



17 JAN 2020

Dear [REDACTED]

On 4 November 2019, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- *Any reports/documents relating to the decision for Te Whare Pounamu (TWP) to maintain its accreditation*

In addition to the information previously provided to you on 4 November 2019, 13 documents were found to be in scope of your request. These documents contain evidence supporting the extent to which TWP met the critical actions that were identified in the special assessment, discussion about the extent to which critical actions were met, and the outcome of the assessment regarding TWP's accreditation status.

Please find enclosed copies of the following documents:

1. Minutes: Report back from TWP, 2 September 2019 (pages 1-2)
2. TWP Critical Action Evidence Part 1 - Care and Protection, 12 September 2019 (pages 3-65)
3. TWP Critical Action Evidence Part 6 - Client Donations Policy and Procedure Forms (pages 66-71)
4. TWP Critical Action Evidence Part 7 - Health and Safety Training Notes, 6 August 2019 (pages 72-77)
5. TWP Critical Action Evidence Part 8 - Performance Agreement and Training Plan, 12 September 2019 (pages 78-97)
6. TWP Critical Actions response MSD summary notes, 13 September 2019 (pages 98-100)
7. TWP Checklist Notes to TWP Critical Action Evidence (page 101)
8. TWP - Social Services Accreditation (SSA) Special Assessment Outcome, 4 October 2019 (pages 102-104)
9. NCIWR new policy on Managing Donated Goods 2019, 11 April 2019 (pages 105-107)

Please note that due to the nature of the information contained in these documents, some information is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

You will also note that the contact details of some individuals have been withheld under section 9(2)(k) of the Act in order to reduce the possibility of staff being exposed to phishing and other scams. This is because information released under the Act may end up in the public domain, for example, on websites including the Ministry's own website.

The following documents are withheld in full under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information:

- TWP Critical Action Evidence Part 2 Case Manager Minutes, received 13 September 2019
- TWP Critical Action Evidence Part 3 Additional Notes Case Consults, received 13 September 2019
- TWP Critical Action Evidence Part 4 Client Donations Records, received 13 September 2019
- TWP Critical Action Evidence Part 5 Client Donations Records, received 13 September 2019

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



Stephen Crombie

Deputy Chief Executive People and Capability



Minutes

Report back from Te Whare Pounamu (TWP)

Date: 2 September 2019 **Time:** 10am till 11.30am
Venue: 161 Cashel St, Christchurch

Attendees:

s 9(2)(a) Senior Assessor
s 9(2)(a) Assessor
s 9(2)(a) Accreditation Manager

Purpose

To compare the SSA report and critical actions and the report back from TWP. Report back included the managers performance agreement and Training Plan and the summary report from Kahui Tautoko Consulting.

Critical Actions

Client Centred Services – donated goods

Provided

Performance Agreement KRA 10, 14 - expectations

Required

Evidence of register, process and actions since receipt of report July 2019

Evidence of following NCIWR policy

Community Wellbeing – Care and Protection

Provided

Performance agreement although implied not specific KRA 5, 19, 22,24

Required

Evidence of recording of client records, case management meetings, training plans and records for staff.

Documented processes

Health and Safety

Provided

Kahui Tautoko report

Performance Agreement KRA 1,2,4, Behaviours and Attributes, and required competency in strong communication abilities.

Acknowledgement in Kahui Tautoko report that development required by the manager and the Performance Agreement which references this.

Required

Process that was undertaken specific to the complaint re the manager and the potential breach of NCIWR Code of Conduct. Evidence of how the decision was made on course of action (as this relates to page 3, b) overall findings).

Evidence that staff have assurance that the process going forward is fair and capable of making the necessary changes in culture and behaviour – on site interviews with staff.

Evidence of intention of Board oversight, monitoring and frequency of assessment on the Managers Performance Agreement as it relates to the critical actions identified.

Consideration of external and/or independent resource for staff feedback in addition to the Board taking seriousness of staff concerns

Evidence of how self checking by manager can give a level of assurance taking the seriousness of the concerns.

Evidence of following recommendations in the Kahui Tautoko Consulting including the support for staff that are past clients and withdrawal of the manager from the NCIWR National Board.

