justice context), it will be provided as soon as possible.

The care partner will give this information to the caregivers and care staff who will be involved in the care of that tamaiti before te tamaiti comes to live with them, to help them understand their role and responsibilities in meeting the needs of te tamaiti.

- Information about why te tamaiti has come into care – the background, history and whānau or family details of te tamaiti
- Information about the whānau, hapū, iwi, family, and cultural background of te tamaiti, and any risks relating to the whānau or family
- An overview of any previous care experience te tamaiti has had
- The needs assessment, and especially any critical information about the immediate needs of te tamaiti (for example, the language and/or accessible formats they use, any disability needs, details of allergies, medications, and any specific needs that may benefit from targeted interventions or therapies as part of the overall package of care)
- The All About Me plan for te tamaiti, which includes how often their social worker will visit, and information about the ongoing planned contact with the whānau or family of te tamaiti, and other people that it is important for them to stay in contact with
- A copy of the Court order (or similar document) providing details of the legal status of te tamaiti, or copy of Youth Court order
- The strengths and risk assessment of te tamaiti, including any critical information about any risks and challenges that te tamaiti has
- The wishes, strengths, preferences, and behaviour of te tamaiti
- Information about access to assistance, and the support that is available that is relevant to providing care for that particular tamaiti
- Any of the following information that is relevant: offending profile; family group conference (FGC) plan; substance misuse; suicide screen; school exemption
- Information and contact details of the Oranga Tamariki social worker, emergency contacts for te tamaiti, lawyer if relevant, and of any other agencies or care partners involved in the care or providing specialist treatment to te tamaiti

If a number of care staff are involved in the care of te tamaiti, or if they have differing roles and levels of contact, the care partner will decide which parts of this information to share with each staff member, according to the level of information that they need to care for te tamaiti according to their role. This managed approach protects the

privacy of te tamaiti and their whānau or family, while also ensuring that all care staff are fully able to support the needs of te tamaiti. It also ensures that staff have the appropriate level of information to keep themselves safe and to manage any risks relating to te tamaiti or the whānau or family.

3.4.2. Core training and supports for caregivers and care staff

Caregivers and care staff will each have their own caregiver support plan or staff development plan, which may cover a wide range of training and supports as appropriate to their experience and context (see Appendices D and E). There are three areas in particular where care partners must provide any support necessary to ensure that caregivers and care staff are able to support tamariki, as follows.

1. Support for maintaining whānau connections

The care partner must provide any support needed to enable caregivers/care staff to:

- understand the importance for tamariki of establishing, maintaining, and strengthening relationships with their whānau, hapū, iwi and family
- understand the arrangements for establishing, maintaining, and strengthening these connections, as set out in the All About Me plan for te tamaiti
- facilitate support for te tamaiti to establish, maintain, and strengthen those connections; and how to facilitate the participation of te tamaiti in these contact arrangements

2. Support for education

The care partner must provide any support needed to ensure that caregivers/care staff:

- understand the things they should do to encourage and support the educational activities and progress of te tamaiti (including by making available quiet time and space for any homework)
- support the learning of te tamaiti through the home environment and other informal learning by providing additional resources

3. Support for culture and identity

The care partner must provide any support needed to ensure that caregivers/care staff can:

- promote the identity and culture of te tamaiti (for example through access to te reo Māori, cultural competence training, and tikanga training in a way that is relevant to their iwi affiliations). See also section 3.5.1: Cultural safety
- understand the importance of understanding and respecting the personal choices of te tamaiti about their identity and culture, including:
 - the name they wish to be called

- their appearance and clothing (as long as that freedom of choice is consistent with the best interests of te tamaiti)
- enabling them to attend or participate in cultural events relevant to their culture and identity, including communities based around their gender identity or sexual orientation

3.4.3. Matching te tamaiti with the right care arrangement

Note re youth justice contexts:

1. The material in Table 3 below about caregivers is not relevant, but the other considerations in the table are.
2. Matching te tamaiti with the right youth justice care arrangement also involves identifying an environment that:
 - is the least restrictive environment available that addresses their needs, to minimise the inherent harm of more restrictive measures or placements
 - is close to whānau or family (when appropriate)
 - provides an opportunity for tamariki to be accountable
 - prevents further offending
 - supports and promotes their wellbeing

Table 3: Roles and responsibilities when matching tamariki with the right care arrangement

Care partner	Oranga Tamariki
<p>Table 3a Matching te tamaiti with the right care arrangement</p>	
<ul style="list-style-type: none"> – Oranga Tamariki will have already tried to identify a whānau or family caregiver for te tamaiti before te tamaiti is referred to you. Support Oranga Tamariki in doing this, if requested, or discuss if this is not suitable – If Oranga Tamariki cannot identify a caregiver, use the information provided by Oranga Tamariki about te tamaiti to identify preferably a whānau or family caregiver or else a non-kin caregiver who is able to provide te tamaiti with loving care that meets their individual needs. This may involve identifying a primary caregiver, 	<ul style="list-style-type: none"> – Give the information listed in section 3.4.1 to the care partner about each tamaiti referred to their care, as part of the referral information, before the care arrangement begins – If this information is not all available at the time of referral (for example, in an urgent need for care including in a youth justice context), share whatever information is available then, and obtain and share the rest as soon as possible – Work to identify a whānau or family caregiver for te tamaiti. For tamariki Māori, work to identify a whānau caregiver wherever possible

Care partner	Oranga Tamariki
<p>or one or more short break caregivers, or both</p> <ul style="list-style-type: none"> – When considering a referral for care from Oranga Tamariki, consider all aspects of how to best meet the individual needs of te tamaiti. For example, consider their compatibility with any other tamariki already in the household or care environment, and carry out a group impact assessment of risks and challenges, to ensure safety and stability for everyone involved, and to maximise the opportunity for all the tamariki to benefit from the group atmosphere – Consider the individual strengths, aspirations, needs, age and gender identities of all tamariki involved, any opportunities to support and maintain existing connections and routines, for example with their whānau or family, school routines or other cultural, social or sporting groups – Take the views of the tamariki involved into account (see Table 2b: Involving tamariki in decisions) – Agree with Oranga Tamariki the placement of te tamaiti into the chosen care environment 	<ul style="list-style-type: none"> – If the work to identify a whānau or family caregiver could benefit from support from the care partner, request this support. Share details with them about the efforts so far to identify whānau or family care options – Identify whether te tamaiti has specific needs that may benefit from being supported with targeted interventions or therapies, as part of their overall package of care (see Table 8i: Therapies or interventions for specific needs) – Agree with the care partner the placement of te tamaiti into the chosen care environment

3.4.4. Assessment and support of caregivers

Rigorous approval processes need to be in place to protect the safety and wellbeing of tamariki in the care of caregivers. This includes whānau, whānau or family and non-kin caregivers, and also primary and short break caregivers. All caregivers should receive support to enable them to meet the individual needs of the tamariki they are caring for, in a way that affirms mana tamaiti, whakapapa and whanaungatanga.

Table 4: Roles and responsibilities when tamariki are cared for by a caregiver

Care partner	Oranga Tamariki
<p>Table 4a Caregiver assessment and review</p>	
<ul style="list-style-type: none"> – Give information to prospective caregivers to enable them and, if relevant, their households to understand the role of a caregiver and what will be expected of them. This information must cover all the areas listed in Appendix A: Information to be given to prospective caregivers – Assess prospective caregivers and, if relevant, their households to determine their suitability to care for tamariki in general or for a particular tamaiti. Do this in accordance with Appendices B and C: Assessment of caregivers, and Assessment of private households where care will take place (caregivers and care staff) – Review approval of caregivers at least every two years, and whenever: there is a significant change in the circumstances of the caregiver or, if relevant, their household; whenever Oranga Tamariki has investigated an allegation of harm by the caregiver (see section 3.7); and whenever you decide for any other reason that a review is required 	<ul style="list-style-type: none"> – Search Oranga Tamariki records for information about prospective caregivers and, if relevant, their households, on the request of the care partner, and share this information with the care partner
<p>Table 4b Supporting the caregiver</p>	
<ul style="list-style-type: none"> – Give the information listed in section 3.4.1 to the caregiver about each tamaiti referred to their care, to help them to understand their role and responsibilities in meeting the needs of te tamaiti – Develop and maintain a caregiver support plan for each caregiver to support them to provide day-to-day care for te tamaiti in accordance with their needs. See Appendix D: Support to be given to caregivers 	<ul style="list-style-type: none"> – Give the care partner the information listed in section 3.4.1 before te tamaiti is placed with the caregiver, so that the care partner can give this to the caregiver – If it is not all available before te tamaiti is placed with the caregiver, give this information to the care partner as soon as it becomes available

Care partner	Oranga Tamariki
<ul style="list-style-type: none"> – Support caregivers as identified in their plans, in accordance with Appendix D: Support to be given to caregivers – Give caregivers financial support with the minimum being the rates for caregiver allowance specified by the chief executive of Oranga Tamariki under section 363(1) of the Act². See also the Funding Policy and Guidance for Partnered Care³ 	

3.4.5. Assessment and support of care staff

For staffed care responses, care partners need to have appropriate employment practices in place. These include recruitment, vetting and review processes, and appropriate training and supervision to enable care staff to meet the individual needs of the tamariki they are caring for, in a way that affirms mana tamaiti, whakapapa and whanaungatanga.

Table 5: Roles and responsibilities when tamariki are cared for by care staff

Care partner	Oranga Tamariki
<p>Table 5a Care staff assessment</p>	
<ul style="list-style-type: none"> – Apply your organisation’s assessment and professional development systems to make sure your care staff are suitably trained and skilled to meet the needs of the tamariki who will be coming into their care. See Appendix E: Assessment, review and support for care staff 	<ul style="list-style-type: none"> – Search Oranga Tamariki records for information about prospective care staff and – if the care will take place in that person’s household – their households, on the request of the care partner, and share this information with the care partner

² These rates are published on the Oranga Tamariki website under Caregiving/Financial help.

³ Published on the Oranga Tamariki website (from 1 July 2021), under Working with Children/Information for Providers/Partnered Care.

