

**Te Mana  
Whakamaru  
Tamariki  
Motuhake**

Independent  
Children's  
Monitor

Request for self-monitoring  
information on the National  
Care Standards Regulations



# Introduction

The following is an information and data request from Te Mana Whakamaru Tamariki Motuhake / the Independent Children's Monitor (the Monitor) to Oranga Tamariki, one of the four monitored organisations, who hold care and custody responsibilities. This request covers 1 July 2020 to 30 June 2021.

As the Monitor we are required to provide assurance to the Minister for Children of the degree of compliance with the National Care Standards and Related Matters Regulations (NCS Regulations) by monitored organisations. While we talk about 'compliance' and 'regulations' we acknowledge that this is about the quality of care tamariki receive to improve their care experience and in turn contribute to more positive outcomes.

For the Monitor to provide assurance and fulfil its independent monitoring role, monitored organisations are required to use a system for self-monitoring designed to ensure there is a collection of information on its own compliance and implementation. While monitored organisations have been preparing for implementation of the NCS Regulations,<sup>1</sup> an overarching system for self-monitoring is yet to be developed.

Without organisations having a self-monitoring process, the Monitor would be unable to fulfil its role. To this end the Monitor hosted several workshops with Oranga Tamariki (as the predominant monitored organisation) at the end of 2020 to identify how the organisations would know they are providing quality care to tamariki and rangatahi in their care. The Monitor then distilled this long list of measures and held workshops in 2021 to refine this list further.

The purpose of this request is to meet our annual reporting obligations and signal measures we would expect to be in place so that the four monitored organisations can self-monitor their implementation of the NCS Regulations. They reflect the overarching intention of the NCS Regulations by ensuring the organisations are focused on needs, rights, safety, and wellbeing of tamariki, involving whānau and other important people in care decisions, to maintain and strengthen relationships, and to create opportunities for whānau to participate in whanaungatanga. In addition, the measures address whether systems are in place to approve and support caregivers to provide quality care and promote positive experiences for tamariki in statutory care.

These measures do not currently include the quality of implementation, rather whether the fundamentals are being actioned. Quality measures will be introduced in subsequent years. This request also does not limit organisations from providing additional self-monitoring data, as it is the prerogative of organisations to include any measures, they decide are important for self-monitoring.

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<sup>1</sup> Enacted on 1 July 2019

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## Self-monitoring under NCS Regulations

The requirement for the Chief Executive of monitored organisations is to monitor their own compliance as set out in NCS Regulation 86:

- 86 (1) (a) having systems in place for continuous improvement that identify and address areas of practice that require improvement, and
- (b) using a system for self-monitoring designed to ensure the collection of information that will support the independent monitor to fulfil its monitoring role.

In addition, monitored organisations must report under regulation 87 on their own self-monitoring to both the Minister and the Monitor. This includes:

- 87 (1) (a) their response to any findings of non-compliance with these regulations
- (b) the identification of areas for improvement and reporting on progress in service improvement
- (c) providing a plan setting out the actions to be taken.

The monitored organisations, as part of their self-monitoring, are required to assure themselves that the regulations are being implemented.

The Monitor is required, as outlined in regulation 80, to provide an assessment of the associated effect of that nature and degree of compliance on the fulfilment of the purposes of the Oranga Tamariki Act 1989 (the Act). The Act's purpose specifically supports advancing positive long-term health, educational, social, economic, or other outcomes for tamariki and that they have a safe, loving home at the earliest opportunity.

The four organisations that hold care and custody responsibilities are Oranga Tamariki, Open Home Foundation, Dingwall Trust and Barnardos: with Oranga Tamariki holding responsibilities for approximately 98% tamariki, Open Home Foundation approximately 1.9% and the remaining tamariki with Dingwall Trust and Barnardos.

The Monitor will have a specific focus on tamariki and whānau Māori and those with disabilities and intends to assure the Minister that the data and information reported is robust, and of quality.

The Monitor is committed to reporting on the NCS Regulations within an Outcomes Framework, and as such analysis will be undertaken that explores the important linkages between the Outcomes and NCS regulations.