Next Steps

Accreditation managers visit, if possible this week to meet with The Board chair and Board members (noting the chairs unavailability next week).

This meeting will ask the Board for their view on how they see the Kahui Tautoko report and the Managers Performance Agreement meeting the critical actions. SSA will then identify the gaps as noted in the required information under each of the critical actions.

SSA will check with the Board how they understood the requirement on them to meet the standards to clarify what is expected against what was provided.

Check how the Board intend to monitor the performance agreement against the critical actions ongoing. Ask for the Board's monitoring plan for the manager, the processes and the staff wellbeing and culture change.

Advise the Board that SSA question the self-check process identified in the managers Performance Agreement.

On further consultation post this meeting a decision will be made as to whether we can proceed with accreditation or the gaps are too significant and a recommendation to suspend is the option.



TE WHARE POUNAMU DUNEDIN WOMEN'S REFUGE
PO Box 2207 Dunedin
24 hr Crisisline 0800733843

12 September 2019

Kia Ora s 9(2)(a)

Please find the required documents as per your email to s 9(2)(a) dated 4 September 2019. The documents relating to Sections 1 and 2 are all included and are self-explanatory. There is further explanation below regarding the health and safety evidence you required.

- A copy of the final agreed Performance Plan for the Tumuaki, signed by the TWP Board and the Tumuaki – included – draft signed by me to show that I agree and approve, but not yet signed off by the board

- A detailed outline of how the Performance Plan for the Tumuaki will be monitored in the six months September 2019 – March 2020 (this is subject to discussion with MSD at the meeting on 6 September 2019). – to be provided by the board

- An update on progression and any evidence of performance development / appraisal plans for any individual kaimahi. -appraisals generally take place in September/October, however this process is delayed until the recommendations of the Kahui Tautoko Consultant re: Recommendation 2 of her report has been adopted by the board.

I have sourced a possible training event for myself and staff which will be carried out with board approval. Panui attached.

- The process that was undertaken specific to the complaint regarding the Manager and the potential breach of NCIMR Code of conduct. Evidence of how the decision was made on the course of action under the disciplinary process. *The board will provide this.*
- Evidence of following the recommendations in the Kahui Tautoko consulting report including the support for staff that are past clients minutes *attached re "healing hui", and invoice from counsellor for one staff member (signed by her). The other staff member has opted to have miri-miri, and to undertake extra supervision.*

Please contact us if you require anything further.

Nga mihi nui

s 9(2)(a)

s 9(2)(a)

Tumuaki

1 February 2019



Private and Confidential

Re – s 9(2)(a)

DOB – s 9(2)(a)

TIMELINE OF ENGAGEMENT

- My first engagement with s 9(2)(a) and I have been working with her on and off since that date. s 9(2)(a)

s 9(2)(a)

- s 9(2)(a) intake assessment s 9(2)(a) children had recently been removed from s 9(2)(a) by Oranga Tamariki and placed with s 9(2)(a) for day to day care. Plan was made s 9(2)(a) to attend "Breaking the Cycle" Women's Education program and for the children to attend Tamariki program.
- s 9(2)(a) missed first session of program due to illness.

- s 9(2)(a) - BTC WEG ("Breaking the Cycle" Women's Education Program) Session 2; using the power and control wheel to understand and analyze domestic violence.
- s 9(2)(a) - BTC WEG Session 3; understanding why perpetrators abuse.
- MOJ DV3A completed as protection order currently in place between s 9(2)(a) and covering s 9(2)(a)
- s 9(2)(a) - BTC WEG Session 4; physical and emotional safety planning
- s 9(2)(a) - Met s 9(2)(a) to discuss new OT social worker s 9(2)(a) felt her safety concerns about the children being in s 9(2)(a) care had finally been taken seriously.
s 9(2)(a) commencing Parenting through Separation Program.
MOJ DVPP13 needs ID and safety planning completed.
- s 9(2)(a) - BTC WEG Session 5; understanding how domestic violence effects women.
- s 9(2)(a) - BTC WEG Session 6; the effects of abuse on children.
- s 9(2)(a) - BTC WEG Session 7; survival skills.
- s 9(2)(a) - Supported s 9(2)(a) her first appearance in the District court s 9(2)(a)
The summary of facts details serious physical abuse. Both s 9(2)(a) strongly deny all allegations of abuse.
- s 9(2)(a) - BTC WEG Session 8; Process of Change.
- s 9(2)(a) - BTC WEG Session 9; Anger and Grief / Graduation.
- s 9(2)(a) - After concerns raised s 9(2)(a) during program about the children being in s 9(2)(a) care OT social worker s 9(2)(a) was invited to attended a hui at TWP offices with myself and tamariki facilitator s 9(2)(a). We discussed openly perceived risks to the children's safety from s 9(2)(a) - s 9(2)(a) was in agreement that the children being s 9(2)(a) was not an ideal situation. s 9(2)(a) advised she had only recently begun s whanau and was currently in the information gathering stage before any

