

aide-mémoire



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Date: 18 October 2014 **Security Level:** In Confidence
For: Hon Anne Tolley, Minister for Social Development
File Reference: REP14/10/758

Workload and Casework Review – Six Month Immediate Response Project Current Status and Achievements

Purpose This aide-memoire attaches a project update for the period 16 September 2014 to 16 October 2014 on the Six Month Immediate Response Project. This project was established as an immediate response to the Child, Youth and Family Qualitative Review of Social Worker Caseload, Casework and Workload Management, released in May 2014.

Workstreams Ten operational workstreams were identified by Child, Youth and Family and the Public Service Association. To date two workstreams have been completed and the remaining eight workstreams are on track to be completed by 20 December 2014.

The ten workstreams are:

1. Review of intake practice by revising the Decision Response Tool.
2. Criticality timeframe key performance indicators are change for completing safety and risk screen.
3. "No further action" cases are no longer to be referred by the National Contact Center to sites by fax.
4. Review Police, Health and Education notifier behaviour.
5. Caseload monitoring and management.
6. Clarify frontline staff roles and review support staff resourcing.
7. Centralise the completion of section 131a and 132 Summary Reports under the Care of Children Act 2004.
8. Streamline CYRAS recording.
9. Rollout iPad and iPhones to frontline staff.
10. Building Child, Youth and Family leadership capability

Reporting Monthly update reports will be provided until the completion of the project at the end of December 2014.

Workload and Casework Review – Six Month Immediate Response Project

Monthly Status and Achievements for the period 16 September 2014 to 16 October 2014

The qualitative review of social worker caseloads, casework and workload management was released on 28 May 2014. The review identified key areas for change and improvement in systems and practice in order to improve outcomes for our most vulnerable mokopuna by supporting quality social work practice. The key workstreams in the Immediate Response Project were identified by the PSA and Child, Youth and Family. These workstreams are to be completed by 20 December 2014.

Note: The information technology case management system utilised by Child, Youth and Family is CYRAS.

Two workstreams have been completed: Workstream 2 – Criticality timeframe key performance indicators change for completing safety and risk screen
Workstream 3 – “No further action” cases are not to be referred by fax to sites

Workstream 1 – Review of intake practice by revising Decision Response Tool	
Benefits	<ul style="list-style-type: none"> • Reports of concern about mokopuna will follow a more robust decision making process
Highlights for Reporting Period	<ul style="list-style-type: none"> • Final draft Decision Response Tool developed
Milestones	<ul style="list-style-type: none"> • On track to achieve milestones: - approval of revised Decision Response Tool - November 2014 - Implementation of revised Decision Response Tool - December 2014
Next Steps	<ul style="list-style-type: none"> • Internal and external communication plan to be developed - October 2014 • Seek approval for revised Decision Response Tool - November 2014 • Revised Decision Response Tool launch - December 2014

Workstream 4 – Review Police, Health and Education notifier behaviour	
Benefits	<ul style="list-style-type: none"> • Key stakeholders have increased understanding of the Information Child, Youth and Family require at point of intake • Streamlined process for information gathering supporting robust decision making at intake
Highlights for Reporting Period	<ul style="list-style-type: none"> • Draft referral template sent out to external stakeholders for feedback • External communication plan completed
Milestones	<ul style="list-style-type: none"> • On track to achieve milestones: - Approval and sign off of the revised notification template and process to National Contact Center for Police, Health and Education - December 2014
Next Steps	<ul style="list-style-type: none"> • Police, Health and Education accept the new template - November 2014 • Format confirmed - November 2014

Workstream 5 – Caseload monitoring and management	
Benefits	<ul style="list-style-type: none"> • Manageable caseloads will: - Increase time spent with mokopuna and whānau - Improve the quality of social work practice and increased support by supervisors
Highlights for Reporting Period	<ul style="list-style-type: none"> • Prioritisation of information technology changes within CYRAS to improve functionality under the Caseload View to identify types of cases and due dates
Milestones	<ul style="list-style-type: none"> • On track to achieve milestones: - Approval and implementation of monitoring and management process for caseloads over 20 - December 2014
Next Steps	<ul style="list-style-type: none"> • Information technology changes to go live - November 2014 • Monitoring and management process for caseloads over 20 communicated and implemented by regions - November 2014