## What will be asked of the monitored organisations

This request focuses not only on the self-monitoring information held by each monitored organisation, but what an analysis of that information tells your organisation of the level of care being provided to tamariki in care. In Part Six, the organisation is being asked to provide the identification of areas requiring improvements and of those demonstrating high performance. Under regulation 84 (1)(b), an outline of planned actions to address any non-compliance should be provided. As this is the first annual request covering all the NCS Regulations, the approach has been to request data that provides coverage of all the regulations. While there is a lot of detail in this request, it does not checklist every regulation. Future requests may expand to address not only whether the monitored organisations are meeting the standards, but if they are meeting them well (quality) and for all (equity).<sup>2</sup>

This information request is guided by the regulations, the Oranga Tamariki Act 1989, and our question structure, with our primary question being:

*'To what extent is the Oranga Tamariki system meeting its obligations and supporting positive outcomes for tamariki and their whānau, including tamariki and whānau Māori and disabled tamariki and their whānau?'*

The relevant sub-questions that underpin this self-monitoring request are:

*'Is the Oranga Tamariki system meeting its obligations in a way that supports tamariki and their whānau to experience positive outcomes?'* and *'What do monitored agencies say?'*

Where information is not able to be reported, the organisation must provide reasons for this and any prioritisation plan for its future availability as requested in Part Six. Where data is provided, we ask for a statement on the reliability of the source, and coverage of the population.

Until a formal secure channel is agreed, we will facilitate the secure transfer of information by Iron Key. The Monitor is *not* requesting identifiable information and any data sets provided, including the additional information that is wider than this request, should not include identifiable information. Data should be provided as an output with a row for each de-identified tamariki and columns in response to measures. Where casefile analysis is the source used for the response, please record the response against the individual row for those who are selected as part of the casefile sample. For Part Three this should be provided in a relevant format for reporting the measures for caregivers.

A privacy check has been completed on this request, and we expect privacy and quality assurance by organisations prior to release of information to the Monitor.

A draft companion document will follow on from this request to support the interpretation and definitions used by Oranga Tamariki that inform these measures. For example, when the term 'current' is used in relation to assessments and plans, the companion document would define 'current' by taking into account re-assessment and plan review requirements. If organisations want to add measures for re-assessment and review, they are welcome to do so. We will provide the companion document in draft and request that this be completed by Oranga Tamariki and returned to the Monitor with the data and information due in mid-August 2021.

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<sup>2</sup> Aligned to the Performance Framework for Oranga Tamariki

## How the Monitor will use this information

Our annual report will publish the assessment by the four organisations of their compliance and we will use the information provided in Part six to inform how we answer our sub-question in the report: *'Is the Oranga Tamariki system meeting its obligations in a way that supports tamariki and their whānau to experience positive outcomes?'* and *'What do monitored agencies say?'*

We expect that the assessment of compliance will be based on these (and any additional) measures and so the Monitor will also require data to validate the conclusions made by the organisation. We will include comments on areas of high performance and the likely impact of non-compliance on the wellbeing of tamariki in our report.

The Monitor will focus on tamariki with impairments / disabilities and tamariki Māori. Separate measures have been included in this request to enable us to do this. Those tamariki with disabilities can require a combination and coordination of supports and we will purposefully monitor the delivery of these supports.

We will also monitor how culture and identity, and connection and belonging are supported for tamariki Māori. We understand that separation and disconnection from whānau and culture can have life-long and intergenerational impacts, and so we would expect to see the implementation of the regulations to impact positively for tamariki and tamariki Māori especially.

The annual report will be drafted (including addressing the primary question) and monitored organisations will have the opportunity to review versions of this draft before it is sent to the Minister, who will then request a formal response from the monitored organisations as per the usual process.

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## Milestones and timeframes

The following is the timeframe that is being proposed for the milestones that support this request to Oranga Tamariki:

Task	Milestone due '21
Meeting with Oranga Tamariki to discuss draft request, review and finalise draft	29 Jan
Privacy Check	3 Feb
Sign off draft by the Executive Director and Chief Monitor	5 Feb
Review by Te Kāhui Group	10 Feb
Workshops held with Oranga Tamariki	22 Feb – 9 Mar
Finalise requirements	16 Mar
Final version requirements signed out	19 Mar
<b>Formal request made to OT</b>	<b>22 Mar</b>
Draft companion document	9 Apr
Early data snapshot / progress discussion with Oranga Tamariki	28 May
Parts' 1 – 7 due	16 Aug

## Measures requested

The following five parts of this request focuses on a core set of care standards' measures. Part Six focuses on an overarching analysis and plan, where Part Seven seeks progress on previous areas identified for improvement. The following demographics are required for each tamariki to enable the Monitor to view equity and specific groups within the data:

Demographics of those in care at any time in the period 1 July 2020 to 30 June 2021	
Ethnicity, <sup>3</sup> gender, and age group <sup>4</sup>	Duration in care (over their childhood – where multiple care entries)
Iwi that tamariki Māori whakapapa to	Number of site transfers (for all care entries)
Disability	Count of caregivers (for all care entries excluding respite)
Site / sub-site and Region	Count of placements (for all care entries excluding respite)
Current placement type	Count of allocated social workers (for all care entries)
Approval status of their caregiver <sup>5</sup>	OT caregivers, Care Partners providing shared care
Duration in care (start of current care entry)	Legal status: CP, Dual, YJ (as appropriate).