decisions could be made. s 9(2)(a) requested reports from us outlining s 9(2)(a) engagement with TWP which were provided to her via email.

- s 9(2)(a) – Met s 9(2)(a) to discuss meeting with OT worker s 9(2)(a) continues to deny any domestic violence in her relationship s 9(2)(a)
 - s 9(2)(a) made an application to the court for the protection order to be discharged; s 9(2)(a) safety concerns if this were to happen.

- s 9(2)(a) – Telephone support s 9(2)(a) lawyer s 9(2)(a) is advising her to agree to having the protection order discharged in favor of an undertaking.

- FGC and round table meeting coming up.

- s 9(2)(a) – MOJ DVPP09 Supporting Safety Sessions Completion Report sent.

- s 9(2)(a) – met s 9(2)(a) due to pressure from OT.

s 9(2)(a) continues to deny s 9(2)(a) but has entered a guilty plea to s 9(2)(a)

s 9(2)(a) pleading not guilty is currently s 9(2)(a)

s 9(2)(a) moves from 'Time Out Carers' s 9(2)(a)

s 9(2)(a)

-Ongoing negotiations in the family court.

- s 9(2)(a) – 5F received, ROC completed from FVIARs

- s 9(2)(a) – Protection order discharged by consent; s 9(2)(a)

- Met s 9(2)(a) prior to sentencing at court on the s 9(2)(a)

- s 9(2)(a) – Referral closed s 9(2)(a) completed her case plan and no longer at risk of domestic violence.

- s 9(2)(a) self-referred to attend BTC WEG again.

- s 9(2)(a) – BTC WEG Session 1; induction to group.
- s 9(2)(a) – s 9(2)(a)
- s 9(2)(a) – BTC WEG Session 2; s 9(2)(a)
- s 9(2)(a) – BTC WEG Session 3; understanding why perpetrators abuse.
- s 9(2)(a) – BTC WEG Session 4; physical and emotional safety planning.
- s 9(2)(a) – BTC WEG Session 5; understanding how domestic violence effects women.
- s 9(2)(a) – BTC WEG Session 6; the effects of abuse on children.
- s 9(2)(a) – BTC WEG Session 7; survival skills.
- s 9(2)(a) – BTC WEG Session 8; Process of Change.
- s 9(2)(a) – BTC WEG Session 9; Anger and Grief.
- s 9(2)(a) – BTC WEG Session 10; Graduation.
- s 9(2)(a) – Telephone Support: s 9(2)(a)
I enquired whether OT had agreed to this and was advised they had not been informed – but all lawyers agreed it was ok.

- s 9(2)(a) is now off sentence and has no fixed abode, s 9(2)(a) – this is not ideal, provided a letter of support for MSD to support with suitable accommodation.
- s 9(2)(a) continues to struggle with finances and accommodation
s 9(2)(a)
s 9(2)(a)
- s 9(2)(a) – Supported s 9(2)(a) court, s 9(2)(a)
- s 9(2)(a) provided with Christmas food hampers and gifts for the children.
- s 9(2)(a) – Was advised by another client that s 9(2)(a) encouraged said client to contact OT if she had concerns for the children. s 9(2)(a)
s 9(2)(a)

s 9(2)(a) | Womens Advocate

17 WHARE POUNAMU DUNEDIN WOMEN'S REFUGE

PO Box 2267 Dunedin

24 hr Crisis line: 0800733843

s 9(2)(k)

s 9(2)(k)

www.womensrefuge.org.nz

s 9(2)(a)