Workstream Six – Clarify frontline staff roles and review support staff resourcing	
Benefits	<ul style="list-style-type: none"> • Increased opportunities for social workers to engage with mokopuna and whānau
Highlights for Reporting Period	<ul style="list-style-type: none"> • Relevant information from a staff survey and consultation processes provided to the Administration Role Review - October 2014 • Administration Role Review planning meeting held between the Public Service Association and Child, Youth and Family - October 2014
Milestones	<ul style="list-style-type: none"> • All milestones achieved - The collated information has been provided to the Joint Public Service Association and Child, Youth and Family working party on the Administration Role Review agreed under the Terms of Settlement agreed during the Public Service Association and Child, Youth and Family 2012 to 2015 contract negotiations
Next Steps	<ul style="list-style-type: none"> • The Public Service Association and Child, Youth and Family hold their first working party meeting - November 2014

Workstream 7 – Centralise the completion of section 131a and 132 Summary Reports under the Care of Children Act 2004	
Benefits	<ul style="list-style-type: none"> • Increased opportunity for engagement with mokopuna and whānau by centralising the completion of section 131a and 132 Summary Reports under the Care of Children Act 2004 for the Family Court • Section 131a and section 132 Summary Reports on the history of Child, Youth and Family's involvement with a Family Court applicant will be of a consistent standard
Highlights for Reporting Period	<ul style="list-style-type: none"> • Decision made on a model of mixed staffing for the centralisation process at the national Contact Center - September 2014 • Approval received from Child, Youth and Family Executive Committee for a phased implementation and funding approach to the centralisation process - October 2014
Milestones	<ul style="list-style-type: none"> • Implementation of the centralisation process to commence - December 2014
Next Steps	<ul style="list-style-type: none"> • Recruitment and implementation of the centralisation process - December 2014

Workstream 8 – Streamline CYRAS recording	
Benefits	<ul style="list-style-type: none"> • Increased opportunities for face-to-face contact with mokopuna and whānau by streamlining recording processes • Mokopuna focused recording practice
Highlights for Reporting Period	<ul style="list-style-type: none"> • Prioritises the required information technology changes in CYRAS identified by the Immediate Response Project • Work with regional practice advisors to organise CYRAS refresher training
Milestones	<ul style="list-style-type: none"> • Information technology team release CYRAS changes - December 2014
Next Steps	<ul style="list-style-type: none"> • Communication of CYRAS changes out to all staff - November 2014 • Information technology team release CYRAS changes - November 2014 • Regional Practice Advisors deliver refresher training on case recording - December 2014

Workstream 9 – iPad and iPhone rollout	
Benefits	<ul style="list-style-type: none"> • Increased opportunities for social workers to engage with mokopuna and whānau • Better quality recording
Highlights for Reporting Period	<ul style="list-style-type: none"> • 70 percent of iPhones and iPads rolled out across the country • Rollout completed in Auckland and Midlands regions
Milestones	<ul style="list-style-type: none"> • Roll out complete - December 2014
Next Steps	<ul style="list-style-type: none"> • Complete rollout to remainder of Southern and Central - December 2014 • Commence rollout wrap-up activities - December 2014

Workstream 10 – Building Child, Youth and Family leadership capability	
Benefits	<ul style="list-style-type: none"> • Improve the leadership skills of frontline managers • Improved site performance
Highlights for Reporting Period	<ul style="list-style-type: none"> • Seventeen of the nineteen workshops in the first series of workshops are completed • Design of the second wave of workshops is 80 percent complete
Milestones	<ul style="list-style-type: none"> • Nineteen workshops to be completed - October 2014
Next Steps	<ul style="list-style-type: none"> • Complete design of the second series of workshops • Second series of workshops scheduled from 21 October to 11 December 2014

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**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Date: 21 November 2014 **Security Level:** In Confidence
For: Hon Anne Tolley, Minister for Social Development
File Reference: REP

Workload and Casework Review – Six Month Immediate Response Project Current Status and Achievements

Purpose

This aide-memoire attaches a project update for the period 16 October 2014 up to 14 November 2014 on the Child, Youth and Family Six Month Immediate Response Project. This project was established as an immediate response to the Child, Youth and Family Qualitative Review of Social Worker Caseload, Casework and Workload Management, released in May 2014.

Update

Ten operational workstreams were identified by Child, Youth and Family and the Public Service Association.