Table 5b

Supporting the care staff

<ul style="list-style-type: none"> – Give the information listed in section 3.4.1 to the care staff, as appropriate, about each tamaiti referred to their care, to help them to understand their role and responsibilities in meeting the needs of te tamaiti – If the care staff are providing one-on-one care in their own home, develop and maintain a plan to support them to provide day-to-day care for te tamaiti in accordance with their needs. Do this in accordance with Appendix E: Assessment, review and support for care staff – If care is provided by more than one staff member, you may find it helpful to develop a day-to-day planning system or tool that outlines how the team will work together to provide care for te tamaiti in accordance with their needs – Support care staff in accordance with Appendix E: Assessment, review and support for care staff 	<ul style="list-style-type: none"> – Give the care partner the information listed in section 3.4.1 before te tamaiti is placed, so that the care partner can give this to the care staff as is appropriate for their roles – If it is not all available before te tamaiti is placed, give this information to the care partner as soon as it becomes available
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3.4.6. When tamariki are cared for in a private home

When tamariki are cared for in a private home, either of a caregiver or a care staff member, the care partner needs to be able to ensure that the physical aspects of the home environment are welcoming, safe and suitable for the age and gender identity of te tamaiti, as well as for any disabilities that they may have.

There is good general advice on appropriate environments in Appendix F: Managing the physical environment of homes leased or owned for providing care – although it is not expected that private homes can provide the full range of facilities expected in properties leased or owned for that purpose.

Table 6: Roles and responsibilities when tamariki are cared for in a private home

Care partner	Oranga Tamariki
<p>Table 6a Assessing and reviewing the home environment</p>	
<ul style="list-style-type: none"> – As part of the decision to place te tamaiti with that caregiver or care staff member, assess that person’s home environment – Review this assessment regularly 	<ul style="list-style-type: none"> – Make sure that systems are in place and are being used, to assess and review the home environment when any care is being given in a private home
<p>Table 6b Insurance</p>	
<ul style="list-style-type: none"> – Advise the person giving the care that it is their responsibility to take out any insurance cover that they might want to have in place for house, contents or car insurance, for accidental damage or insurable deliberate damage caused by tamariki referred to the service by Oranga Tamariki (see also section 4.2.1: Caregiver-related property claims) – Advise the person giving the care that they should specifically discuss the care-giving situation with their insurer, in case any exclusions could apply 	<ul style="list-style-type: none"> – Consider any requests for reimbursement made for uninsurable deliberate damage caused by tamariki referred to the service by Oranga Tamariki (see also section 4.2.1: Caregiver-related property claims)

3.4.7. When tamariki are cared for in a care partner or Oranga Tamariki property

The principles that both parties should uphold for a leased or owned home, regardless of which party owns or leases it, are summarised in Appendix F: Managing the physical environment of homes leased or owned for providing care. In addition to those principles, both the care partner and Oranga Tamariki should discuss and formalise roles and responsibilities particular to that property at the start of the arrangement.

When the home is owned or leased by Oranga Tamariki, Oranga Tamariki will have carried out these assessments before taking on the property:

- property condition
- initial scope of works
- health, safety and security

These assessments are carried out jointly with the care partner, with specific reference to the tamariki who will be at the home, as soon as the care partner that will be using this home is identified. When the decision is made to proceed, both parties carry out together a final property check and a more detailed scope of works. They then negotiate and sign the “Care Partner and Oranga Tamariki Property Operating Agreement” (see section 4.2: Property-related costs). This covers full details such as the respective operational and financial commitments from each party for operating costs, insurance premiums, maintenance and repair, making good when leaving the home, reporting and inspection, and so on. These decisions are particular to each property and arrangement.

3.4.8. When tamariki are cared for in a remand home

When an order is made under section 238(1)(d) for te tamaiti to be detained in the chief executive’s custody and te tamaiti is referred to a care partner’s services, the detention in the remand home must be under the control and authority of a senior employee of Oranga Tamariki.

Detention in this context means that te tamaiti is:

- managed in a manner through which they understand that they are not free to leave
- in the care of someone who supervises them closely
- in an environment that minimises the risk that they could escape lawful custody, commit further offences, contact victims, contact those that they are not able to be associated with or interfere with evidence or witnesses

As with all other forms of custody held by the chief executive, the Act does not authorise the caregiver to use force.

Table 7: Roles and responsibilities in upholding detention

	Care partner	Oranga Tamariki
Table 7a	Upholding the detention status of the remand home	
	<ul style="list-style-type: none"> – The care partner must be able to demonstrate that: <ul style="list-style-type: none"> ○ tamariki are closely supervised, with clear line of sight, at all times (24/7) in the home or on the property and off-site (where applicable) ○ tamariki understand that they are not free to leave, and that – if they do leave – it is an offence under section 120 of the Crimes Act 	<ul style="list-style-type: none"> – The senior employee of Oranga Tamariki must direct the detention of te tamaiti, and may specify terms that apply to the detention – The senior employee will visit the remand home at least twice per week at pre-arranged dates and times, to: <ul style="list-style-type: none"> ○ ensure that tamariki understand they are not free to leave

Care partner	Oranga Tamariki
<ul style="list-style-type: none"> - The physical environment of the remand home must: <ul style="list-style-type: none"> o reinforce that tamariki are not free to leave, eg through alarms or a security guard. Note: tamariki must not be locked into a bedroom or into the building. Any alarms are to aid in detection, not to physically stop tamariki from leaving the property o minimise the risk that tamariki could escape lawful custody, commit further offences or interfere with evidence or witnesses 	<ul style="list-style-type: none"> o ensure that the home is adequately staffed and well managed o manage and monitor risks, for example staffing and supervision levels, health and safety and the individual needs of te tamaiti

The Care Standards apply in a remand home, so all aspects of this Shared Care service specification are relevant in terms of how tamariki need to be cared for and supported. If any requirement arises from the remand context that differs from guidance in this specification, this will be noted in the care partner’s Care Model Summary for this care response, which would take precedence.

3.5. Support to address needs



All tamariki in care are entitled to support to address their range of needs (listed in section 3.2: Needs assessments, All About Me plans and visits). As emphasised in that section, the support that each tamaiti must receive to address their needs is set out in their All About Me plan, and is individual to each tamaiti. The roles and responsibilities for providing this support may vary from tamaiti to tamaiti, depending on the nature of the relationships that te tamaiti has with the people looking after them, their Oranga

Tamariki social worker, and other people in their lives. Therefore, it is especially important that the care partner, Oranga Tamariki and others involved in the care work flexibly and collaboratively to do what works best for te tamaiti.

3.5.1. Cultural safety

Everyone involved in supporting the needs of te tamaiti should ensure that this support is provided in a way that involves consideration of cultural safety of te tamaiti. The phrase “cultural safety” can refer to matters of ethnicity and cultural identity, but also has wider associations. In general, it means that whatever situation te tamaiti enters, te tamaiti is as well prepared to have a positive experience in this

situation as possible, bearing in mind their general compatibility for the situation, their willingness to participate, any previous experience they might or might not have in this situation, and whether they have enough of the basic skills and knowledge, including language skills, to make positive participation possible.

It is very important to involve the whānau, hapū, iwi and family in supporting te tamaiti. For tamariki Māori, this is essential in carrying out the commitment by Oranga Tamariki to section 7AA to have regard to mana tamaiti, whakapapa and whanaungatanga.

The unique cultural identity of each tamaiti is made up of many elements, including their age, ethnicity and culture, language skills, gender identity and expression, sexual orientation and expression, health, socio-economic status, any disability, migrant experience and religious or spiritual beliefs. Support to address the needs of tamariki should be specific to each tamaiti, and not based on general assumptions. It can take careful consideration and preparation to meet the needs of tamariki by empowering them to have positive experiences. Supporting tamariki to express their views clearly throughout this process, and acting on those views, is very important.

The levels of cultural safety that tamariki feel in any experience will change as their experience develops over time.

Table 8: Roles and responsibilities for support to address needs

Please note that the responsibilities in this table are the minimum, and should be addressed in greater detail in the All About Me plan and any additional day-to-day planning tools for each tamaiti.

Care partner	Oranga Tamariki
Table 8a Supporting the needs of te tamaiti	
<ul style="list-style-type: none"> – Work with Oranga Tamariki and others involved in the care of te tamaiti to provide support to address their needs, in accordance with their All About Me plan – If te tamaiti does not yet have a full needs assessment or All About Me plan (for example, in an urgent need for care including in a youth justice context), work with Oranga Tamariki and others involved in the care of te tamaiti to provide support to meet their needs as far as possible, based on the information available – Give support that is likely to ensure that te tamaiti feels culturally safe, across a full range of situations (see section 3.5.1: Cultural safety) 	<ul style="list-style-type: none"> – Work with the care partner and others involved in the care of te tamaiti to provide support to address their needs, in accordance with their All About Me plan – If te tamaiti does not yet have a full needs assessment or All About Me plan (for example, in an urgent need for care including in a youth justice context), work with the care partner and others involved in the care of te tamaiti to provide support to meet the needs of te tamaiti as far as possible, based on the information available. Then make sure that the needs assessment and All About Me plan are completed as soon as possible

Care partner	Oranga Tamariki
<p>Table 8b Food, shelter and supervision</p>	
<ul style="list-style-type: none"> – Provide nutritious food, safe shelter, care and supervision of tamariki in a safe, stable environment where they feel loved and cared for – Familiarise te tamaiti with the care environment and its tikanga and kawa, including the routines, daily activities, values and expectations – In remand homes, ensure that staffing levels are high enough to give effect to detention, including when tamariki need to attend appointments offsite, Court hearings, or attend activities (see section 3.4.8) 	<ul style="list-style-type: none"> – In remand homes, a senior employee of Oranga Tamariki needs to visit at least twice per week at pre-arranged dates and times, to ensure that staffing levels are high enough to give effect to detention, including when tamariki need to attend appointments offsite, Court hearings, or attend activities (see section 3.4.8)
<p>Table 8c Connecting with whānau, family and important places (whenua)</p>	
<ul style="list-style-type: none"> – Work with Oranga Tamariki to facilitate communication and connection between te tamaiti and members of their whānau, hapū, iwi and family in a way that affirms mana tamaiti – Work with Oranga Tamariki to facilitate opportunities for tamariki to travel to or otherwise connect with places (whenua) that are relevant to their culture and identity 	<ul style="list-style-type: none"> – Work with the care partner to facilitate communication and connection between te tamaiti and members of their whānau, hapū, iwi and family in a way that affirms mana tamaiti – Work with the care partner to ensure tamariki have opportunities to travel to or otherwise connect with places (whenua) that are relevant to their culture and identity
<p>Table 8d Personal belongings</p>	
<ul style="list-style-type: none"> – Maintain and replace as necessary the personal belongings that tamariki bring with them when they enter your care, and provide any other personal belongings they need while they are in your care. Personal belongings include taonga, clothing, bedding and a suitable bag such as a backpack or suitcase – Provide somewhere for tamariki to store their belongings safely, and make sure they know how to access them 	<ul style="list-style-type: none"> – Arrange for tamariki to bring personal belongings, including taonga or belongings of personal importance, with them when they enter the care partner’s care. Make sure they have a suitable bag such as a backpack or suitcase for transporting these. If it is not possible for tamariki to bring their belongings when they enter the care partner’s care (for example, in an urgent need for care including in a youth justice context), arrange for it to