Family Centred Service Contract s 9(2)(a)

Referral: Tamariki prg

Goal: To complete BTC

s 9(2)(a) Pol follow up – Report s 9(2)(a) – passed onto OT.

s 9(2)(a) BTC - Session 9

s 9(2)(a) BTC - Session 8

s 9(2)(a) BTC - Session 6

s 9(2)(a) One on one support – s 9(2)(a), concerns about breaches of the safety plan. s 9(2)(a) LFC involved. Discussed plan s 9(2)(a).

s 9(2)(a) BTC - Session 5

s 9(2)(a) BTC Session 4

s 9(2)(a) BTC - Session 3

s 9(2)(a) BTC Session 2

s 9(2)(a) One on one support – Concerns safety plan broken s 9(2)(a) told it is not a OT matter. s 9(2)(a) not happy with OT response. s 9(2)(a)

s 9(2)(a) One on one support – General concerns re s 9(2)(a). Safety plan made. On waiting list for BTC.

s 9(2)(a) Initial Visit – Notes state that there was current OT involvement due to s 9(2)(a) s 9(2)(a) OT scoping interview s 9(2)(a) raised no concerns

th investigation- was closed down. NFA



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111.



Ministry of Vulnerable Children, Oranga Tamariki (Oranga Tamariki)

Report of Concern to Oranga Tamariki (formerly Child, Youth and Family)

Call Oranga Tamariki/CYF on: **0508 326 459**

Email address for sending the written referral: contact@mvcot.govt

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 Oranga Tamariki/CYF. 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 Oranga Tamariki/CYF social worker about this referral, please record

Name of Social Worker: s 9(2)(a)

Date/time of conversation: s 9(2)(a)

Outcome of the discussion:

s 9(2)(a) stated to complete a ROC. There is no OT case worker for s 9(2)(a)
s 9(2)(a) stated she is visiting s 9(2)(a) tomorrow morning.

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: s 9(2)(a)

Your name and role: s 9(2)(a) - Residential Social Worker

Your email address: s 9(2)(a)

Your contact phone number/s: s 9(2)(a)

Your after hours contact phone numbers: (for emergency situations only)

s 9(2)(a)

Your organisation: Te Whare Pounamu Dunedin Women's Refuge

Your postal address: PO BOX 2267, 9044 Dunedin

Alternate contact person: s 9(2)(a)

Alternate contact person phone number/s: s 9(2)(a)



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111.



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

Have you informed the whānau that your concern is being reported to Oranga Tamariki?

What steps have you taken to discuss and address your concerns with the whānau or through referrals to other agencies before referring to Oranga Tamariki?

What was their response?

ROC disc with s 9(2)(a). She was willing to share this information and gain safety for children of concern s 9(2)(a). She is aware of the ROC being completed. s 9(2)(a) (OT social worker) was also informed and has stated that a ROC is needed.

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: s 9(2)(a)

Also known as:

Date of Birth:

Gender: s 9(2)

Unique Identifier: (eg. NHI, NSN)

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

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

Child's Name: s 9(2)(a)

Also known as:

Date of Birth: s 9(2)(a)

Unique Identifier: (eg. NHI, NSN)

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

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



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111.



Child's Name: s 9(2)(a)
 Also known as:
 Date of Birth: s 9(2)(a)
 Unique Identifier: (eg. NHI, NSN)
 Ethnicity: (include Iwi/Pacific Island Affiliation if known) Maori
 Child's address: (This is essential information to enable the Oranga Tamariki contact centre to refer the case to the appropriate Oranga Tamariki site)

Child's Name: s 9(2)(a)
 Also known as:
 Date of Birth: s 9(2)(a)
 Unique Identifier: (eg. NHI, NSN)
 Ethnicity: (include Iwi/Pacific Island Affiliation if known) s 9(2)(a)
 Child's address: (This is essential information to enable the Oranga Tamariki contact centre to refer the case to the appropriate Oranga Tamariki site)