<sup>3</sup> Please provide up to three ethnicities, including separate categories of Māori, Pacific, NZ European / Pakeha and Other

<sup>4</sup> Age: individual years as at the end of reporting period or at the time they left care in this period.

<sup>5</sup> Not-yet approved, provisionally approval, approved

## Part One

The regulations 7 – 29 are clear that under Part One, every tamariki in care is entitled to a holistic needs assessment and support plan that reflects their views, wishes, aspirations and strengths. The views of their whānau, hapū and iwi must also be taken into account. Tamariki can expect their plan to be maintained and regularly reviewed. Part One also covers the regular visits to tamariki by their social worker to ensure their on-going safety and wellbeing. Please provide additional measures as determined by your organisation.

Reference	Measures	Regulation
1.1	<p>a. Do tamariki have a current:</p> <ul style="list-style-type: none"> <li>i. Tuituia Assessment (Care and Protection)</li> <li>ii. Gateway Assessment (Care and Protection)</li> <li>iii. Health and Education Assessment (Youth Justice)</li> </ul> <p>b. Does the assessment assess and include:</p> <ul style="list-style-type: none"> <li>i) immediate needs ii) long-term needs and iii) wishes, aspirations and strengths?</li> </ul> <p>c. How long after the tamariki came into care, was a Tuituia Assessment completed? (Care and Protection)</p>	<p>7 (1), 11, 13</p> <p>7 (1)(a)(b), 10(3)(a)</p> <p>8</p>
1.2	<p>a. Does the needs assessment cover all ten matters that must be identified?</p> <ul style="list-style-type: none"> <li>i. identity and cultural needs</li> <li>ii. need to maintain connections with their family, whānau, hapū, iwi and family group</li> <li>iii. safety needs</li> <li>iv. behavioural needs</li> <li>v. play, recreation, and community needs</li> <li>vi. emotional needs</li> <li>vii. educational or training needs</li> <li>viii. health needs</li> <li>ix. needs relating to disability</li> <li>x. how often they should be visited by a visitor.</li> </ul> <p>b. Where required, have the following SKS screens been used in the assessment of tamariki:</p> <ul style="list-style-type: none"> <li>i. Substance and choices scale (SACS) for alcohol and drug abuse</li> <li>ii. Kessler screen indicating psychological distress and mental health issues</li> <li>iii. Suicide screen to identify whether tamariki have active thoughts of suicide</li> </ul>	<p>10 (1)</p> <p>13 (2)</p>
1.3	<p>a. Do tamariki have a current plan that takes into account all needs identified in regulation 10 above?</p> <p>b. Has the plan been given to tamariki and explained in a way that they understand relevant to their age, development, and any disability they may have?</p>	<p>18 (1)</p> <p>24 (1)</p>
1.4	Were tamariki visited by a social worker at the frequency detailed in their plan?	27 (1)

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Reference	Measures	Regulation
1.5	<p>a. Have the views of tamariki been taken into account for both assessment and planning?</p> <p>b. Have the views of family, whānau, hapū and iwi been taken into account for both assessment and planning?</p> <p>c. Have the views of caregivers been taken into account?</p> <p>d. Have the views of experts been taken into account as appropriate?</p>	<p>10 (2)(a), 29, 18(2)</p> <p>10 (2)(b)</p>
Specific focus on tamariki Māori, and those tamariki with disabilities		
1.6	<p>a. Have the needs for identity and culture, and connection and belonging been identified (included) for tamariki Māori?</p> <p>b. Have connections and contact arrangements been identified for the important members of whānau, hapū and iwi?</p> <p>c. Are the needs for establishing, maintaining, or strengthening connections with those whānau, hapū and iwi been identified – and the steps that are required to meet that need?</p> <p>d. Do tamariki Māori have access to health practitioners who have knowledge of cultural values and practices relevant to tamariki and their whānau?</p>	<p>10 (1)(a)(b)</p> <p>12 (1), 20</p> <p>12 (2)</p> <p>13 (1)</p>
1.7	<p>a. Please provide the definition used to identify disability</p> <p>b. Have the needs related to any disability been identified?</p>	10(1)(i), 13

## Part Two

The regulations 30 – 43 are clear that under Part Two, needs are to be met for tamariki in care as set out in their plans. This includes financial and specialist support to maintain their whānau connections, and to meet their cultural, recreational, education and health needs. These regulations also cover the need for tamariki to have their belongings with them and for them to be kept safe. While there is mention of caregivers having access to the right support and services, this will be covered in Section Three of this request. Please provide additional measures as determined by your organisation.