Since the last reporting period an additional two workstreams have been closed.

- Workstream five – caseload monitoring and management
- Workstream six – clarifying frontline staff roles and review support staff resourcing

The total number of workstreams closed to date is at four. The remaining six workstreams are on track to be completed by 20 December 2014.

Reporting

The final update report will be provided on 20 December 2014.

Workload and Casework Review – Six Month Immediate Response Project

Monthly Status and Achievements for the period 16 October 2014 to 14 November 2014

The qualitative review of social worker caseloads, casework and workload management was released on 28 May 2014. The review identified key areas for change and improvement in systems and practice in order to improve outcomes for our most vulnerable children and young people by supporting quality social work practice. The key workstreams in the Immediate Response Project were identified by the Public Service Association and Child, Youth and Family. These workstreams are to be completed by 20 December 2014.

Note: The information technology case management system utilised by Child, Youth and Family is CYRAS.

Two workstreams were completed prior to this reporting period:

Workstream 2 - Criticality timeframe key performance indicators change for completing safety and risk screen

Workstream 3 - "No further action" cases are not to be referred by fax to sites

Key: In progress

Completed during this reporting period

Workstream One – Review of intake practice by revising Decision Response Tool	
Direct Results	<ul style="list-style-type: none"> Decision-making at the point of intake is well supported by staff having ready access to clear and relevant information to assist their practice A reduction in the number of "Further Action Required" (NFA) decisions at the National Contact Centre being changed to "No Further Action" (NFA) at site level.
Highlights for Reporting Period	<ul style="list-style-type: none"> Internal and external communication plan developed - October 2014
Milestones	<ul style="list-style-type: none"> On track to achieve milestones: <ul style="list-style-type: none"> approval of revised Decision Response Tool - November 2014 Implementation of revised Decision Response Tool - December 2014
Next Steps	<ul style="list-style-type: none"> Seek approval for revised Decision Response Tool - November 2014 Decision Response Tool launch - December 2014

Workstream Four – Review Police, Health and Education notifier behaviour	
Direct Results	<ul style="list-style-type: none"> Improvements in the quality of information provided by key notifiers which assists the decision making process at the National Contact Centre. Key stakeholders commit to their organisations using the new referral template.
Highlights for Reporting Period	<ul style="list-style-type: none"> Collaboration with Health, Education and Police on the development process for a new notification template
Milestones	<ul style="list-style-type: none"> On track to achieve milestones: <ul style="list-style-type: none"> Approval and sign off of the revised notification template and process to National Contact Center for Police, Health and Education - December 2014
Next Steps	<ul style="list-style-type: none"> Police, Health and Education accept the new template - December 2014 Format confirmed - December 2014

Workstream Five – Caseload monitoring and management	
Direct Results	<ul style="list-style-type: none"> Social worker caseload levels will be regularly monitored Improvements in the quality of social work practice
Highlights for Reporting Period	<ul style="list-style-type: none"> Monitoring and management process for caseloads over 20 communicated and reports to regions sent - November 2014 Caseload reports sent to regions for distribution - November 2014
Milestones	<ul style="list-style-type: none"> On track to achieve milestones: <ul style="list-style-type: none"> Approval and implementation of monitoring and management process for caseloads over 20 - December 2014
Next Steps	<ul style="list-style-type: none"> No further action required – Workstream closed

Workstream Six – Clarify frontline staff roles and review support staff resourcing	
Direct Results	<ul style="list-style-type: none"> Role clarity provided ensuring social workers spend less time on administrative tasks and are supported to complete frontline social work activities with children, young people and their whānau.
Highlights for Reporting Period	<ul style="list-style-type: none"> The Public Service Association and Child, Youth and Family hold their first working party meeting – 12 November 2014
Milestones	<ul style="list-style-type: none"> All milestones achieved The collated information has been provided to the joint Public Service Association and Child, Youth and Family working party on the Administration Role Review agreed under the Terms of Settlement agreed during the Public Service Association and Child, Youth and Family 2012 to 2015 contract negotiations
Next Steps	<ul style="list-style-type: none"> No further action required – Workstream closed