Child's Name: s 9(2)(a)
 Also known as:
 Date of Birth: s 9(2)(a)
 Unique Identifier: (eg. NHI, NSN)
 Ethnicity: (include Iwi/Pacific Island Affiliation if known) Maori
 Child's address: (This is essential information to enable the Oranga Tamariki contact centre to refer the case to the appropriate Oranga Tamariki site)

Child's Name: s 9(2)(a)
 Also known as:
 Date of Birth: s 9(2)(a)
 Unique Identifier: (eg. NHI, NSN)
 Ethnicity: (include Iwi/Pacific Island Affiliation if known) Maori
 Child's address: (This is essential information to enable the Oranga Tamariki contact centre to refer the case to the appropriate Oranga Tamariki site)
 s 9(2)(a)



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111.



Child's Name: s 9(2)(a)

Also known as:

Date of Birth:

Gender: s 9(2)(a)

Unique Identifier: (eg. NHI, NSN)

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

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

s 9(2)(a)

Child's Name: s 9(2)(a)

Also known as:

Date of Birth:

Gender: s 9(2)(a)

Unique Identifier: (eg. NHI, NSN)

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

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

s 9(2)(a)

Child's Name: s 9(2)(a)

Also known as:

Date of Birth:

Gender: s 9(2)(a)

Unique Identifier: (eg. NHI, NSN)

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

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

s 9(2)(a)

Child's Name:

Also known as:

Date of Birth:

Gender:

Unique Identifier: (eg. NHI, NSN)

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

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



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111.



Mother's Name: s 9(2)(a)

Also known as:

Date of Birth: (or approximate age) s 9(2)(a)

Phone number: s 9(2)(a)

Address: s 9(2)(a)

Unique identifier (if known): (eg. NHI, NSN)

Father's Name: s 9(2)(a)

Also known as:

Date of Birth: (or approximate age)

Phone number:

Address:

Unique identifier (if known): (eg. NHI, NSN)

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

s 9(2)(a)

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)

s 9(2)(a) in the OT social worker for s 9(2)(a)

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

s 9(2)(a) s 9(2)(a)

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			



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111.



Agency	Contact name	Contact number	Why/how are they involved
Cultural Support			
DHB Social Worker			
Disability Services			
Family Start			
Maternity Service/Lead Maternity Carer. <i>If antenatal referral, what is the expected date of delivery?</i>			
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 Oranga Tamariki?

(It is helpful to know why they are involved and what they are working on with the whānau)?



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111.



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 a note of how recent and frequent any specific incidents or events are (When did they say it and to whom?)

Describe any other issues that could be impacting on the child or young person eg. 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 (eg. observed directly or name and contact details)

s 9(2)(a) came into Te Whare Pounamu Dunedin Women's Refuge disclosing concerns s 9(2)(a)
s 9(2)(a) are experiencing.

s 9(2)(a)

s 9(2)(a) is living in the home, was advised by s 9(2)(a) that he is NOT allowed to reside and be at

s 9(2)(a)

s 9(2)(a) stated that s 9(2)(a) however spends most of her time there.

s 9(2)(a) has played two s 9(2)(a) s 9(2)(a) s 9(2)(a)
s 9(2)(a) third recording of s 9(2)(a)

s 9(2)(a)

s 9(2)(a) also stated that s 9(2)(a) as they have told s 9(2)(a)
in the home.

s 9(2)(a) identified each voice on the recordings. These recordings were sent to s 9(2)(a) on the following dates/times.

s 9(2)(a)

Recording 3

s 9(2)(a)



If you believe a child is in immediate danger or in a life threatening situation contact Police immediately by dialling 111



What has prompted you to refer to Oranga Tamariki now? (What are your immediate safety concerns for this child?)

Immediate safety concerns are s 9(2)(a) s 9(2)(a) Minimal Protective factors due to the repercussion of s 9(2)(a) speaki s 9(2)(a) e home.