Care partner	Oranga Tamariki
<ul style="list-style-type: none"> – Ensure tamariki have access to a range of developmentally appropriate books, toys and recreational equipment – Follow the tamariki pocket money published levels and guidance set by Oranga Tamariki⁴ – In residential youth justice environments, tamariki still have their own belongings but different storage methods will be in use depending on the context – this is documented in the Care Model Summary for each care response 	<p>happen as soon as possible afterwards</p>

Table 8e **Cultural connection and significant events**

<ul style="list-style-type: none"> – Acknowledge and/or celebrate events of significance for te tamaiti and their siblings and whānau or family (for example, birthdays and religious or cultural festivals/activities) – Ensure tamariki receive practical and emotional support to participate in cultural, social and recreational activities in accordance with their individual needs, aspirations and goals (for example, kapa haka, te reo Māori or other language-learning opportunities, communities based around their gender identity or sexual orientation, sports, clubs or music lessons) 	<ul style="list-style-type: none"> – Support the care partner as required to meet these needs of te tamaiti, for example by supplying relevant information
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⁴ These rates are published on the Oranga Tamariki website under Caregiving/Financial help.

Table 8f

Disability

- | | |
|--|--|
| <ul style="list-style-type: none"> – For tamariki who are in care because their high disability needs cannot be met at home, actively involve their whānau or family in as many aspects of their care and decision-making as much as possible – Support tamariki to access the disability services/funding they require – Work with Oranga Tamariki to make sure that tamariki receive the information on their disability support needs and the disability support services/funding that they are entitled to, in the language/accessible format they need – Tell Oranga Tamariki relevant information to enable Oranga Tamariki to understand and maintain accurate records for tamariki on their disability needs | <ul style="list-style-type: none"> – If appropriate for the needs of te tamaiti, refer them for any assessments they require regarding their disability needs, including a Gateway Assessment or Youth Justice Health Assessment, and/or work with the local NASC (Needs Assessment Service Coordination) and Regional Disability Advisor – Ensure tamariki are supported to access the publicly funded disability support services/funding that they require, with services that have knowledge and experience of their disability and cultural values and practices – Facilitate access to other disability services if existing publicly funded services are not available in a timely manner – Tell the care partner the disability support services that te tamaiti requires access to – Work with the care partner to ensure that tamariki receive the information on their disability needs and support/funding services, in the language/accessible format they need – Maintain records for tamariki on their disability support needs |
|--|--|

Table 8g

Health

- | | |
|---|--|
| <ul style="list-style-type: none"> – Support tamariki to access health services. This includes facilitating an annual medical check and, for tamariki over the age of two years, an annual dental check – Work with Oranga Tamariki to make sure that tamariki receive the information they need on relevant health matters (for example, any health-related disability needs, physical development and growth, healthy relationships, and positive | <ul style="list-style-type: none"> – If appropriate for the needs of te tamaiti, refer them for a Gateway Assessment or Youth Justice Health Assessment, or any other specialist assessments as required – Ensure tamariki are enrolled with a primary health organisation and have access to a health practitioner with knowledge and experience of their cultural values and practices |
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- attitudes to sexual health across all orientations, gender identity matters, psychological and emotional health)
- Tell Oranga Tamariki about relevant information (for example, details of primary health care visits) to enable Oranga Tamariki to maintain accurate health records for tamariki
- Tell the care partner when tamariki are due for an annual medical or dental check
- Advocate for access to any other publicly funded health services tamariki may need
- Facilitate access to other health services (for example, private health services or specialist services, including for any health-related disability services) if existing publicly funded services are not available in a timely manner
- Work with the care partner to ensure that tamariki receive the information they need on relevant health matters (for example, any health-related disability needs, physical development and growth, healthy relationships, and positive attitudes to sexual health across all orientations, gender identity matters, psychological and emotional health)
- Maintain health records for tamariki

Table 8h

Education, training and employment

Legal context: Tamariki and rangatahi aged 5–19 years have a right to free education. 6–16-year-olds must be enrolled at and attending a registered school. In limited circumstances, the Secretary for Education may grant exemption to these requirements under the Education and Training Act 2020. These exemptions cannot be applied for by a caregiver, social worker or someone who only holds custody. They must be made by a parent or guardian, or the chief executive of Oranga Tamariki for tamariki living in a residence established under section 364 of the Oranga Tamariki Act. (Short term exemptions from attendance can also be made by a principal for periods of no more than 5 days, eg for illness.)

- For tamariki enrolled with a registered education provider, early childhood centre, certified playgroup or Playcentre, Kohanga Reo or Pacific Language nest, support them emotionally and practically so that they attend and participate
- For tamariki enrolled with a registered education provider, tell Oranga Tamariki about any concerns you have about their attendance and/or
- For tamariki aged 1–5, determine in consultation with their parents or guardian whether it is in the best interests of te tamaiti to be enrolled in a licenced early childhood service or a registered certified playgroup or Playcentre, Kohanga Reo or Pacific Language nest. Enrol them as required
- For tamariki aged 5, determine in consultation with their parents or

<p>educational progress, and work with Oranga Tamariki, te tamaiti, the education provider and any other relevant parties to address these concerns</p> <ul style="list-style-type: none"> – Make sure that tamariki have access to the equipment and materials they need for education (for example, a bag, stationery, any uniform or clothing and equipment required) – Make sure that education-related donations and fees are paid (for example, for trips) and work with Oranga Tamariki if necessary to facilitate this – If, for any reason, tamariki aged 6–16 are not currently enrolled in a registered education setting, work with Oranga Tamariki to ensure that te tamaiti experiences other education activities that are suitable for their needs, while the Oranga Tamariki social worker is working to enrol them in a registered education setting – Support rangatahi to seek or continue their employment 	<p>guardian whether it is in the best interests of te tamaiti to be enrolled with a registered education provider, and support their enrolment as required</p> <ul style="list-style-type: none"> – For tamariki aged 6–16, ensure they are enrolled with a registered education provider – For rangatahi over 16, provide assistance for them to be enrolled at a registered school or tertiary education organisation or to obtain employment – For tamariki enrolled with a registered education provider: <ul style="list-style-type: none"> ○ Monitor their attendance and progress, and work with the care partner, te tamaiti, the education provider and any other relevant parties to address any concerns ○ Undertake and support any work (eg applications for funding and resources) required to ensure that any additional support required by disabled tamariki is provided ○ Provide representation at any hearing to consider exclusion or suspension of te tamaiti from school – If, for any reason, tamariki aged 6–16 are not currently enrolled in a registered education setting, work with the care partner to ensure that te tamaiti experiences other education activities that are suitable for their needs, while working to enrol them in a registered education setting – Support rangatahi who are seeking employment
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Table 8i Therapies or interventions for specific needs

<ul style="list-style-type: none"> – Provide and/or coordinate the provision of any therapies or interventions that are designed to meet specific needs of te tamaiti 	<ul style="list-style-type: none"> – Support the care partner’s provision and monitoring of any therapies or interventions designed to meet the specific needs of te tamaiti according
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<p>according to their All About Me plan, as part of the overall package of care</p> <ul style="list-style-type: none"> – Provide and/or coordinate any court ordered interventions to meet specific needs of te tamaiti, as part of the overall package of care 	<p>to the All About Me plan, as part of their overall package of care</p> <ul style="list-style-type: none"> – Refer to the Care Model Summary to understand any additional roles and responsibilities in supporting the care partner to provide any therapies or interventions designed to meet the specific needs of te tamaiti – Advocate for referral and acceptance into specialist support as required – Provide and/or coordinate any court ordered interventions to meet specific needs of te tamaiti, as part of the overall package of care
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Table 8j

Guardianship

<ul style="list-style-type: none"> – Seek authorisation from the guardian of te tamaiti (the parent/s and/or Oranga Tamariki) regarding matters that require guardianship approval, such as formal name changes, vaccinations, medical care (other than routine medical care), travel out of region, major education-related questions (eg change of education provider) and any significant changes to the appearance of te tamaiti, including the possible cultural considerations associated with that 	<ul style="list-style-type: none"> – If Oranga Tamariki holds guardianship, provide authorisation, and in accordance with the terms of the guardianship order if any, regarding matters that require guardianship approval, such as formal name changes, vaccinations, medical care (other than routine medical care), travel out of region, major education-related decisions (eg change of education provider) and any significant changes to the appearance of te tamaiti, including the possible cultural considerations associated with that, in consultation with the whānau or family wherever possible
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3.6. Care transitions

If I need to move to a new home or I'm ready to make my own way in the world, give me extra support to make sure things go well

Tamariki need extra support during care transitions, so that they can make their voice heard, understand what to expect, and have a positive experience during the transition. This includes when they move from one care arrangement to another, when they return home after being in care, and when they leave care and transition to adult life.

Transitions should usually be well planned in advance, however it is acknowledged that some may have to

happen earlier than planned, or urgently.

If the needs of te tamaiti change and the care option no longer aligns to meeting their needs, either because the care option is unable to meet their needs, or te tamaiti can safely live with whānau or family, an early transition may be agreed. Before agreeing any early transition due to issues or unmet need, the care partner and Oranga Tamariki will work together to address those issues to avoid unnecessary disruption of care. If the issues cannot be resolved, both parties agree to give each other at least one week's notice of their decision to end the arrangement, and will agree on the early transition date as part of shared transition planning, which may take up to a month from the notice given. Any additional assessments required should form part of the transition plan.