Reference	Measures	Regulation
2.1	<p>a. Is the following support provided promptly to meet identified needs:</p> <ul style="list-style-type: none"> <li>i. financial support?</li> <li>ii. specialist service support?</li> <li>iii. general support?</li> </ul> <p>b. Is support provided to establish, maintain, and strengthen important relationships where this has been identified in their All About Me Plan?</p>	<p>30 (2), (3)(a)</p> <p>31 (1)</p>
2.2	<p>a. Are the parents, guardians, whānau, hapū, iwi and family group of tamariki given the opportunity to participate in important decisions that affect their tamariki?</p> <p>b. Are those in (a.) kept informed of the progress and development of their tamariki on a regular basis?</p>	<p>31(3)(e)</p> <p>31 (4)</p>
2.3	<p>Are tamariki supported to access the play, recreation, and community activities, <i>as relevant</i>:</p> <ul style="list-style-type: none"> <li>a. access to age and developmentally appropriate books and toys?</li> <li>b. peer and community relationships?</li> <li>c. participating in sporting and cultural activities?</li> <li>d. involvement in community and volunteering activities?</li> <li>e. opportunities for play and experiences?</li> <li>f. pocket money?</li> </ul>	34 (1)(2)
2.4	<p>Are reasonable steps taken to ensure support is provided to address the health needs of tamariki, including:</p> <ul style="list-style-type: none"> <li>a. Are tamariki enrolled with a primary health provider?</li> <li>b. Have tamariki had an annual health check?</li> <li>c. Have tamariki (over the age of two years) had an annual dental check?</li> <li>d. Is health information provided to tamariki on relevant health matters (for example physical development and growth, healthy relationships, sexual, psychological, and emotional health)</li> <li>e. To access either publicly funded health services or to access private health services where public services are not available in a timely manner</li> </ul>	<p>35 (1)</p> <p>35 (1)(a)</p> <p>35 (1)(b)</p> <p>35 (1)(d)</p> <p>35 (1)(e)</p> <p>35 (1)(f), (g)</p>
2.5	<ul style="list-style-type: none"> <li>a. Are tamariki aged 1 – 5 years enrolled with an education provider, where it is in their best interests to be so?</li> <li>b. Are tamariki and rangatahi aged 6 – 15 years enrolled at a registered education provider?</li> <li>c. Are rangatahi aged 16 years and over assisted to be enrolled in education, employment, or training?</li> </ul>	<p>36, 37</p> <p>38</p> <p>39</p>

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Reference	Measures	Regulation
	<p>d. Are reasonable steps taken to ensure that tamariki attend the school or licensed early childhood centre they are enrolled with, including:</p> <ul style="list-style-type: none"> <li>i. providing caregivers with information about the importance of attendance, and their role to support this</li> <li>ii. obtaining updates from the education provider or caregiver, once a term, on the regularity of tamariki attendance</li> <li>iii. putting in place arrangements to address any concerns about attendance</li> <li>iv. facilitating alternative education programmes where the tamariki has been excluded</li> <li>v. providing representation at any hearing considering suspension or expulsion of the tamariki</li> </ul> <p>e. Is assistance provided to support tamariki education and training needs, including:</p> <ul style="list-style-type: none"> <li>i. provision of equipment and materials?</li> <li>ii. payment of education-related costs?</li> </ul> <p>f. Is sufficient appropriate information provided to the education provider?</p> <p>g. Is regular contact (at least once a term) with education provider maintained to discuss progress?</p> <p>h. Is tamariki education progress being monitored, by way of a written update obtained from education providers?</p> <p>i. Where concerns with education progress of tamariki, are practical steps taken to address those risks?</p>	<p>40 (1)</p> <p>40 (2)(a)</p> <p>40 (2)(b)</p> <p>40 (2)(c)</p> <p>40 (2)(d)</p> <p>40 (2)(e)</p> <p>41(1)</p> <p>42 (2)(a)</p> <p>42 (1)(a)</p> <p>42 (2)(c)</p> <p>42 (2)(d)</p>
2.6	Do tamariki have their personal belongings with them in care, including taonga, clothing, suitable bag, and bedding?	33, 67 (1)(c)
Specific focus on tamariki Māori, and those tamariki with disabilities		
2.7	<p>a. Is whakapapa whānau known for tamariki Māori?</p> <p>b. Are important members of tamariki whānau, hapū and iwi given the opportunity to carry out their whanaungatanga responsibilities to meet needs of their tamariki?</p> <p>c. Are there opportunities for tamariki to connect with whānau, hapū, iwi:</p> <ul style="list-style-type: none"> <li>i. to attend special whānau events?</li> <li>ii. to participate in activities and experiences relevant to their culture?</li> <li>iii. to gain knowledge of their culture and identity?</li> <li>iv. to connect with places of cultural relevance?</li> </ul>	<p>s7AA (2)(b)</p> <p>31(3)(d), s7AA (2)(b)</p> <p>32</p>
2.8	<p>a. Are tamariki with disabilities assisted to access the support they need?</p> <p>b. Are additional supports in place to support tamariki with disabilities to succeed in education?</p>	<p>30 (1)(a)(b)</p> <p>41 (1)(c)</p>