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

In the 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)

Unknown

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)

Te Whare Pounamu is only engaged with s 9(2)(a) Safety for her to bring her children into the safe house if s 9(2)(a)

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?)

s 9(2)(a) is engaged with OT case worker s 9(2)(a) who has been informed of this information. Safety plan is for s 9(2)(a) e into the safe house with all her c s 9(2)(a)

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

PRINT FORM

EMAIL Oranga Tamariki (formerly CYF) & FV Intervention Coordinator

CLEAR FORM

OFFICE USE ONLY - DO NOT FILL THIS PAGE OUT**Child Protection Concern - MDT Discussion Summary Form**

Child's Details:

NHI Number		Relationship to child	MOC
Name		Name	
DOB		Relationship to child	FOC
Gender		Name	
Ethnicity		If antenatal concern, EDD:	
Person making Report of concern			
Dept making Report of concern			

Family Environment

<input type="checkbox"/> Family Violence	<input type="checkbox"/> Gang Affiliations	<input type="checkbox"/> Alcohol and drug abuse
<input type="checkbox"/> Severe social stress	<input type="checkbox"/> Suicidal Ideation	<input type="checkbox"/> Mental illness including post-natal depression
<input type="checkbox"/> At risk family actively avoids family support agencies	<input type="checkbox"/> Parent very young	
<input type="checkbox"/> Frequent changes of address, more than 2 over the last year	<input type="checkbox"/> Parents abused as children	
<input type="checkbox"/> Parent indifferent, intolerant - views child as particularly troublesome	<input type="checkbox"/> Severe isolation and lack of support	

Nature of abuse

<input type="checkbox"/> Physical	<input type="checkbox"/> Sexual
<input type="checkbox"/> Emotional	<input type="checkbox"/> Neglect
<input type="checkbox"/> Medical neglect	<input type="checkbox"/> Risk to unborn child

Processes in place to address abuse

<input type="checkbox"/> Family engagement <input type="checkbox"/> Agency involvement <input type="checkbox"/> Alleged Perpetrator access <input type="checkbox"/> Family support <input type="checkbox"/> Oranga Tamariki currently or previously involved	
--	--

CPAS MDT PANEL FEEDBACK

	Alert until baby born	
	Meeting date	
	Review date	
Caregivers informed	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Name and designation of members present on MDT panel:

--

s 9(2)(a)

From: OrangaTamarikiContactCentre <contact@ot.govt.nz>
Sent: Thursday, 28 February 2019 9:33 PM
To: s 9(2)(a)
Subject: Autoreply from contact@ot.govt.nz

Your email has been received by the Oranga Tamariki - Ministry for Children, National Contact Centre.

If you have immediate concerns for a child or young person, please call toll free number 0508 326459 for further assistance.

Kind Regards,
Oranga Tamariki - Ministry for Children
National Contact Centre

----- This email message is intended solely for the person or entity to which it is addressed. The information it contains is confidential and may be legally privileged. Any review, retransmission, dissemination or other use of this email may be unlawful. If you are not the intended recipient, please notify us immediately and destroy the email from all sources. Thank you. Oranga Tamariki-Ministry for Children accepts no responsibility for changes made to this email or to any attachments after transmission from the Office. -----

Notes

Personal summary

Name	Date of birth	Age	Old database ID#
s 9(2)(a)			
s 9(2)(a)			

Print criteria

Name	End date
s 9(2)(a)	s 9(2)(a)

Team information

Notes

Crisis intervention

s 9(2)(a)

s 9(2)(a)

s 9(2)(a) came into TWP office

Present at hui: s 9(2)(a)

Informed s 9(2)(a) that a ROC will need to be completed due to the recordings but we would support her through this process

s 9(2)(a)

s 9(2)(a) played the recordings - Refer to ROC attached.

s 9(2)(a) concerned about returning home s 9(2)(a)

4:30pm

Spoke with s 9(2)(a) via speaker phone with s 9(2)(a) present.

Notes

Notes

s 9(2)(a) stated that s 9(2)(a) could come into the safe house s 9(2)(a) said that OT would assess the situation the next day and s 9(2)(a) may have to s 9(2)(a)

s 9(2)(a) stated that she will s 9(2)(a)
 (a) phoned back to say that s 9(2)(a)

Safety plan s 9(2)(a)

-Come into the safe house s 9(2)(a)

○ OT to assess the situation the next day.

-Call police if s 9(2)(a)

s 9(2)(a) to check in with her tomorrow if she does not come into the safe house

Crisis intervention

s 9(2)(a)

s 9(2)(a)

s 9(2)(a) rung s 9(2)(a) she was happy to come into TWP office for me to listen to the recordings. s 9(2)(a) and will come in after this.