There will be times when tamariki need to be moved to a new home urgently, primarily for their safety or that of those caring for them. The care partner and Oranga Tamariki will work together to manage the urgent transition. In these cases the assessment, planning, provision of support and monitoring required for the transition must be provided to the extent it can before the move. Any steps not able to be completed before the move must be done as soon as possible after the move.

Table 9: Roles and responsibilities for transition support

Care partner	Oranga Tamariki
<p>Table 9a Care transitions</p>	
<ul style="list-style-type: none"> - Contribute to planning for tamariki who are going to have a care transition - Support the current and/or prospective caregiver or care staff of te tamaiti, if applicable, to contribute to transition planning 	<ul style="list-style-type: none"> - Initiate transition planning for tamariki who are going to have a care transition. Make sure that the planning is completed. This includes ensuring that the views of te tamaiti, their whānau, hapū, iwi and family, the current and/or prospective caregiver or care staff, and the care partner are taken into account. It also

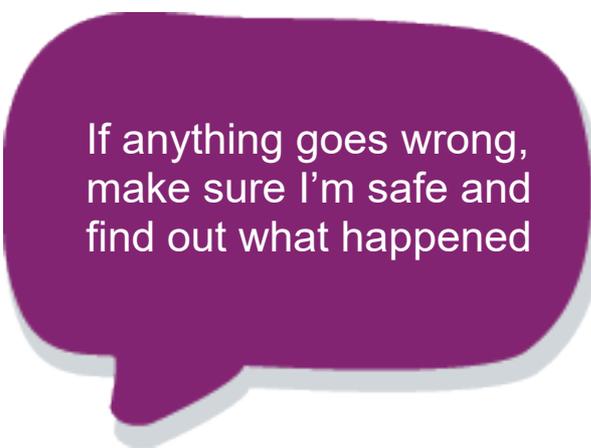
Care partner	Oranga Tamariki
<ul style="list-style-type: none"> – If the transition is to a different care arrangement, see Table 2c: Preparing tamariki for their new home – Promote a positive transition experience for tamariki by supporting tamariki as required, for example this could include transporting tamariki to and from whānau or family visits, spending time with whānau or family and te tamaiti as part of the transition, and reporting back to the Oranga Tamariki social worker about how the transition is progressing – Promote a positive transition experience for tamariki by supporting Oranga Tamariki in accordance with the roles and responsibilities agreed in the transition planning – Update caregiver support plans or care staff development plans to stay relevant during and after the transition 	<ul style="list-style-type: none"> – includes updating the All About Me plan as required – If the transition is to a different care arrangement, see Table 2c: Preparing tamariki for their new home – Promote a positive transition experience for tamariki, with the support of the care partner, in accordance with the roles and responsibilities agreed in the transition planning

Table 9b **Rangatahi transitioning to independence**

<ul style="list-style-type: none"> – Contribute to assessing the needs and life skills of rangatahi – Support Oranga Tamariki to provide rangatahi with the advice and assistance they need – Support rangatahi as needed to enable them to build a positive relationship with their Transition Worker, so that this feels like a gradual, supported and useful process enabling them to get a good start in their adult lives – If the care response includes caregivers, support Oranga Tamariki to discuss with eligible rangatahi their entitlement to remain living with their caregiver from the age of 18 to 21 if they wish to do so – If an eligible rangatahi wishes to remain with or return to living with one of the care partner’s caregivers at any 	<ul style="list-style-type: none"> – When te rangatahi turns 15-and-a-half years old, initiate the assessment of their needs and life skills, consult with the care partner and make sure that this assessment is completed – With the support of the care partner, provide rangatahi with the advice and assistance they need – With the support of the care partner, discuss with eligible rangatahi their entitlement to remain living with a caregiver from the age of 18 to 21 if they wish to do so – If te rangatahi wishes to remain with or return to living with one of the care partner’s caregivers when they turn 18, work with the care partner to facilitate this – Refer eligible rangatahi to a transition support service
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Care partner	Oranga Tamariki
point between the ages of 18 and 21, work with Oranga Tamariki to facilitate this. Note: any services provided by the care partner to a caregiver of rangatahi once they have left care are contracted under a separate service specification and are out of scope of this service specification	– Proactively maintain contact with rangatahi until they are 21

3.7. Keeping tamariki safe



If an allegation of harm occurs, or any critical or serious incident, it is essential for care partners and Oranga Tamariki to carry out an urgent and coordinated response to protect tamariki and anyone else at risk of harm.

The care partner must nominate an after-hours, on-call contact method, so that Oranga Tamariki can reach the care partner about critical and serious incidents at all times.

Harm is defined as: “ill-treatment, abuse, neglect, or deprivation. This includes, but is not limited to, actions or omissions that cause emotional, physical or sexual harm, or sexual harassment.” Handling an allegation of harm is addressed in table 10, below.

All the other types of incident that are considered critical or serious are listed in Appendix G: Critical and serious incidents, which gives the specific requirements about how each of these incidents should be reported, in terms of timeframes and documentation. Appendix G covers:

Table 12: Critical and serious incidents – categories and process

- Table 12a: Critical incidents: Category A
- Table 12b: Critical incidents: Category B
- Table 12c: Serious incidents

Table 13: Missing tamariki – categories and process

- Table 13a: Tamariki leaving a care environment
- Table 13b: Tamariki leaving a remand home
- Table 13c: Tamariki leaving a community bail home outside their bail conditions, a supervision with activity residence, or an alcohol and other drug residence to which they have been Court appointed

In any of these cases – an allegation or a critical or serious incident – Oranga Tamariki, with the care partner, must also work together as quickly as possible to create a safety plan for te tamaiti and for any other tamariki involved in the incident or at the same location.

3.7.1. Safety plan

As soon as possible after the incident, Oranga Tamariki will initiate creating a safety plan for te tamaiti and for any other tamariki involved or at the same location, which the care partner must contribute to. This plan will be particular to the needs of te tamaiti and will secure their safety. It will vary according to the nature of the incident, but will include at least the following:

- Considering and acting on any measures that can be put in place to support the ongoing safety of tamariki, ranging from small daily changes through to the possible review of where they are living and the care response
- Supporting te tamaiti and discussing these measures with them, taking any actions to encourage and assist them to express their views freely, as per section 3.3: Supporting tamariki to express views and participate in their care experience
- Discussing these measures, as appropriate, with the whānau or family, caregiver or care staff providing care to te tamaiti and any other parties who should naturally be involved according to the circumstances
- Roles and responsibilities for carrying out the safety plan
- Timeframes for actions to occur, and for review of the safety plan
- Considering the safety plan in relation to the All About Me plan, and updating the All About Me plan as required

Care partners will support their caregivers or care staff as necessary to be able to contribute to this planning process.

Table 10: Handling an allegation that te tamaiti has been harmed

Care partner	Oranga Tamariki
Table 10a	Allegation of harm
<ul style="list-style-type: none"> – If you receive an allegation of harm of a tamaiti in your care, immediately inform the Oranga Tamariki social worker and your contract manager/PfO Advisor. In a youth justice context, also tell the General Manager Youth Justice Community Placements. Tell the minimum number of people, in case any future criminal investigation could be prejudiced – If the type of harm manifested as a critical or serious incident, follow Appendix G: Critical and serious incidents 	<ul style="list-style-type: none"> – If an allegation of harm is reported to Oranga Tamariki by the care partner, Oranga Tamariki should urgently consult with the Police to determine if the allegation meets the criteria for an investigation under the Child Protection Protocol: Joint Operating Procedures (CPP) – If an allegation of harm is reported to Oranga Tamariki by someone other than the care partner, Oranga Tamariki should let the care partner know that an allegation has been received, enter the information into CYRAS, and also urgently consult with the Police, as above

Care partner	Oranga Tamariki
<ul style="list-style-type: none"> - As soon as possible, work with Oranga Tamariki to create and carry out a safety plan that is particular to the needs of te tamaiti, as per section 3.7.1: Safety plan - Cooperate fully with Oranga Tamariki and/or the Police while they assess and/or investigate the allegation - Cooperate fully with Oranga Tamariki if requested to help inform te tamaiti, as much as is possible and appropriate, about the progress of the investigation or assessment, the outcome, and any additional processes arising (for example, criminal charges) - If the allegation is about one of your caregivers: <ul style="list-style-type: none"> o support the caregiver during the investigation or assessment o suspend the caregiver's approval status if necessary, and inform Oranga Tamariki o once Oranga Tamariki has reported the outcome to you, carry out a caregiver review and review the caregiver's support plan - If the allegation is about a member of your care staff: <ul style="list-style-type: none"> o support the staff member during the investigation or assessment o follow your Human Resource policies, which could include suspending the staff member if necessary, and inform Oranga Tamariki o once Oranga Tamariki has reported the outcome to you, carry out an employment review and review the staff member's development plan 	<ul style="list-style-type: none"> - As soon as possible, initiate the creation of a safety plan that is particular to the needs of te tamaiti, as per section 3.7.1: Safety plan, and work with the care partner to create and carry out this safety plan - Promptly assess or investigate the allegation within the required timeframes, and support the Police investigation as required - Keep the care partner informed of the progress of the investigation or assessment, the outcome, and any additional processes arising (for example, criminal charges) - When taking statements from those involved in the incident, follow the information sharing and disclosure procedures on the Practice Centre. Consider sharing your documentation with the care partner to assist them with their own, post-incident internal reviews and processes, and to minimise those involved being retraumatised by multiple interviews - Inform te tamaiti, as much as is possible and appropriate, about the progress of the investigation or assessment, the outcome, and any additional processes arising (for example, criminal charges). Update CYRAS each time this occurs - Make sure that te tamaiti understands that they can have whoever they choose as a support person/people present whenever they are being updated on this topic - Consider that, depending on the circumstances of the incident, it may be a useful support to te tamaiti to involve the care partner in all meetings and discussions

4. Funding

Three funding models are used for Partnered Care to cover the range of care responses that care partners provide – Dynamic, Fixed, or Individualised. The type of funding model and the rates of payment are agreed as part of the commissioning process before entering into the Outcome Agreement.