## Part Three

The regulations 44 – 65 are clear that under Part Three, every caregiver is entitled to an assessment and support plan to help them meet the needs of tamariki in their care. These regulations cover things like information about tamariki coming into their care; training, resources, and financial support; keeping young people connected to their whānau and culture; and supporting tamariki to stay healthy and do well in school. It also covers the caregiver approval process. Please provide additional measures as determined by your organisation.

Reference	Measures	Regulation
3.1	Has the following information been provided to prospective caregivers: <ul style="list-style-type: none"> <li>a. the assessment and approval process?</li> <li>b. the level of care expected and what will happen if it is not provided?</li> <li>c. the impact that caregiving may have on the household and their lives?</li> <li>d. the caregiver support, training and resources that are available?</li> <li>e. the importance of informing the organisation when there is a significant change in circumstances or membership of the household?</li> <li>f. the effects of trauma on tamariki behaviour and development, and available services and steps to support recovery and prevent further trauma?</li> <li>g. the appropriate behaviour management to be provided?</li> <li>h. the primacy of tamariki best interests in decisions, and the importance of tamariki views and participation in those decisions?</li> <li>i. what decisions caregivers and tamariki can and cannot make about day-to-day arrangements?</li> <li>j. the rights of tamariki to keep a reasonable number and type of personal belongings?</li> <li>k. the need for connection with family, whānau, hapū, iwi and wider family group, and how this will be facilitated?</li> <li>l. the rights of legal guardians and how these are preserved?</li> <li>m. how tamariki can make a complaint, how the caregiver can provide support to tamariki to make a complaint, and the support available to the caregiver if a complaint is made against them?</li> <li>n. how a caregiver can make a complaint?</li> </ul>	44 (2)(a) – (n)
3.2	<ul style="list-style-type: none"> <li>a. Have prospective caregivers attended 'Prepare to Care' training?</li> <li>b. Have approved caregivers attended 'Understanding NCS' training?</li> </ul>	44 (2)(d)
3.3	<ul style="list-style-type: none"> <li>a. Have the assessment and approval processes been followed for all approved caregivers?</li> <li>b. Are provisionally or not-yet-approved caregivers closely monitored where tamariki are in their care?</li> <li>c. Were caregivers reviewed within 2 years?</li> </ul>	45 51 (6) 50 (1)
3.4	<ul style="list-style-type: none"> <li>a. Has information been provided to approved caregivers on their roles and responsibilities to meet the needs of tamariki?</li> <li>b. Has this information been provided before the placement takes place or as soon as practicable once it has been obtained?</li> <li>c. Has the following been provided to caregivers: <ul style="list-style-type: none"> <li>i. a copy of any current plan?</li> </ul> </li> </ul>	57 (1) 57 (2) 57 (3)(a)

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Reference	Measures	Regulation
	<ul style="list-style-type: none"> <li>ii. information about why tamariki has come into care?</li> <li>iii. information about tamariki needs, and any critical information relevant to their immediate needs?</li> <li>iv. information about access to assistance?</li> <li>v. information about tamariki wishes, strengths, preferences, and behaviour?</li> <li>vi. information about tamariki family, whānau, hapū, iwi, family group and cultural background?</li> <li>vii. information about how often tamariki will be visited by a social worker?</li> <li>viii. information about ongoing planned contact with their family, whānau, hapū, iwi and family group and persons identified as important to, or for, the tamariki?</li> <li>ix. information the caregivers and the household members need to know to keep them and the tamariki safe?</li> <li>x. information about support available that is relevant to providing care particular to that tamariki?</li> </ul>	<p>57 (3)(b)</p> <p>57 (3)(c)</p> <p>57 (3)(d)</p> <p>57 (3)(e)</p> <p>57 (3)(f)</p> <p>57 (3)(g)</p> <p>57 (3)(h)</p> <p>57 (3)(i)</p> <p>57 (3)(j)</p>
3.5	<ul style="list-style-type: none"> <li>a. Do caregivers have a support plan tailored to: <ul style="list-style-type: none"> <li>i. the support and training needs of the caregiver?</li> <li>ii. the needs of each tamariki in their care?</li> </ul> </li> <li>b. Are caregivers supported to meet the needs of tamariki in their care?</li> </ul>	<p>58 (a)(b)</p> <p>62 (1)(a)</p>
3.6	<ul style="list-style-type: none"> <li>a. Are caregivers being visited by a caregiver social worker to the frequency identified in their support plans?</li> <li>b. Are caregiver support plans being reviewed (as required by policy and where there is a known change of circumstances)?</li> </ul>	<p>60 (2)(c)</p> <p>60 (3)</p>
Specific focus on tamariki Māori, and those tamariki with disabilities		
3.7	<p>Are caregivers provided with support to:</p> <ul style="list-style-type: none"> <li>a. understand the importance for tamariki Māori establishing, maintaining, or strengthening relationships with their whānau, hapū and iwi?</li> <li>b. facilitate tamariki participation with whānau, hapū and iwi?</li> <li>c. promote the tamariki knowledge of whakapapa and the practice of whanaungatanga?</li> <li>d. promote the identity and culture of tamariki in their care?</li> <li>e. understand and respect the personal choices of tamariki regarding their identity and culture?</li> <li>f. enable tamariki to attend or participate in cultural events relevant to their culture and identity?</li> </ul>	<p>63 (a)</p> <p>63 (c)</p> <p>62 (1)(b)</p> <p>65 (a)</p> <p>65 (b)</p> <p>65 (c)</p>
3.8	<p>Are caregivers provided with relevant information and resources for tamariki with disability needs?</p>	<p>57 (3)(j)</p>