Crisis intervention

s 9(2)(a)

s 9(2)(a)

s 9(2)(a) called s 9(2)(a)

s 9(2)(a) stated:

s 9(2)(a) is going to be working with Anglican Family Care s 9(2)(a)

s 9(2)(a)

s 9(2)(a) stated that she has been made aware of all the recordings s 9(2)(a) however has not listened to them. She stated s 9(2)(a) believed that s 9(2)(a) safe s 9(2)(a)

Notes

Notes

I had a discussion with s 9(2)(a) around the time frame of her meeting with s 9(2)(a) and raised concerns regarding this. As I believe they are high risk.

Informed s 9(2)(a) has disclosed s 9(2)(a) stated that s 9(2)(a) feels she needs to collect evidence to prove what is happening

s 9(2)(a) stated that she was not aware of s 9(2)(a) and that she will go and visit s 9(2)(a) tomorrow s 9(2)(a) was busy today.

s 9(2)(a) stated that s 9(2)(a) and that OT has informed s 9(2)(a) that he is not to reside at this address. s 9(2)(a) will be speaking to him about this tomorrow s 9(2)(a)

s 9(2)(a) asked for me to listen to the recordings as it s 9(2)(a) and to complete a ROC

Consulted with senior staff member at all times

Crisis intervention

s 9(2)(a)

s 9(2)(a)

Attempted to phone s 9(2)(a) Message left for a/l

Spoke with s 9(2)(a) (OT) and informed her of situation. She suggested contact s 9(2)(a) If I had no luck to complete a ROC.

Rung both s 9(2)(a) No answer message left.

9(2)(a) - s 9(2)(a) Called back

Informed her about the recordings and that we have not listened to them

s 9(2)(a)

-Asked whether the children were allowed to leave with s 9(2)(a) and why only s 9(2)(a) Stated that all the children are in the care of OT s 9(2)(a)

-Asked s 9(2)(a) if a ROC needed to be completed for the recording s 9(2)(a) stated no to leave it with her s 9(2)(a) agreed to phone back today to inform us of whether s 9(2)(a) is allowed to come into the safe house with the children.

Notes

Notes

No call back from s 9(2)(a)

Consulted with Seno'r staff member at all times

Crisis intervention

s 9(2)(a)

s 9(2)(a)

s 9(2)(a) came into the office to pick up s 9(2)(a) She disclosed that the three recordings consisted of:

Recording 1 s 9(2)(a)

Recording 2

Recording 3

At all times consulted with Senior staff member.

Crisis intervention

s 9(2)(a)

s 9(2)(a)

s 9(2)(a) came into TWP office.

s 9(2)(a) for her children and herself s 9(2)(a) She is considering about coming into the safe house s 9(2)(a) stated that her social worker s 9(2)(a) has told her that she can leave s 9(2)(a) and come into the safe house if needed. s 9(2)(a) is not clear why she would only be allowed s 9(2)(a) She does not feel comfortable doing this as she is concerned for s 9(2)(a)

s 9(2)(a) disclosed that s 9(2)(a) has been recording s 9(2)(a) said that she has informed s 9(2)(a) about the recordings but that s 9(2)(a) will not be spoken to by s 9(2)(a) until next Thursday as s 9(2)(a) stated that s 9(2)(a) has also sent these recordings to s 9(2)(a)

s 9(2)(a) stated that s 9(2)(a)

s 9(2)(a) stated that s 9(2)(a) as they are s 9(2)(a)

Notes

Notes

§ 9(2)(a)

§ 9(2)(a) said that she has told § 9(2)(a) about all of what is happening in the home

§ 9(2)(a) to make contact with § 9(2)(a) and get clear on whether § 9(2)(a) is allowed to take § 9(2)(a) into the safe house. Ask why there is such a time delay in her listening to the recordings and raise concerns regarding § 9(2)(a)

Rung § 9(2)(a) No answer message left

At all times consulted with Senior staff member.