All rates are based on an “all in” approach to meet the needs of tamariki and those caring for them. Unplanned one-off amounts may be agreed from time to time when required. These will generally be larger unplanned amounts over \$500 and not included in the agreement rates.

Funding Policy and Guidance for Partnered Care⁵ provides more information on the different models, how they are best applied, the processes for agreeing an additional rate under the Dynamic model and requesting any unplanned one-off amounts, as well as more detail on property-related costs and intentional damage.

4.1. Reconciliation

4.1.1. Dynamic model

The Dynamic model rates have occupancy factored into them. Oranga Tamariki will fund the number of 24-hour periods of care actually provided to tamariki. If the number of 24-hour periods falls below 85% of the agreed amount because partners are unable to provide the agreed amount of care, Oranga Tamariki may open discussions to adjust the amount of care and funding in the Outcome Agreement (with appropriate lead-in times and notice).

4.1.2. Fixed model

Expected occupancy rates (percentage of capacity used over time) will be agreed and recorded as part of the funding negotiations before entering into the Outcome Agreement.

Oranga Tamariki will pay for full capacity and not reconcile funding if occupancy is aligned to the agreed expected occupancy rate. If occupancy is below the expected rate for a period of more than three months, Oranga Tamariki will need to agree with the care partner how to respond in the circumstances, whether that is to reduce capacity, redirect capacity or re-evaluate the scope/parameters of the care response. This may be a short term or one-off agreement, or both parties may need to renegotiate the Outcome Agreement to reflect longer term changes.

⁵ Published on the Oranga Tamariki website (from 1 July 2021), under Working with Children/Information for Providers/Partnered Care.

4.1.3. Individualised model

This model is based on the individual needs of te tamaiti and therefore should be renegotiated when their needs and/or circumstances change. If it is a staffed accommodation-based option, set up and de-commissioning costs and timeframes should be agreed as part of the contract negotiations. If an option is no longer needed for a specific tamaiti, Oranga Tamariki will carefully consider with partners how those resources can be redeployed to support other tamariki (a planned approach).

4.2. Property-related costs

Property-related costs are agreed case-by-case, given the nuance in different arrangements depending on who holds the lease and/or owns the property.

Before entering into an Outcome Agreement where Oranga Tamariki owns or leases the property, the care partner and Oranga Tamariki will negotiate and agree a “Care Partner and Oranga Tamariki Property Operating Agreement⁶”. This covers full details such as the respective operational and financial commitments from each party for operating costs, insurance premiums, maintenance and repair, making good when leaving the home, reporting and inspection, and so on.

4.2.1. Caregiver-related property claims

Caregivers are expected to have adequate insurance to cover their house, contents, car and any other items of value or importance. Oranga Tamariki has no legal liability for damage caused by tamariki in our custody. However, we consider all claims by caregivers for uninsurable deliberate property damage or loss that happen because of tamariki placed in their care.

⁶ Published on the Oranga Tamariki website (from 1 July 2021), under Working with Children/Information for Providers/Partnered Care.

5. Quality Assurance

This section provides an overview of how Oranga Tamariki and care partners will work together to assure that we are collectively supporting quality care.

Our shared quality assurance approach will rely on multiple sources of information from Oranga Tamariki and care partners that will help us understand our strengths, learn from things that are going well, and tackle any issues that are getting in the way of tamariki getting the care and support they need.

The approach also acknowledges that evidence can be furnished in different ways and will often be unique to a service type or specific kaupapa.

More detail on all information in this section will be available in the Quality Assurance for Partnered Care: Guidance⁷.

5.1. Quality Assurance Framework

The Quality Assurance Framework for Partnered Care, designed by care partners and Oranga Tamariki, forms the basis of this approach. The Framework helps Oranga Tamariki to understand the quality of care through three lenses:

- the Care Standards and other legislative requirements
- the experiences of tamariki, whānau or family and carers in Partnered Care
- our commitment to the principles of mana tamaiti, whakapapa and whanaungatanga

The Framework will rely on a combination of quantitative and qualitative information gathered through conversations, case reviews, and directly from the systems of Oranga Tamariki and care partners. Oranga Tamariki will need to use this information to demonstrate the meeting of our obligations under legislation.

Care partners will have their own internal quality assurance and monitoring processes, which they will use to satisfy themselves that the quality of their care and support meets the expectations of the tamariki, whānau or families and the communities they work with, and satisfies formal accountabilities to their iwi, Board or related governance structures.

The Framework has been designed to be flexible rather than prescriptive. The intention is that care partners should be able to use a lot of the same information they use for any internal quality assurance as evidence that they are achieving the quality standards in the Framework. Oranga Tamariki recognises that evidence will

⁷ Published on the Oranga Tamariki website (from 1 July 2021), under Working with Children/Information for Providers/Partnered Care.

look different for every care partner, depending on the models of care being provided and the values and tikanga of each organisation. We will be working together to ensure that the information from care partners, together with information from Oranga Tamariki, is sufficient for us all to meet our obligations.

5.2. Quality Assurance Cycle

Table 11: Information requirements (see next page) lists the baseline quantitative information that Oranga Tamariki will need to demonstrate the meeting of our legal obligations.

This information will be collected through the Data Exchange, which supports the secure, private and safe exchange of data between partners and Oranga Tamariki. The transfer of this information will be agreed with each care partner through an Information Sharing Agreement.

The quantitative information will be supplemented by much richer information shared during locally-led reflective conversations, Oranga Tamariki case file reviews, and during discussions with other stakeholders including frontline staff.

Insights from the information collected will be brought together and shared at agreed times across the quality assurance cycle, including:

- regular partnership touchpoints
- annual partnered care reflection
- two-yearly Partnered Care Quality Review
- within communities of practice to generate and share best practice knowledge

Table 11: Information requirements

Please note: there are specific data types and standards that need to be adhered to, to enable effective transfer of information through the Data Exchange platform. A full table including all data types and standards will be shared with each partner.

Data Fields	Description	Purpose or legislative rationale
Information about the care response (Event⁸ Table)		
Record Identifier	A unique identifier of the record shared. This is automatically generated by the provider source system.	Database record
Record Version	Version of the record specification. This is automatically generated by the receiver source system.	Database record
Provider Number	The unique identifier of the care partner generated by Oranga Tamariki. This is found in the Outcome Agreement.	Reconciliation
Contract Number	The unique identifier of the care partner contract generated by Oranga Tamariki. This is found in the Outcome Agreement.	Reconciliation
Contract Service Code	The code for the contracted service to be delivered. This relates to the unique funding item used for bed night reconciliation. This is found in the Outcome Agreement, eg A, B, C, AA, BB	Reconciliation
Event Type 1	The type of care arrangement provided to the tamaiti in care, ie: <ul style="list-style-type: none"> • Caregiver (when care is provided by an approved caregiver) • Care staff (when care is provided by a care staff member or staff team) 	Reconciliation
Event Type 2	The type of placement where the tamaiti is being cared for, ie: <ul style="list-style-type: none"> • Primary care option (tamaiti is with primary caregiver/s or in primary staffed care arrangement) 	Reconciliation

⁸ In the context of Data Exchange, “event” and “event types” refer to a period of care, or a unique activity provided by a care partner. In Shared Care this would include the type of care, the duration of care and the use of short breaks.

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	<ul style="list-style-type: none"> • Away on short-break (Data field assigned to primary caregiver/community home when tamaiti is away from their care on an agreed short-break) • Short-break care (Data field used when tamaiti is with an agreed short-break caregiver/care staff arrangement/whānau) 	
Event start date	The start date of the care arrangement.	Reconciliation National Care Standards Regulation 81(2)(c)
Event end date	The end date of the care arrangement. The field will be NULL if the child continues to be under primary care with the care partner.	Reconciliation National Care Standards Regulation 81(2)(c)
Caregiver 1 ID	A unique ID for the caregiver generated by the partner's system. This ID will serve as the primary field to join on details about the caregiver from the caregiver table.	Reconciliation National Care Standards Part III
Caregiver 2 ID	A unique ID for the second caregiver generated by the partner's system. This is when a child is being cared for by multiple caregivers, eg Couple.	Reconciliation National Care Standards Part III
CYRAS ID	A unique identifier of the tamariki in care that will be provided by Oranga Tamariki.	Reconciliation National Care Standards Part 3
Child address	Street address where the child is living.	Oranga Tamariki (1989) Act s7(2)(e) The care partner will always be the first point of contact for Oranga Tamariki in relation to the care of tamaiti. Information about where tamaiti is living ensures that Oranga Tamariki maintains accurate information to support the care of tamariki, for
Child suburb	Suburb of the residential address.	
Child city	City of the residential address.	
Child postcode	Postcode of the residential address.	