## Part Four

The regulations 66 – 70 are clear that under Part Four, tamariki should be supported to express their views and contribute to their care experience. Every tamariki should receive information about what they're entitled to under the regulations and be supported to speak up if they're not getting what they are entitled to. Please provide additional measures as determined by your organisation.

Reference	Measures	Regulation
4.1	Has information been provided and explained to tamariki about their rights in care and what they can expect, including: <ul style="list-style-type: none"> <li>a. how often tamariki will be visited?</li> <li>b. who they can contact if they have concerns?</li> <li>c. obligation of a social worker to meet with tamariki on their own?</li> <li>d. to stay close and connected to family, whānau and other important people?</li> <li>e. to have their personal belongings with them?</li> <li>f. to try new and fun things?</li> <li>g. what support is available to tamariki transitioning to independence – and need to know or learn before they leave?</li> </ul>	66  66 (b) Schedule two: Coming into care While in care
4.2	Have tamariki been informed of the reason they have been brought into care?	66 (a)
4.3	a. Is it explained to tamariki how they can participate in decisions about their care and how their views will inform decisions about them? b. Is it explained to tamariki how their family, whānau, hapū, iwi and family group will be involved in decisions made about them?	66 (d)  66 (c)
4.4	Is information given and explained to tamariki about the advocacy services available to support them?	66 (e)
4.5	Has it been explained to tamariki their right to confidentiality and privacy; how information will be collected, recorded, used, and disclosed?	66 (f)
4.6	a. Are records maintained about the important life events for tamariki? b. Do tamariki know that records are being maintained and how to access these records?	70  66 (g)
4.7	a. Do tamariki know their rights to give feedback or make a complaint? b. Do tamariki know who to contact and how to make a complaint? c. Do tamariki know what to expect once they give feedback or make a complaint, by way of support and being kept informed?	43 (2), 66 (h)
4.8	a. Have tamariki received information about their prospective caregivers and placement before being placed with them? b. Was there an offer for tamariki to meet their prospective caregiver before being placed with them? c. If placed under urgency, was information provided about the caregivers and household as soon as is practicable?	67 (1)(a)  67 (1)(b)  67 (2)
4.9	a. Have all reports of concern of abuse or neglect for tamariki while in care been responded to? b. Was the response prompt? c. Was the information recorded and reported in a consistent manner?	69, (1)  69 (2)(a) 69 (2)(b)

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Reference	Measures	Regulation
	d. Where appropriate, were tamariki informed of the outcome? e. Were required steps taken in response of this allegation for this tamariki?	69 (2)(c) 69 (2)(d)
4.10	a. Are their statement of rights explained to tamariki in a way that is appropriate for age, development, language, disability? b. On an on-going basis?	66 (b)(i) Policy requirement
Specific focus on tamariki Māori, and those tamariki with disabilities		
4.11	a. Is information given and explained to tamariki Māori about Māori, iwi or kaupapa Māori services available to them, and how they can access them? b. Do tamariki Māori know their rights to participate in their culture, language, and religion?	66(e)(ii) Schedule Two
4.12	Has information been provided and explained to tamariki with disabilities, about their rights in terms of being supported with their disability?	66 (b)

## Part Five

The regulations 71 – 76 are clear that under Part Five, tamariki must be well supported during care transitions; including moving between different care arrangements, returning home after being in care, or leaving care as they transition to adulthood. Please provide additional measures as determined by your organisation.

