

# When we visit communities tikanga



## Purpose

The When we visit communities tikanga outlines what managers and staff do to keep tamariki, whānau, caregivers and themselves safe when visiting communities. The tikanga also provides guidance on how to respond to matters and concerns that arise.

## Our mahi when we visit communities

- Keep ourselves and others safe
- Respond appropriately to matters and concerns that arise.

### Before the visit

Staff responsibilities:

- talk with whānau and caregivers or someone who knows them to find out how best to keep everyone safe during the visit. You will need to find out:
  - o if there are any potential hazards (dogs)
  - o whether there is cell phone coverage
- record the address and contact details of who you are visiting and ensure your manager has access to this information
- make sure you have enough petrol in the tank to get to and from the location
- make sure your cell phone is charged.

Manager responsibilities:

- work out how many staff are needed for the visit. There must be at least two staff present
- make sure you have the contact cell phone numbers of staff.

### When staff arrive at the location

- park on the roadside or somewhere that is easily accessible
- look for hazards, such as dogs or other risks
- only take the documents you need and lock other documents in the car boot.

## During the visit

- follow the Monitor's Ethics Code during your engagement with tamariki, whānau, and communities
- talk with tamariki in a space they feel comfortable and where you are visible to others in the home or community setting.

## After the visit

### Staff responsibilities:

- let the appropriate manager know you have left the location and where you are going next.

### Manager responsibilities:

- if you haven't heard from staff by the expected time, try to contact them. If there is no response, check with others to see if they know where they are
- if staff cannot be located and you have tried everything, you must call the Police
- debrief with staff after the visit to discuss any concerns or risks.

## When matters arise

### When people want to provide feedback or make a complaint

In your conversations with people, they may want to provide you with some feedback or if they are unhappy with how the interview went, they may want to make a complaint. We are always open to listening and learning how we can be better in our mahi.

When people want to raise an issue with us, we can either:

- direct them to our online feedback and complaints process or our email address [info@icm.org.nz](mailto:info@icm.org.nz)
- gather information from them directly.

If the person wants to provide feedback or a complaint directly to you, you need to gather the following information:

- their name and contact details
- the nature of the feedback/ complaint
- how they would prefer to be contacted.

Inform the person that they will be contacted by a manager at the Monitor within six working days. You will need to immediately forward the information you have gathered to the lead monitoring manager and cc the Manager, Corporate, Strategy and Insights.

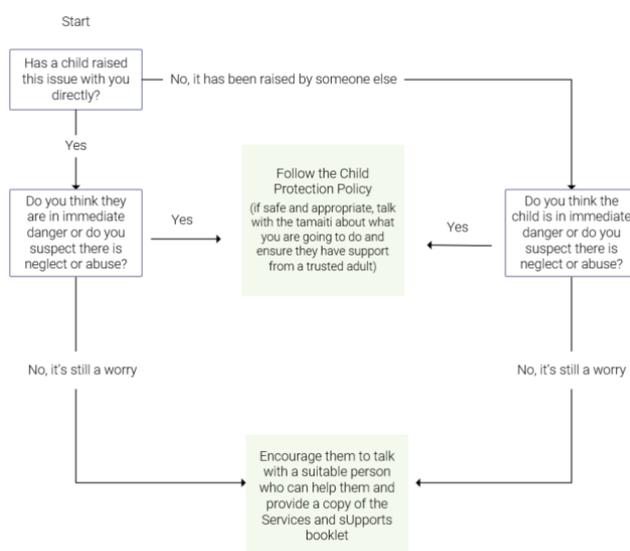
### When there are safety concerns

It is the Monitor’s role to understand from a systems point of view, what is working or not working for tamariki, rangatahi, whānau, and others. During korero, issues, concerns or worries will be shared with Monitor staff. Many of the issues raised will not require any follow-up, however there may be times when further action may be needed. If an issue or concern arises during a visit it is important you take appropriate action. The options to take include:

- if you or someone else is in immediate danger, call emergency services on 111
- if you suspect neglect or abuse of a child, or there has been a disclosure of neglect or abuse, follow the *Monitor’s Child Protection Policy*.
- if a person raises an issue of concern, and no one is in immediate danger and there are no indicators of neglect or abuse, provide the person with information that can assist them.
- if you have witnessed or experienced an incident such as an injury or emotional trauma, inform the appropriate manager and record the incident in the Ministry of Social Development’s STAR system (located on Doogle).

The following flowcharts assist you to make decisions when tamariki, rangatahi, whānau, caregivers, or professionals raise an issue with you that requires further action.

### When you have concerns about tamariki or rangatahi:



## When you have concerns about an adult