Workstream Seven – Centralise the completion of section 131a and 132 Summary Reports under the Care of Children Act 2004	
Direct Results	<ul style="list-style-type: none"> Reduction in frontline social worker time spent completing reports for the Family Court, enabling increased opportunity for engagement with children, young people and their whānau Section 131a and section 132 Summary Reports on the history of Child, Youth and Family's involvement with a Family Court applicant are of a consistent standard
Highlights for Reporting Period	<ul style="list-style-type: none"> The Child, Youth and Family National Contact Centre has begun the recruitment process for implementation.
Milestones	<ul style="list-style-type: none"> Phased implementation of the centralisation process to commence - December 2014
Next Steps	<ul style="list-style-type: none"> Phased implementation begins - December 2014

Workstream Eight – Streamline CYRAS recording	
Direct Results	<ul style="list-style-type: none"> Reduction in duplication of tasks within CYRAS due to auto-population facilities Streamlined recording processes Reduction in frontline social worker time spent on data entry Improved quality of information on CYRAS
Highlights for Reporting Period	<ul style="list-style-type: none"> IT developments on track
Milestones	<ul style="list-style-type: none"> Information technology team release CYRAS changes - December 2014
Next Steps	<ul style="list-style-type: none"> Communication of CYRAS changes out to all staff - November 2014 Information technology team release CYRAS changes - November 2014 Regional Practice Advisors include refresher training on case recording within

Workstream Nine – iPad and iPhone rollout	
Direct Results	<ul style="list-style-type: none"> All identified staff are equipped with an iDevice enabling: <ul style="list-style-type: none"> streamlined recording processes improvements in recording quality Increase in engagement with children and young people
Highlights for Reporting Period	<ul style="list-style-type: none"> Rollout completed across all regions Rollout Wrap-up activities commenced
Milestones	<ul style="list-style-type: none"> Roll out complete - December 2014
Next Steps	<ul style="list-style-type: none"> Complete rollout wrap-up activities and post implementation review – December 2014

Workstream Ten – Building Child, Youth and Family leadership capability	
Direct Results	<ul style="list-style-type: none"> Frontline managers improve leadership skills Improved site performance
Highlights for Reporting Period	<ul style="list-style-type: none"> First series of workshops are complete Eight of the nineteen workshops in the second series have been completed Managers report benefiting from the interaction with other service lines and the development of improved local networks.
Milestones	<ul style="list-style-type: none"> Second series of workshops to be completed - December 2014
Next Steps	<ul style="list-style-type: none"> Second series of workshops to be completed -12 December 2014

Draft Workload and Casework Review – Six Month Immediate Response Project Final Close Out Report

The qualitative review of social worker caseloads, casework and workload management was released on 28 May 2014. The review identified key areas for change and improvement in systems and practice in order to improve outcomes for our most vulnerable children and young people by supporting quality social work practice. The key workstreams in the Immediate Response Project were identified by the Public Service Association and Child, Youth and Family. All ten workstreams have achieved their milestones and have been completed within the stated timeframe of six months.

Note: The information technology case management system utilised by Child, Youth and Family is CYRAS.

Workstream One – Review of intake practice by revising Decision Response Tool	
Direct Results	<ul style="list-style-type: none">Decision-making at the point of intake is well supported by staff having ready access to clear and relevant information to assist their practice.A reduction in the number of "Further Action Required" (NFA) decisions at the National Contact Centre being changed to "No Further Action" (NFA) at site level.
Milestones	<ul style="list-style-type: none">All milestones agreed as part of the Immediate Response Project achieved:<ul style="list-style-type: none">approval of revised Decision Response Tool - November 2014.implementation of revised Decision Response Tool - December 2014.
Ongoing monitoring	The National Contact Centre, OCSW and the Protection Team will provide support to Users of the Decision Response Tool.

Workstream Two – Criticality timeframe KPI change for completing safety and risk screen	
Direct Results	<ul style="list-style-type: none">Increased opportunity for face to face contact with children, young people and their whānau.Increased quality of safety and risk screens for children and young people.
Milestones	<ul style="list-style-type: none">All milestones agreed as part of the Immediate Response Project achieved:<ul style="list-style-type: none">previous Minister for Social Development approved the changes in criticality timeframe for the completion of safety and risk screening – July 2014.
Ongoing monitoring	The CYF Technology and Business Information Group will continue provide support on these regular reports to Operations.