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		example following a local emergency. The collection of this information will be discussed individually with each partner to understand how this is managed locally.
Information about caregiver(s) (Caregiver Table)		
Record Identifier	A unique identifier of the record shared. This is automatically generated by the provider source system.	Database record
Record Version	Version of the record specification. This is automatically generated by the receiver source system.	Database record
Caregiver ID	The unique ID of the caregiver generated by the partner's system. This ID will be used to join on details about the care provided from the care response table.	Reconciliation National Care Standards Part III
Caregiver ethnicity	The ethnicity of the caregiver. Can carry up to six values.	Oranga Tamariki Act 1989 section 7AA
Date the assessment of prospective caregiver and their household completed	The date the assessment of the prospective caregiver and their household is completed. (Note: Not applicable for Group homes). ISO 8601 standard	National Care Standards Regulation 45
Date of caregiver provisional approval	The date the caregiver is granted provisional approval to care for a child or young person (if applicable). ISO 8601 standard.	National Care Standards Regulation 51
Date of caregiver full approval	The date the caregiver is granted full approval. ISO 8601 standard.	National Care Standards Regulation 49
Most recent date of review of caregiver approval status	The date when the caregiver's approval was last reviewed. ISO 8601 standard.	National Care Standards Regulation 50
Date caregiver support plan developed	The date when the caregiver support plan is developed. ISO 8601 standard.	National Care Standards Regulation 58–59
Date of most recent review of caregiver support plan	The date when the caregiver support plan was last reviewed. ISO 8601 standard.	National Care Standards Part III Regulation 69(2)(d)
Reason for review of the support plan	One of the 3 defined reasons why a support plan might require to be reviewed. These are:	National Care Standards Part III

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	<ol style="list-style-type: none"> 1. As part of a regular review to ensure the caregiver is able to meet the needs of the child and to identify any additional support or training required by the caregiver. 2. It is identified that the caregiver's needs have changed. 3. As a result of an allegation that a child in the caregiver's care has suffered abuse of neglect. 	Regulation 61, 69(2)(d)
Most recent date of visit to caregiver	The date the caregiver is visited by their support person or the equivalent of a caregiver social worker. ISO 8601 standard	National Care Standards Regulation 50, 60(3)
Information on tamariki (only when tamariki in care cannot be identified ie, CYRAS ID unavailable) (Child Table)		
Record Identifier	A unique identifier of the record shared. This is automatically generated by the provider source system.	Database record
Record Version	Version of the record specification. This is automatically generated by the receiver source system.	Database record
Child first name	First name of the tamaiti in care	Data matching
Child last name	Family name of the tamaiti in care	Data matching
Child date of birth	The birth date of the tamaiti in care. ISO 8601 standard	Data matching

Appendix A: Information to be given to prospective caregivers

Care partners must give information to people who are considering becoming caregivers to help them and, if relevant, their households understand the caregiving role and the types of things that they will have to do. This information must include:

- How their application will be assessed, including the steps in the process, and what the criteria are for making the decision
- The level of care that they are expected to provide, and what will happen if they do not provide this level of care
- The support, learning opportunities and resources available to them while they give care. This includes the financial support that they will receive, and any arrangements that are in place for taking short breaks from providing care
- How trauma can affect tamariki behaviour and development, and what services are available to tamariki and their caregivers to prevent further trauma and support recovery
- That they must respond to behaviour in a safe, consistent and planned way – including following the care partner’s procedures about seclusion and restraints in that care environment (which is generally, that they can’t be used)
- The decisions that they can and cannot make, and the decisions that tamariki can and cannot make, about day-to-day care arrangements
- That tamariki need to be involved in making decisions that affect them, that their views are very important, and that the decision needs to put the best interests of te tamaiti first
- That tamariki have the right to have their own personal belongings
- That tamariki need to connect with their whānau, hapū, iwi and family and how this will happen
- The rights of legal guardians and how these are preserved
- How tamariki can make a complaint, including how caregivers can support tamariki to make a complaint. The support available for the caregiver if the complaint is about them
- How caregivers can make a complaint

If the care would take place in that person’s own household:

- How giving care might affect their life and household
- The need to tell the care partner if there is a significant change in the circumstances or membership of their household, and why this is important

Appendix B: Assessment and review of caregivers

Care partners must assess people who are considering becoming caregivers. If that care is to take place in that person's private home, see also Appendix C: Assessment of private households where care will take place (caregivers and care staff).

The same assessment methods and criteria apply whether the assessment is about the suitability to care for a particular tamaiti, or to become a caregiver in general.

Do the assessment before placing te tamaiti with the caregiver.

Provisional approvals: If the full assessment process is not possible because it is an urgent need for care, a provisional assessment and approval to care can be made, by carrying out these points from the below information: confirmation of the person's identity, Police vet, risk assessment, interview and – if relevant and at all possible – visit to the home. Provisional approval should only be given to someone who is whānau or family to te tamaiti, or otherwise known to te tamaiti with a close connection. The care partner would need to monitor the provisional caregiver closely, and complete the full assessment and approval as soon as possible.

What is included in the assessment?

Care partners must carry out the following checks for prospective caregivers:

1. Confirmation of the person's identity
2. A Police vet (a formal check or "vetting" of the person)
3. Consideration of other information, including factchecking and referee checks – see the list below
4. A risk assessment
5. Other matters about the person's suitability, which are listed below

1) Confirmation of identity

There are two options when confirming the person's identity:

1. The person provides a RealMe ID or other "electronic identity credential" – this has a specific meaning as per section 8 of the Electronic Identity Verification Act 2012
2. The person provides an original version of both a primary and a secondary identity document – these types of identity documents are defined in the Schedule of the Children's (Requirements for Safety Checks of Children's Workers) Regulations 2015

Please note about the primary and secondary documents:

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- If neither document includes a photograph of the person, the person must also provide a photo and a statement from someone acting as an identity referee. This statement must confirm the identity of the person in the photo, be signed and dated by the referee, and include the referee's own name and contact details
- If the person's name is now different from how it is written on either of the identity documents, the person must also provide a document that proves their change of name

2) A Police vet

The care partner must arrange for the person to be checked by the New Zealand Police Vetting Service. The care partner is entitled to request further Police vets of the person at any time.

3) Other information

The care partner must:

- meet and interview the person
- approach Oranga Tamariki—Ministry for Children to request any information it holds about the person
- contact at least one referee from each category of the person's referees (see below) to request any information that is relevant to the person's application to be involved in caregiving
- receive from the person, either in person or by documentation:
 - a list of their residential addresses for the previous 5 years
 - the name of at least one referee who is a whānau or family member
 - the name of at least one referee who is not a whānau or family member
 - any other information that the care partner considers relevant to the assessment, and asks for

The prospective caregiver must also provide their immigration status. (This requirement does not apply to members of their household, or people who are connected to it.)

4) Risk assessment

The care partner must carry out their risk assessment by considering the suitability of the prospective caregiver.

5) Other matters

The care partner must assess other relevant matters, including:

- the prospective caregiver's experience, skills (including cultural competency), and attitudes that are relevant to their ability to provide care for tamariki
- the needs, strengths, and circumstances of the prospective caregiver
- the needs for support for, and building the capability of, the prospective caregiver

The care partner must comply with their obligations and any additional requirements under the Children's Act 2014, including to not engage any caregiver who has a conviction for a specified offence under schedule 2 of the Children's Act and has not been granted an exemption under section 35.

Approval, and review of approvals

After the above assessment, the care partner must decide to either approve or not approve the person to be a caregiver.

Once someone has been approved to be a caregiver, that approval must be reviewed at least every two years, and:

- any time that the care partner considers that a review is necessary
- after an allegation of abuse or neglect against the caregiver
- any time that the care partner chooses to, following a significant change in the circumstances of the caregiver or the household of the caregiver

To carry out the review, the care partner must repeat the same process as for the initial application. (Note that the referees can be the same people, or different.) The care partner must also check whether anyone receiving a Police vet has changed their name since they were last checked.

Appendix C: Assessment of private households where care will take place (caregivers and care staff)

This assessment is to decide whether the person giving the care and their household, together, can:

- provide an appropriate standard of care for te tamaiti
- provide a safe, stable, and loving home for te tamaiti
- meet the needs of te tamaiti
- promote mana tamaiti, acknowledge the whakapapa and support the practice of whanaungatanga in relation to te tamaiti

Assessing members of the household

For any caregiver or care staff considering offering care from their private home, their households must also be assessed. This involves:

- anyone aged 18 or over who is part of the caregiver's household and has consented to a Police vet
- anyone aged 18 or over who is connected to the caregiver's household and likely to have regular supervised or overnight contact with the tamaiti, and has consented to a Police vet
- the suitability of the caregiving household as a whole (including if there are people aged 18 or over who are part of or connected to the household and did not consent to a Police vet)

What is included in the assessment?

All members of the household listed above need to be assessed in exactly the same way as a caregiver – see Appendix B: Assessment and review of caregivers.

It is the same procedure for:

1. Confirmation of identity
2. Police vet
3. Consideration of other information, including factchecking and referee checks

Use these additional considerations for the following:

4. Risk assessment:

- The care partner must consider the suitability of the prospective household, and whether any person who is a member of or is connected to the household is an undue risk
- If any of these people presents a risk, the care partner must consider what role that person has and what the extent of that risk is

5. Other matters:

- the needs, strengths, and circumstances of the household
- the stability of the household, including the family's history of safety and protectiveness
- the needs for support for, and building the capability of, the household
- the household members and any people connected with the household who are over 18 and would have regular unsupervised or overnight contact with te tamaiti
- the likely effects on te tamaiti, and on the household, of placing a tamaiti with that particular household

Review of members of the household takes place in the same way and as part of the two-yearly review of the caregiver.

Assessing the home environment

Consider the suitability of the physical aspects of the home environment.

Visit the home to ensure that the environment is welcoming, safe and suitable for the age and gender identity of te tamaiti, as well as for any disabilities that they may have. Bear in mind that improvements could be made as necessary and that supports may be available for this.

Appendix D: Support to be given to caregivers

Range of support

Care partners must support caregivers to help them meet the overall needs of tamariki, promote the mana tamaiti of te tamaiti, and the knowledge of te tamaiti of their whakapapa and their practice of whanaungatanga. These supports may include the topics listed in section 3.4.2: Core training and supports for caregivers and care staff, and may also include:

- guidance on the support available for providing care for that particular te tamaiti (for example, if there are particular cultural needs, disability-related needs, or matters arising from the gender identity and/or sexual orientation of te tamaiti)
- access to learning supports or training to maintain or develop their capability in caregiving, including health, safety and security training
- financial assistance
- access to short breaks (“respite”) from providing care
- access to advice and assistance
- access to a support person (and to an alternative support person when the primary one is unavailable). This support person must be able to help the caregiver understand their role in giving care and what is expected of them. Wherever possible, the support person should be able to give practical, emotional, and advocacy support

Caregiver support plans

Care partners must give each caregiver a caregiver support plan as soon as possible after it has been decided to place a tamaiti with them, and if at all possible, before the placement begins. If additional tamariki are placed with the caregiver at a later date, the caregiver support plan needs to be reviewed each time to ensure that it includes any specific needs arising from the new arrangements.

Each plan is to be specific to each caregiver, and take into account the care partner’s findings during the assessment process about the caregiver’s current suitability and any previous training. The plan’s purpose is to ensure that the caregiver is able to meet the specific needs of all the tamariki in their care. The plan needs to identify any additional support or learning opportunities that the caregiver might need, to do so.

The caregiver support plan is the property of the care partner, and will not be stored with Oranga Tamariki.

What information does the care partner have to include in the caregiver support plan?