Reference	Measures	Regulation
5.1	<ul style="list-style-type: none"> <li>a. Is there an assessment of the necessary steps required to support a positive care transition?</li> <li>b. Has a care transition plan been developed?</li> <li>c. Are supports identified in the care transition plan?</li> </ul>	72 (a), 73 (2)(a)  72 (b) 73 (2)(b)
5.2	<ul style="list-style-type: none"> <li>a. Do tamariki know why the care transition is happening?</li> <li>b. Are tamariki encouraged and assisted to participate in planning for their care transition – to ensure that their views are recorded and taken into account?</li> <li>c. Have the views of family, whānau, hapū, iwi, extended family, and others, who have been identified as important to tamariki, been taken into account in the care transition planning?</li> </ul>	74 (2)(c) 73 (1)(a)  73 (1)(b) – (d)
5.3	<ul style="list-style-type: none"> <li>a. Is the care transition monitored and supported, to ensure a positive transition experience?</li> <li>b. Does the care transition planning consider if it is in tamariki best interests to re-establish or maintain a relationship with a previous caregiver?               <ul style="list-style-type: none"> <li>i. If so, is support arranged, to the appropriate extent, to re-establish or maintain this relationship?</li> </ul> </li> </ul>	74 (1)  74 (2)(h)
5.4	<ul style="list-style-type: none"> <li>a. For those transitioning to adulthood, has an assessment of the following life skills been undertaken? Knowledge and experience of:               <ul style="list-style-type: none"> <li>i. personal and health care</li> <li>ii. managing money</li> <li>iii. shopping</li> <li>iv. cooking</li> <li>v. driving</li> </ul> </li> <li>b. Knowledge of:               <ul style="list-style-type: none"> <li>i. sexual and reproductive health care</li> <li>ii. managing any matters relating to sexual or gender identity</li> <li>iii. safe and positive relationships</li> <li>iv. culture and identity</li> </ul> </li> <li>b. Has an assessment been carried out under s386A(2)(a) of what advice and assistance the rangatahi will need to become and remain independent after they are no longer in care?</li> </ul>	75 (1)  75 (3)(a)  75 (3)(b)  75 (1), S386A(2)(a) Oranga Tamariki Act 1989
5.5	<ul style="list-style-type: none"> <li>a. Has a transition plan been developed for those transitioning to adulthood?</li> <li>b. Are supports identified to provide assistance to develop life skills?</li> <li>c. Is assistance given to obtain the following official documentation?               <ul style="list-style-type: none"> <li>i. photo identification</li> </ul> </li> </ul>	Schedule Two  75 76 (c)

Request for self-monitoring information on the NCS Regulations

Reference	Measures	Regulation
	<ul style="list-style-type: none"> <li>ii. a certified copy of their birth certificate</li> <li>iii. an IRD number</li> <li>iv. a bank account</li> <li>v. verifying their identity online to enable them to access key government services</li> </ul> <p>d. Has information been given to the tamariki to ensure they are aware of their legal requirement to enrol on the electoral roll by age 18 years?</p> <p>e. Is information and assistance provided so tamariki can understand how they can access the following once they leave care?</p> <ul style="list-style-type: none"> <li>i. health</li> <li>ii. education</li> <li>iii. housing</li> <li>iv. employment</li> <li>v. financial</li> <li>vi. legal services</li> </ul>	<p>76 (d)</p> <p>76 (e)</p>
Specific focus on tamariki Māori, and those tamariki with disabilities		
5.6	<p>a. Does the transition planning support continuity of connection, participation, and resourcing to address cultural needs for tamariki Māori?</p> <p>b. During care transitions, is support and monitoring carried out in a way that is culturally appropriate?</p> <p>c. Has the assessment of life skills also identified their knowledge of their culture and identity, and how this can be supported? (see also 5.4)</p>	<p>74 (1)</p> <p>74 (2)(b)</p> <p>75 (3)(b)(iv)</p>
5.7	<p>a. Does the care transition plan identify and address tamariki disability or developmental needs?</p> <p>b. Does the transition plan for those transitioning to adulthood take into account any development or disability needs they may have?</p>	<p>73 (2)</p> <p>75 (2)</p>

## Part Six

This section is based on Part Six of the regulations and requires the four organisations, with reference to the reporting period of 1 July 2020 to 30 June 2021, to:

- 6.1 *Make an overarching statement about compliance and non-compliance with the NCS Regulations within the organisation.* This should include a statement on progress by the organisation to self-monitor compliance; and on the system designed to ensure the collection of compliance information. We are requesting this statement to be based on the analysis of the measures in sections' one to five of this request and are taking into account the confidence in the data collected for this purpose. Included in this is assurance from Care Partners on their compliance. It should also include how 'compliance' is defined by the organisation.