Workstream Three – 'No Further Action' cases are not to be referred by fax to sites	
Direct Results	<ul style="list-style-type: none">Reduction in unnecessary administration time spent processing 'No Further Action' responses.Increased consistency in management of 'No Further Action' cases.
Milestones	<ul style="list-style-type: none">All milestones agreed as part of the Immediate Response Project achieved:<ul style="list-style-type: none">faxed and emailed NFA reports are no longer referred to site - August 2014.
Ongoing monitoring	The National Contact Centre will be responsible for ensuring faxed and emailed NFA reports are not referred to sites.

Workstream Four – Review Police, Health and Education notifier behaviour	
Direct Results	<ul style="list-style-type: none">Improvements in the quality of information provided by key notifiers which assists the decision making process at the National Contact Centre.Key stakeholders commit to their organisations using the new referral template.
Milestones	<ul style="list-style-type: none">All milestones agreed as part of the Immediate Response Project achieved:<ul style="list-style-type: none">approval and distribution of the revised notification template for Health and Education - December 2014.
Ongoing monitoring	The Protection Team will take responsibility for the notification template and manage the relationships with Police, Health and Education regarding access to CYF services.

Workstream Five – Caseload monitoring and management	
Direct Results	<ul style="list-style-type: none">Social worker caseload levels will be regularly monitored.Improvements in the quality of social work practice.
Milestones	<ul style="list-style-type: none">All milestones agreed as part of the Immediate Response Project achieved:<ul style="list-style-type: none">approval and implementation of monitoring and management process for caseloads over 20 - November 2014.
Ongoing monitoring	Operations will continue to actively manage and monitor caseloads going forward.

Workstream Six – Clarify frontline staff roles and review support staff resourcing	
Direct Results	<ul style="list-style-type: none">Role clarity provided ensuring social workers spend less time on administrative tasks and are supported to complete frontline social work activities with children, young people and their whānau.
Milestones	<ul style="list-style-type: none">All milestones agreed as part of the Immediate Response Project achieved:<ul style="list-style-type: none">The collated information has been provided to the joint Public Service Association and Child, Youth and Family working party on the Administration Role Review agreed under the Terms of Settlement agreed during the Public Service Association and Child, Youth and Family 2012 to 2015 contract negotiations – October 2014.
Ongoing monitoring	The Public Service Association and the Ministrys Workforce Development group will take responsibility for this workstream.

Workstream Seven – Centralise the completion of section 131a and 132 Summary Reports under the Care of Children Act 2004	
Direct Results	<ul style="list-style-type: none">Reduction in frontline social worker time spent completing reports for the Family Court, enabling increased opportunity for engagement with children, young people and their whānauSection 131a and section 132 Summary Reports on the history of Child, Youth and Family's involvement with a Family Court applicant are of a consistent standard
Milestones	<ul style="list-style-type: none">All milestones agreed as part of the Immediate Response Project achieved:<ul style="list-style-type: none">phased implementation of the centralisation process commenced - December 2014.
Ongoing monitoring	The National Contact Centre and Operations will support, monitor and manage this process going forward.

Workstream Eight – Streamline CYRAS recording	
Direct Results	<ul style="list-style-type: none">Reduction in duplication of tasks within CYRAS due to auto-population facilitiesStreamlined recording processesReduction in frontline social worker time spent on data entryImproved quality of information on CYRAS
Milestones	<ul style="list-style-type: none">All milestones agreed as part of the Immediate Response Project achieved:<ul style="list-style-type: none">information technology team release CYRAS changes - December 2014Regional Practice Advisors include refresher training on case recording within their training plans – December 2014.
Additional Information	<ul style="list-style-type: none">The ability to store pdf's and photos on CYRAS is to be covered in the APIR project.
Ongoing monitoring	The CYF Technology and Business Information Group and the APIR project are to progress the issue of pdf and photo storage.

Workstream Nine – iPad and iPhone rollout	
Direct Results	<ul style="list-style-type: none">All identified staff are equipped with an iDevice enabling:<ul style="list-style-type: none">streamlined recording processesimprovements in recording qualityIncrease in engagement with children and young people
Milestones	<ul style="list-style-type: none">All milestones agreed as part of the Immediate Response Project achieved:<ul style="list-style-type: none">roll out of iphones and ipads to frontline staff completed - December 2014.
Additional Information	<ul style="list-style-type: none">investigations have begun on the opportunities for the development and use of "off the shelf" applications to assist social workers in the frontline.
Ongoing monitoring	The CYF Technology and Business Information Group are to continue supporting this workstream.