- A description of the support that the care partner will provide to help the caregiver and, if relevant, their household meet the needs of te tamaiti
- The steps the caregiver can take to facilitate positive care transitions for te tamaiti, at the beginning and also towards the end of their time together
- If the caregiver is caring for more than one tamaiti, supports relevant for each care arrangement should be added into the caregiver's support plan
- The learning opportunities that the care partner will provide to either maintain or develop the caregiver's capability to meet the needs of tamariki
- How often a social worker will visit, and why this frequency has been chosen
- How often the care partner will review the caregiver's approval to be a caregiver, and review their support plan, and why this frequency has been chosen

When does the care partner review the caregiver support plan?

- Regularly, at any time that the care partner considers that a review is necessary to ensure that the caregiver is able to meet the needs of te tamaiti, and to identify any additional support or training that the caregiver might need to do so
- Any time that the care partner chooses to, following a social worker's report that the caregiver's needs have changed
- If an allegation of harm of a tamaiti in care was made against the caregiver

Appendix E: Assessment, review and support for care staff

The care partner must make sure that care arrangements that include care staff are adequately set up, staffed and resourced to provide care for a particular tamaiti or to be suitable to care for tamariki in general. These arrangements must include the following.

Recruitment, assessment and review

Care partners must have appropriate recruitment and assessment policies and procedures in place to assess people who apply to become care staff. The following aspects must be included in the assessment.

- The person’s qualifications, previous training, skills and experience
- The person’s specific strengths
- An interview
- A Police vet and a Child, Youth and Family background check (CYRAS), both to be repeated every two years during employment
- Reference and qualification checks

The care partner must also comply with their obligations and any additional requirements under the Children’s Act 2014, including to not employ or engage any carer who has a conviction for a specified offence under schedule 2 of the Children’s Act and has not been granted an exemption under section 35.

If care is to take place in that person’s private home, see also Appendix C: Assessment of private households where care will take place (caregivers and care staff).

Management of care staff

Care partners must make sure that:

- Employees have the appropriate qualifications, competencies and experience required to work within the service and to be able to understand and support the needs of tamariki in their care, including promoting mana tamaiti, whakapapa and whanaungatanga
- Their management processes can clearly demonstrate that staff are culturally confident and can support the cultural needs and identities of tamariki using the services

- Development, supervision and training policies are in place to support the continuous professional development of staff and support the identified needs of tamariki in care
- Care staff have a copy of the Statement of Rights (Schedule Two of the Care Standards), and have been trained in how it and the United Nations Convention on the Rights of the Child (UNCRC) translate into practice in terms of their roles, responsibilities and levels of care
- Rosters for each shift ensure the ratios and competencies necessary to support the needs of the tamariki currently in care, including provision of back-up staff

Development plans, supervision and training to be given to care staff

Care partners must support care staff to help them meet the overall needs of tamariki, promote the mana tamaiti of te tamaiti, and the knowledge of te tamaiti of their whakapapa and their practice of whanaungatanga. These supports may include the topics listed in section 3.4.2: Core training and supports for caregivers and care staff. Other supports are also likely to include the following.

- Each staff member has their own personal development plan, to ensure that the supports and training opportunities are in place for them to be able to meet the needs of the tamariki in their care, including health, safety and security training
- There are clear processes for staff to raise any concerns
- Appropriate systems ensure that all staff receive adequate supervision and support in carrying out their day-to-day duties
- Policies and behavioural management systems are in place to ensure safety for tamariki and staff. These should include policies that have a focus on preventing any peer bullying or harassment, threats or assault from peers, and also clear guidance on the use of seclusion and restraints in that care environment (which is generally, that they can't be used)
- Back-up care staff are on call and available in case of staff illness or emergencies
- Emergency management plans are in place, with guidance to make sure that staff understand how and when these will be actioned
- Agreement as to how the care arrangements of tamariki in their care will be monitored and supported
- Expectations of how contact with the whānau or family of te tamaiti will be maintained
- Support is available to contribute to the development and implementation of support programmes developed by the care partner, Oranga Tamariki or by other relevant specialist services
- There is a clear process on maintaining and supporting links with Oranga Tamariki and other professional staff

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- Policies and procedures cover medication storage, administration and recording. There is a clear process on psychotropic medication use and which professionals are appropriate to oversee it
- Training plans and competency measures for all staff, which may include but are not limited to:
 - Cultural competence training and tikanga training
 - Awareness in matters of gender identity and expression and sexual orientation and expression
 - Psychoeducation on the impact of trauma on the behaviour and functioning of tamariki
 - Behaviour support, including interactions that will enhance tamariki self-esteem and independence
 - Identifying and responding to risks of abuse or neglect
 - Disability and mental health awareness
 - Legal definitions and policies relating to tamariki in custodial and guardianship arrangements under the Oranga Tamariki Act 1989
 - Physical care, for example training in using equipment such as hoists and communication devices, where relevant
 - Adopting effective communication strategies when dealing with tamariki and whānau or family

Appendix F: Managing the physical environment of homes leased or owned for providing care

This appendix outlines principles to be applied by both the care partner and by Oranga Tamariki when the care response is provided in a home that is not a private home, and which is either leased or owned by the care partner or by Oranga Tamariki.

These principles are also put forward as good general advice to consider regarding private homes where tamariki are cared for – although it is not expected that private homes can provide the full range of facilities expected in properties leased or owned for that purpose.

1. Keeping tamariki and people safe, in environments that support loving care and tamariki aspirations, is the greatest priority.

The properties must be made into a home, one that is welcoming, warm, dry, safe and well maintained. The home is a place of solace for tamariki, caregivers, care staff and visitors. We ensure that:

- All fire, emergency evacuation, health and safety, environmental health and hygiene procedures are adhered to, including appropriate reporting, regular inspections and equipment testing
- Attention is paid to providing suitable aids and specialised furniture and equipment for any disabled tamariki
- Consideration is made of adding safety features, for example anti-ligature fixtures
- Tamariki are always transported in fit-for-purpose vehicles

2. We connect with whānau, hapū and iwi, from Māori organisations and from any other relevant cultural groups, to ensure that the choice of home respects whenua, and that it meets the aspirations of tamariki and whānau.

We strive to work with local iwi to ensure that the choice of home respects whenua. We talk with whānau, hapū and iwi about the home and how activities are done there, using mātauranga Māori, tikanga and kawa – how the home looks, feels and is used. This mana enhancing approach supports tamariki connection to culture and whakapapa – mana tamaiti. This approach of inviting input applies for all cultures.

3. The home provides a welcoming and suitable environment for supporting tamariki to establish, build and maintain whānau or family connections.

Where possible, whānau or family are made welcome in homes and have the space for whanaungatanga, sharing of mātauranga, taakaro, hākinakina, karakia, e kai etc. There are spaces that facilitate maintenance and strengthening of connection, including participation of whānau or family in the daily life of tamariki.

4. The home provides welcoming and suitable environments for all the aspects of life that occur there, including domestic arrangements, study and play.

The home feels welcoming and supportive for tamariki in a way that supports the age, development and needs of each tamaiti. For example:

- Furnishings are homely, safe and robust to minimise the risk of injury or harm to anyone at the home, and to the home
- The home is spacious enough to comfortably accommodate the number of tamariki using the space. Rooms and furniture are arranged to ensure tamariki privacy. There is a clear distinction between private, shared and administrative areas. There is space allowed for tamariki to safely withdraw if they choose to
- It is an inviting environment for all tamariki using the space, with areas to play and relax, and colour schemes that maximise peace and safety. As much as is feasible, tamariki are encouraged to have a say in the general décor and furnishings, can collaboratively personalise shared areas, and can personalise their own individual space
- Each tamaiti has a single bedroom or their own area in a larger room of suitable size. They have their own bed with suitable bedding, adequate storage for clothes and lockable or otherwise safe storage for personal possessions
- Study areas for tamariki are appropriately furnished and lit, with room for books and other study materials. Tamariki have access to toys, games and reliable internet
- The home's design assists with the development of personal responsibility and hygiene practices
- There are enough bathroom facilities to comfortably serve the number of tamariki using the space. Bathrooms, showers and toilets are situated and designed to take into account tamariki needs for privacy, dignity, safety and any disability, and are readily accessible from different areas of the home
- Where possible, the outdoor environment provides for active and reflective activities
- Any damage to the home is repaired quickly and to a high standard

5. The home's location is convenient for tamariki to be able to access their community/ies.

Homes are chosen to be well located to support tamariki to have good contact with their community/ies and the chance to establish and maintain whānau or family, peer and community relationships. This may include being able to access the appropriate education and training opportunities.

6. The home provides a welcoming and suitable environment for working closely with other care partners.

Many aspects of care may need to be provided from the home, including by different care partners and other agencies. The space enables this to happen, thereby supporting all partners and the unique skills and experience that they bring to support tamariki and whānau aspirations.

7. The care partner and Oranga Tamariki plan together for any proposed changes to the property and environment.

Changes to the home and environment should be made in consultation between the care partner and Oranga Tamariki (see also section 3.4.7: When tamariki are cared for in a care partner or Oranga Tamariki property). It is also important to consider input from tamariki and from wider groups.

8. Tamariki have access to properties that best meet their needs.

Tamariki have unique needs, and properties should be carefully chosen to meet these needs. For example:

- Prioritise “high specification” homes for tamariki with higher safety needs
- Choose larger homes to keep sibling groups together
- Kaupapa Māori homes that utilise te ao Māori frameworks of wellbeing are used where appropriate to best support tamariki and their aspirations

Appendix G: Critical and serious incidents

As discussed in section 3.7: Keeping tamariki safe, if a critical or serious incident occurs, it is essential for care partners and Oranga Tamariki to carry out an urgent and coordinated response to protect tamariki and anyone else at risk of harm. This includes reporting the incident within the correct process and timeframes, given below, and working together as quickly as possible to create a safety plan for te tamaiti and for any other tamariki involved in the incident or at the same location (section 3.7.1: Safety plan).

This appendix details the process for care partners to respond to and report a critical or serious incident. The NZ Police have confirmed the aspects below regarding criminal matters. Care partners will also have their own procedures, training and good practice guidance, so this appendix focuses on the minimum requirements.