The organisations are not limited to these measures where they are able to supplement with their own understanding of compliance. For example, where data is not available for a measure, it is reasonable to identify a close alternative or an indicative measure that is available. This may identify some system enablers such as the delivery of NCS training to social workers and caregivers to demonstrate building capability to implement the standards.

- 6.2 *Identification of areas that require practice improvements especially for tamariki Māori and those tamariki with disabilities.* It is likely that this identification will come from the measures themselves, or from quality assurance processes undertaken by organisations.

As part of these improvements, it is appropriate to identify data or information improvements required to provide a clear self-monitoring view of the standard of care being provided to tamariki. This may include improved recording where there is CYRAS functionality to do so, or the design of additional data capture methods. For example, in the response to the Monitor's third report, Oranga Tamariki stated, "We acknowledge the issue of recording that is impacting on our ability to demonstrate compliance with the NCS. We are currently considering different options to address this area of work to improve our compliance." Detailing these options would form part of the action planning to be reported to the Monitor.

- 6.3 *What actions they will – and have – put in place that will address these areas of improvements?* These could include changes to Frameworks, policy, training, tools, personnel, and national initiatives (such as setting up a dedicated portfolio supporting the implementation of the NCS nationwide). Part of this action planning should include the intended data and information quality improvements required to continue to build self-monitoring capabilities. It also includes 7.4 in section seven.

The Action Plan will provide the Monitor with how Oranga Tamariki is improving practice and processes to implement the care standards, and the priorities organisations are placing on ensuring that care standards are met, met well (quality) and met for all (equity).

- 6.4 *How will the organisation measure = improvements have been made and the timeframe of this change; including how they are reducing disparities in outcomes for Māori?*

This outlines what success would look like and what change is expected these activities. The Monitor will follow up on these changes on subsequent monitoring reports.

## Part Seven

This section focuses on the areas requiring follow up from previous published Monitoring reports by the Monitor and covers the reporting period from 1 July 2020 to 30 June 2021.

### Regulation 69

7.1 We have previously reported on the 12 practice requirements identified by Oranga Tamariki to support achieving regulation 69. Please provide an update on how the organisation is meeting these practice requirements.

7.2 In relation to allegations of abuse against tamariki in care, please provide:

- a. data on the number of cases which were deemed to have *No Further Action* required, broken down by site and National Contact Centre
- b. the number of cases sampled in the internal review process regarding whether the correct decision was made
- c. how many of those reviewed had “inaccurate decisions” made
- d. how many cases, where the *No Further Action* decision to investigate, were incorrect
- e. the quality controls that are in place for reaching the *No Further Action* decision

### Areas for Improvement – Regulation 69

7.3 Oranga Tamariki detailed an action plan for continuous improvement for Regulation 69. Has this cycle of improvements been completed? Have these improvements led to any tangible changes we might observe in the data? These areas include:

- the timeliness of caregiver investigations
- coaching and support required, where specific sites have been identified through internal quality assurance processes
- strengthening information and reporting for operational leaders, which will enable them to oversee and drive continuous improvement in practice at a local level
- a particular focus on consistency of decision-making, communicating outcomes, accuracy of recording and timeliness
- developing additional resources for frontline supervisors to support them to oversee and assure the quality of investigations and assessments for tamariki
- an increased engagement with frontline leaders to support them in their role in leading and championing best practice
- developing guidance for frontline practitioners on communicating outcomes of investigations and assessments for tamariki
- strengthening responses to return/remain home placements
- routinely review random samples of tamariki in care to strengthen internal assurance systems

## Complaints and Compliments

- 7.4 In its independent monitoring role, the Monitor is taking an all-of-systems approach. To assist with this, please provide the following information on complaints and compliments received between 1 July 2020 to 30 June 2021 by the organisation:
- The number of complaints and compliments received by Oranga Tamariki directly?
  - Who made the complaint or compliment (e.g. tamariki, parent, whānau caregiver)?
  - The nature of the complaint or compliment by theme and description (e.g. Fair treatment – Biased)?
  - What actions were taken in response to complaints?
- 7.5 Of the nine Care and Protection and Youth Justice residences (including Te Poutama Ārahi Rangatahi), please provide the following data on complaints received and monitored by Grievance Panels:
- The number of complaints made by tamariki and rangatahi in residences?
  - The name of residence (e.g. Te Maioha o Parekarangi)?
  - Type of Residence (e.g. Youth Justice Residence)?
  - Nature of complaints?
  - Any action taken in response to complaint investigations?

**Te Mana  
Whakamaru  
Tamariki  
Motuhake** | Independent  
Children's  
Monitor

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