Workstream Ten – Building Child, Youth and Family leadership capability	
Direct Results	<ul style="list-style-type: none">Frontline managers improve leadership skillsImproved site performance
Milestones	<ul style="list-style-type: none">All milestones agreed as part of the Immediate Response Project achieved:<ul style="list-style-type: none">two leadership workshop series have been delivered to all frontline site, youth justice and residence managers completed - December 2014.
Additional Information	<ul style="list-style-type: none">A third leadership workshop series will be delivered between February – May 2015.
Ongoing monitoring	The Ministrys Workforce Development group are progressing this workstream.



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Child, Youth and Family
National Contact Centre
0508 326 459 (0508 FAMILY)
Email: cyfcallcentre@cyf.govt.nz
Fax: (09) 914 1211

Report of Concern to Child, Youth and Family

Call us on: **0508 326 459 (0508 FAMILY)**

Email address for sending the written referral: **cyfcallcentre@cyf.govt.nz**

or Fax: (09) 914 1211 (telephone and e-mail is our preferred method)

Before you make this referral we encourage you to speak to whānau about your concerns and let them know your plan to contact Child, Youth and Family. However if children (or you) are at **immediate** risk of harm, we understand you may make a referral without contacting the child's whānau.

If you have spoken with a Child, Youth and Family social worker about this referral, please record

Name of Social Worker:

Date/time of conversation:

Outcome of the discussion:

Wherever possible we will work with you and will endeavour to make contact with you prior to visiting the whānau.

We prefer you speak to a social worker at our National Contact Centre by phone **0508 326 459 (0508 FAMILY)**, so you can discuss your concerns and answer any questions the social worker may have to help inform their decision about the next step. Where your agency requires a written referral please send a copy of this document (we prefer an electronic word document).

This form may ask for information you do not have, that's okay. For these please write "not known/not applicable". The more information you can share, the better our decision making will be and the better the outcome for the child will be.

Your details

Date:

Your name and role:

Your email address:

Your contact phone number/s:

Your afterhours contact phone number: (for emergency situations only)

Your organisation:

Your postal address:

Alternate contact person:

Alternate contact person phone number/s:

Please advise if you wish your identity to remain confidential. We generally do not disclose your identity but there may be exceptional situations where we may have to. Should this occur we will let you know. Keep in mind that families may form their own views on who made contact with Child, Youth and Family.

STATEMENT OF CONFIDENTIALITY

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Have you informed the whānau that your concern is being reported to Child, Youth and Family?

What steps have you taken to discuss and address your concerns with the whānau or through referrals to other agencies before referring to Child, Youth and Family?

What was their response?

Key Information:

Please enter information below for all the children and young people in the whānau that you are concerned about including their siblings

Child's Name:

Also known as:

Date of Birth: (or Expected Due Date)

Unique identifier (e.g. NHI, NSN):

Gender:

Child's address: (This is essential information to enable the CYF contact centre to refer the case to the appropriate CYF site)

Ethnicity: (include Iwi/Pacific Island Affiliation if known)

Child's Name:

Also known as:

Date of Birth: (or Expected Due Date)

Unique identifier (e.g. NHI, NSN):

Gender:

Child's address: (This is essential information to enable the CYF contact centre to refer the case to the appropriate CYF site)

Ethnicity: (include Iwi/Pacific Island Affiliation if known)

Please add any additional children and their details below:

Mother's name:

Also known as:

Date of Birth: (or approximate age)

Phone number:

Address:

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child, youth
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Department of Social Development
Ministry of Social Development
Private Mail Bag 9200
Wellington

Father's name:

Also known as:

Date of Birth: (or approximate age)

Phone number:

Address:

Who else is living in the home (name and age):

If a child has a parent/carer different from those stated above please provide the details and their relationship to the child/ren:

Other whānau or people involved in the care of the child/young person: (please include, name, relationship to the child, address and contact phone number)

Early Childhood Education / School: (please include, contact person and contact phone number)

It is helpful to know who else is working with the whānau. We may need to talk to the agency before talking with the whānau. Please tell us about other agencies working with this whānau.