Please note the following overarching principles when applying the below categories and process:

- We trust you to apply your experience and discretion. There are few black and white scenarios in managing such incidents
- The principle of “no surprises” is important, so that we can work together. When in doubt, over-report
- After the incident has been reported, Oranga Tamariki will continue to work with the care partner as the situation requires. This will include cooperating on the safety planning for te tamaiti and any other tamariki involved or at the same location as per section 3.7.1, and potentially any other supports required including medical or coronial services, HR matters or media response
- Many incidents have the potential to attract media attention, which may happen either straight away or more slowly, eg if neighbours see emergency services at your location and call the local newspaper, or if anyone involved posts about the incident on social media. Media attention can add to the safety risks for te tamaiti and for everyone else involved, and may require the safety plan to be reviewed. Contacting the various Oranga Tamariki staff as listed in tables 12 and 13 below will trigger the necessary supports to aid both your and our preparation for handling media attention

When implementing the reporting from either of the tables below, please note:

- When a number of different contact points are listed during the reporting process, this is to initiate different types of activity. It is important to initiate the case management response urgently, which will include safety planning as discussed in section 3.7.1. It is also important to initiate the necessary incident reporting and monitoring mechanisms, which go to different contacts across Oranga Tamariki. These additional contact points can also stimulate any additional management supports that may be required, and ensure that all matters are followed up in a timely manner

- The guidelines below are the minimum reporting requirements. Depending on your existing relationships, you may want to contact other Oranga Tamariki staff directly at the same time as any of the other actions (for example, the relevant regional manager). However, this is not essential, as the actions below will trigger the notification of all key Oranga Tamariki staff
- When contacting the Oranga Tamariki national contact centre in the first instance, make a phone call and speak to someone – do not leave a message or rely on email only. It is open 24 hours on 0508 FAMILY/0508 326 459

Table 12: Critical and serious incidents – categories and process

The information in this table applies to all Shared Care contexts, including youth justice settings.

Type of incident	Who the care partner must contact	Contact method and timing
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Table 12a

Critical incidents: Category A

<ul style="list-style-type: none"> – Death, including by suicide, of any tamaiti – Any assault (physical violence and/or sexual assault), or any other offence, committed against or alleged to have been committed against te tamaiti 	<p>To trigger the urgent case management response:</p> <ul style="list-style-type: none"> – Police – Oranga Tamariki Contact Centre – General Manager Youth Justice Community Placements (when relevant) 	<p>By phone, and as soon as possible but no later than one hour after the incident occurred</p>
<ul style="list-style-type: none"> – Te tamaiti is involved in the manufacture, cultivation or supply of controlled drugs, or the possession of Class A and B controlled drugs 	<p>To trigger the necessary incident reporting mechanisms and additional management supports:</p> <p>The Oranga Tamariki:</p> <ul style="list-style-type: none"> – Contract Manager/PfO Advisor – The Oranga Tamariki social worker for te tamaiti – Manager High Needs (when relevant) – Any other recipients requested by the Contract Manager (this may vary per region) 	<p>Fill out and email the incident report form</p> <p>As soon as possible, ideally within 12 hours</p>

Table 12b

Critical incidents: Category B

<ul style="list-style-type: none"> – Attempted suicide by te tamaiti (of any level of attempt) 	<p>As per Category A, but do not include the Police in the urgent response unless required for help. The Police may be notified</p>	<p>As per Category A</p>
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<ul style="list-style-type: none"> – Any assault (physical violence and/or sexual assault), or any other offence, committed by or alleged to have been committed by te tamaiti – Te tamaiti is hospitalised due to self-harm or medical illnesses, conditions or injuries – Any use of force or restraint against te tamaiti by caregivers or care staff – Emotional abuse or neglect of te tamaiti by a caregiver or care staff member – An allegation arises of historical assault or offence by or against te tamaiti – Serious wilful damage to property by te tamaiti – Inappropriate sexual behaviour by or to te tamaiti 	<p>or brought in later, as circumstances require</p>	
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Table 12c

Serious incidents

<ul style="list-style-type: none"> – Suicide ideation or self-harm not requiring hospitalisation – Te tamaiti is involved in the use of alcohol or possession or use of Class C drugs 	<p>To trigger the case management response:</p> <ul style="list-style-type: none"> – The Oranga Tamariki social worker for te tamaiti 	<p>By phone, within 24 hours. If this is not successful, call the Contact Centre instead</p>
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<ul style="list-style-type: none"> – Hunger strikes or other serious eating-disorder-related incidents – Occasions that involve calling on emergency services for assistance, eg needing the Fire Service to gain access to a rooftop or a locked room 	<p>To trigger the necessary incident reporting mechanisms and additional management supports:</p> <p>The Oranga Tamariki:</p> <ul style="list-style-type: none"> – Contract Manager/PfO Advisor – General Manager Youth Justice Community Placements (when relevant) – Manager High Needs (when relevant) 	<p>By the standard monthly incident reporting process (or more promptly, if you consider that that would help te tamaiti)</p>
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Table 13: Missing tamariki – categories and process

Any incident when tamariki is missing is a critical incident, and a safety plan needs to be created and carried out as per section 3.7.1: Safety plan. The care partner should also keep a record of how they tried to locate te tamaiti – these methods might include calling and texting them, their whānau or family and friends, checking their social media posts, and visiting possible places where they may have gone.

Table 13a applies to general care environment settings (including alcohol and other drugs residential when tamariki are attending voluntarily rather than by Court appointment). The key decision to make on first hearing that te tamaiti is absent from a general care environment, is whether they are more likely to be “missing” or to have “absconded”:

- “Missing” means that no one significant to them knows where they are, and they can’t be contacted. As per Table 13a, initiate the reporting immediately
- “Absconded” means that they have taken an unauthorised absence by leaving their usual care arrangement without permission but their location is known or quickly established. If they are not located after one hour, this must be reported as per Table 13a.

Tables 13b and 13c are specific to these youth justice settings:

- Table 13b: Tamariki leaving a remand home
- Table 13c: Tamariki leaving a community bail home outside their bail conditions, a supervision with activity residence, or an alcohol and other drug residence to which they have been Court appointed

In these cases, te tamaiti has committed an offence by leaving, so initiate the reporting straight away, as per Tables 13b and 13c.

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Type of incident	Who the care partner must contact	Contact method and timing
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Table 13a **Tamariki leaving a care environment**

<ul style="list-style-type: none"> - Te tamaiti is missing and you consider them to be urgently at risk because of their age, recent stressors, or any other reasons 	<p>To trigger the urgent case management response:</p> <ul style="list-style-type: none"> - Police: 111 - Fill out the POL 62 Missing Persons form and email it to Missing_Persons@ot.govt.nz (this is forwarded to the Police) - Oranga Tamariki Contact Centre 	<p>By email and phone, straight away</p>
	<p>To trigger the necessary incident reporting mechanisms and additional management supports:</p> <p>The Oranga Tamariki:</p> <ul style="list-style-type: none"> - Contract Manager/PfO Advisor - The Oranga Tamariki social worker for te tamaiti - Manager High Needs (when relevant) 	<p>Fill out and email the incident report form</p> <p>As soon as possible, ideally within four hours</p>
<ul style="list-style-type: none"> - Te tamaiti has absconded and you consider this to be a less urgent or more standard situation 	<p>As above but do not phone 111</p>	<p>By email and phone, within one hour from the discovery that te tamaiti is missing</p>

Table 13b **Tamariki leaving a remand home**

<ul style="list-style-type: none"> - Te tamaiti is detained under s235, s238(1)(d) or s178 and leaves the care partner's control or authority by: <ul style="list-style-type: none"> o leaving the remand home without permission o failing to return from an outing or appointment 	<p>To trigger the urgent case management response:</p> <ul style="list-style-type: none"> - Police: 111, tell them it is a custody escape - Fill out the POL 62 Missing Persons form and email it to Missing_Persons@ot.govt.nz (this is forwarded to the Police) - Oranga Tamariki Contact Centre - General Manager Youth Justice Community Placements 	<p>By email and phone, straight away</p> <p>Phone the Police before Oranga Tamariki</p>
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<ul style="list-style-type: none"> ○ being non-compliant or engaging in unacceptable behaviour (Note: as te tamaiti has not left the building, don't complete the missing person form. This situation still involves behaving dangerously and thereby leaving the care partner's authority, which needs to be reported as per this table) 	<ul style="list-style-type: none"> – The Oranga Tamariki social worker for te tamaiti 	
	<p>To trigger the necessary incident reporting mechanisms and additional management supports:</p> <p>The Oranga Tamariki:</p> <ul style="list-style-type: none"> – Contract Manager/PfO Advisor 	<p>Fill out and email the incident report form</p> <p>As soon as possible, ideally within four hours</p>

Table 13c Tamariki leaving a community bail home outside their bail conditions, a supervision with activity residence, or an alcohol and other drug residence to which they have been Court appointed

<ul style="list-style-type: none"> – Te tamaiti is bailed under s238(1)(b) or placed under a s307 order and leaves the care partner's control or authority by: <ul style="list-style-type: none"> ○ leaving the home without permission (and outside the conditions of their bail, where relevant) ○ failing to return from an outing or appointment (where their bail conditions require them to be at the address, where relevant) ○ being non-compliant or engaging in unacceptable behaviour (Note: as te tamaiti has not left the building, don't complete the missing person 	<p>To trigger the urgent case management response:</p> <ul style="list-style-type: none"> – Police: 111, tell them it is a breach of bail – Fill out the POL 62 Missing Persons form and email it to Missing_Persons@ot.govt.nz (this is forwarded to the Police) – Oranga Tamariki Contact Centre – General Manager Youth Justice Community Placements – The Oranga Tamariki social worker for te tamaiti 	<p>By email and phone, straight away</p> <p>Phone the Police before Oranga Tamariki</p>
	<p>To trigger the necessary incident reporting mechanisms and additional management supports:</p> <ul style="list-style-type: none"> – Refer to the individual plan of te tamaiti for the steps to take if conditions are breached <p>Notify the Oranga Tamariki:</p> <ul style="list-style-type: none"> – Contract Manager/PfO Advisor 	<p>Fill out and email the incident report form</p> <p>As soon as possible, ideally within four hours</p>

form. This situation still involves behaving dangerously and thereby leaving the care partner's authority, which needs to be reported as per this table)		
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