Agency	Contact name	Contact number	Why/how are they involved
General Practitioner			
Alcohol/Drug and Other addiction services			
Child and Adolescent Mental Health Service			
Community Mental Health or Addiction Services (adult services)			
Cultural Support			
DHB Social Worker			
Disability Services			
Family Start			
Maternity Service/Lead Maternity Carer			

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Child, Youth and Family
PO Box 100
Wellington 6140
New Zealand
Tel: 0800 553 333
Fax: 04 499 9999

If antenatal referral, what
is the expected date of
delivery?

Plunket / Well Child /
Tamariki Ora

Police

Public Health Nurse

Special Education /
School Counsellor /
SWISS/MASSIS

Children's Team

Other e.g. Paediatrician,
NGO social service
(please specify)

What was the outcome of your discussion with them about referring to Child, Youth and Family? (It is helpful to know why they are involved and what they are working on with the whānau)

Reason for referral

Please describe what your worries and concerns are for this child or young person, this group of children and their whānau:

What is your main concern for this child or young person?

Describe what you are observing, what you have heard or what you have been told rather than using general terms such as "emotional abuse"

Note in the child or young person's words anything they may have said to concern you (When did they say it and to whom?)

Make note of how recent and frequent any specific incidents or events are (explain who, what, when, how?)

Describe any other issues that could be impacting on the child or young person e.g. family violence, chronic ill health, disabilities, mental illness, substance misuse, lack of support, truancy, behavioural, family stress, transience, criminal history, non-engagement/avoidance of services and describe how this has affected the child or young person?

Source of the information (e.g. observed directly or name and contact details):

What has prompted you to refer to Child, Youth and Family now? (What are your immediate safety concerns for this child or young person?)

Where is the child or young person now? (e.g. school, hospital, home)

Who in the whānau or friends of this whānau can help provide support around the concerns you have and how can they do this? (Please provide contact details)

What is working well for this whānau? (What needs of the children and young people are being met and how does

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child, youth
and family

A service of the Ministry of Social Development

If you believe a child is in immediate
danger or that he/she is seriously
distressed, please call the emergency
helpline 0800 543 752

this happen?)

What is in place to support the whānau and keep the children or young person safe currently?

(Services and agencies providing support, family and friends visiting, people providing care for the children)

Tell us why you think Child, Youth and Family is the most appropriate agency to assess the needs and circumstances of this whānau now? (What have you already tried to address the concerns? What is currently in place to address your concerns? What would you like Child, Youth and Family to do?)

What other needs have you identified for this whānau? (Disability, language, cultural)

What happens next?

A social worker at our National Contact Centre will read your report of concern and make a decision as to the next best step to ensure the safety of the children or young people in this whānau.

They may need to talk to you to clarify some information to help them make the best decision for these children or young people. Please ensure you are available to be phoned by the social worker.

Developed in collaboration with New Zealand Police, Ministry of Health and Ministry of Education

Version 1 December 2014

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DECISION RESPONSE TOOL

PATHWAY DECISION		NATURE OF INFORMATION RECEIVED	
		<i>Information / Advice Only:</i> No concern about the care or protection of a child or young person. Caller is providing "information only" and has no expectation of a response. General query or request for advice.	
		Consider the increased vulnerability of children under 5 years when determining pathway	
		Consider historical case information and cumulative harm (pattern of harmful events for the child or young person) when determining pathway	
No Further Action		There is no substance to the report. The information discloses no current harm to the child or young person. Family/whānau is actively pursuing safety and wellbeing of child or young person and has willingness and capacity to respond. Matters have already been reported to a social worker or member of the Police that are being, or have been dealt with under this Act.	
Refer to Service (Collaborative response eg Strengthening Families)		Safety, care or behavioural issues may exist and engagement by an agency with the family is likely to achieve positive outcomes. Family have needs and may be willing to engage with or already has a relationship with a service provider. Support needs may be evident for health, education or disability. The family/whānau circumstances may be impacting on the child but do not present danger or harm	AND Notifier indicates referral to services will be accepted by family/whānau No current CYF involvement
CYF Site Response Required	Partnered Response Pathway (Single Service or collaborative response)	Safety, care or behavioural issues may exist and engagement by an agency with the family/whānau is likely to achieve positive outcomes. Family/whānau have needs and may be willing to engage with or already has a relationship with a service provider. Support needs may be evident for health, education or disability. The family/whānau circumstances may be impacting on the child but do not present danger or harm	AND A level of local expertise/engagement may be needed to initiate service provision to family/whānau No current CYF involvement
	Child and Family Assessment	The notification involves an allegation of harm or neglect that indicates the care, safety or wellbeing of the child or young person may be at risk (but does not involve investigation by Police and the collection of forensic evidence – if unsure consult Police). Where CYF involvement is required a CFA is the most appropriate pathway to engage with the child and family/whānau in the majority of cases. The report of concern involves parents/carers who have had previous children removed from their care due to safety concerns.	
	Investigation	Notification involves an allegation of serious abuse as defined in the Child Protection Protocol (CPP). Serious physical abuse (see CPP for test for seriousness) Sexual abuse Serious wilful neglect Serious family violence where the child is a witness AND the family violence was such that it resulted in or had the potential to result in death or serious injury to a family or household member	
Any other actions under s.7(1) forms an additional response pathway following an initial assessment. It is unlikely to be used at this stage in the care and protection process.			

RESPONSE TIMEFRAME FOR CHILD AND FAMILY ASSESSMENT AND INVESTIGATION PATHWAYS

Timeframe Decision	28 days	7 days	48 hours	Critical - 24 hours
	The child or young person is not at risk of harm but reported situation may impact on their well being	The child or young person is at risk of harm but protected in the short term	The child or young person is at risk of harm but is not in immediate danger.	The child or young person is in immediate risk of serious harm and immediate protection may be necessary
Summary of nature of concern or harm	<ul style="list-style-type: none"> Safety, care or behavioural concerns exist. Family/whānau under stress indicating need for assistance Family/whānau circumstances may be impacting on the child Support needs may be evident for health, education or disability. Possible self-harm by child or young person 	<ul style="list-style-type: none"> Child is being or has been harmed or neglected but is unlikely to reoccur in the near future Frequency or seriousness of family violence poses an ongoing risk to child/young person Living situation is currently stressed and potentially dangerous Child/young person exhibits behaviour causing harm to self or others Child/young person is showing suicidal ideation 	<ul style="list-style-type: none"> Serious injury or harm not requiring immediate medical or evidential attention Child/young person has been abused or there is risk of serious abuse and neglect within the short term Environment is seriously disordered and potentially dangerous 	<ul style="list-style-type: none"> Serious injury or harm to child/young person that requires immediate medical attention or evidential documentation Severe family violence where the child/young person's immediate safety may be at serious risk Child/young person is under extreme stress with suicidal ideation and plan Child/young person is home alone, unaccompanied, refusing to go home or has been abandoned Family/whānau context or situation is severely disordered, volatile, dangerous or unpredictable
Vulnerability	Consider the increased vulnerability of children under 5 years when determining response timeframe			
	<ul style="list-style-type: none"> Child may be able to protect self and to seek help 	<ul style="list-style-type: none"> The alleged perpetrator has limited access to the child or young person Adult protector present Child or young person has some ability to self protect 	<ul style="list-style-type: none"> The alleged perpetrator has easy access and protection of the child/young person is not secured Child/young person's vulnerability is increased due to age (ie under 5 years), disability or impaired functioning 	<ul style="list-style-type: none"> The alleged perpetrator has easy access and protection of the child/young person is not secured Child/young person's vulnerability is increased due to age (ie under 5 years), disability or impaired functioning
Pattern	<ul style="list-style-type: none"> Previous reports but they are of moderate level indicating unmet need or risk of harm is resolved 	<ul style="list-style-type: none"> Previous confirmed incidents of harm to child/young person Ongoing substance abuse, mental illness or family violence may be impacting on the child/young person 	<ul style="list-style-type: none"> Previous notifications of harm to children/ young people increase the potential risk for harm in this situation 	<ul style="list-style-type: none"> Previous notifications of harm to children/ young people increase the potential for harm in this situation.
Other Considerations	<ul style="list-style-type: none"> CYF already involved with family/whānau but notification information does not warrant more urgent response time There is concern for an unborn baby FV where collaborative meeting has determined CYF response required 	<p>FV where collaborative meeting has determined CYF response required</p>	<ul style="list-style-type: none"> Police or Court timeframes require prompt response from CYF 	<ul style="list-style-type: none"> Police or Court timeframes require prompt response from CYF