Comments

Case management s 9(2)(a)

Present: s 9(2)(a)

High Risk: s 9(2)(a)

d.

na

s 9(2)(a)

* NO report back regarding Roc completed by s 9(2)(a)

s 9(2)(a)

Case management s 9(2)(a)

present: s 9(2)(a)

High Risk: s 9(2)(a)

? x

s 9(2)(a)

s 9(2)(a)

s 9(2)(a)

-- ROC discussed -- refer to ROC

s 9(2)(a)

ROC

RB Notes

Case Management Notes

Feb 2017

FM R6.1 07/17



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately, by dialing 111



Ministry of Vulnerable Children, Oranga Tamariki (Oranga Tamariki)

Report of Concern to Oranga Tamariki (formerly Child, Youth and Family)

Call Oranga Tamariki/CYF on: **0508 326 459**

Email address for sending the written referral: **contact@mvcot.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 Oranga Tamariki/CYF. 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 Oranga Tamariki/CYF social worker about this referral, please record

Name of Social Worker: s 9(2)(a)

Date/time of conversation: s 9(2)(a)

Outcome of the discussion:

P/C to s 9(2)(a) no answer. Message left to ring back

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: s 9(2)(a)

Your name and role: s 9(2)(a) (Emergency Housing Social Worker Te Whare Pounamu Women's Refuge)

Your email address: s 9(2)(a)

Your contact phone number/s: s 9(2)(a)

Your after hours contact phone numbers: (for emergency situations only)

0800 Refuge

Your organisation: Te Whare Pounamu Women's Refuge

Your postal address: s 9(2)(a)

Alternate contact person: s 9(2)(a)

Alternate contact person phone number/s: s 9(2)(k)

STATEMENT OF CONFIDENTIALITY

The information contained in this and any attached pages is intended to be for the use of the addressee named in this transmittal sheet. If you are not the addressee, note that any disclosure, photocopying, distribution or use of the contents of this faxed information is prohibited. If you have received this facsimile in error, please notify us by telephone (or fax) immediately so that we can arrange for the retrieval of the original documents at no cost to you.



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111.



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.

Have you informed the whānau that your concern is being reported to Oranga Tamariki?

What steps have you taken to discuss and address your concerns with the whānau or through referrals to other agencies before referring to Oranga Tamariki?

What was their response?

We have informed s 9(2)(a) we would be making a Report of Concern. Her response was 'go for gold, that's fine'

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: s 9(2)(a)

Also known as:

Date of Birth: s 9(2)(a)

Gender: s 9(2)(a)

Unique Identifier: (eg. NHI, NSN)

Ethnicity: (include Māori/Pacific Island Affiliation if known) NZE

Child's address: (This is essential information to enable the Oranga Tamariki contact centre to refer the case to the appropriate Oranga Tamariki site)
s 9(2)(a)

Child's Name: s 9(2)(a)

Also known as:

Date of Birth: s 9(2)(a)

Gender: s 9(2)(a)

Unique Identifier: (eg. NHI, NSN)

Ethnicity: (include Māori/Pacific Island Affiliation if known) NZE

Child's address: (This is essential information to enable the Oranga Tamariki contact centre to refer the case to the appropriate Oranga Tamariki site)
s 9(2)(a)

STATEMENT OF CONFIDENTIALITY

The information contained in this and any attached pages is intended to be for the use of the addressee named in this transmittal sheet. If you are not the addressee, note that any disclosure, photocopying, distribution or use of the contents of this faxed information is prohibited. If you have received this facsimile in error, please notify us by telephone (or email) immediately so that we can arrange for the retrieval of the original documents at no cost to you.



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111.



Child's Name:

Also known as:

Date of Birth: Gender:

Unique Identifier: (eg. NHI, NSN)

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

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

Child's Name:

Also known as:

Date of Birth: Gender:

Unique Identifier: (eg. NHI, NSN)

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

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

Child's Name:

Also known as:

Date of Birth: Gender:

Unique Identifier: (eg. NHI, NSN)

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

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

Child's Name:

Also known as:

Date of Birth: Gender:

Unique Identifier: (eg. NHI, NSN)

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

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

STATEMENT OF CONFIDENTIALITY

The information contained in this and any attached pages is intended to be for the use of the addressee named in the transmittal sheet. If you are not the addressee, note that any disclosure, photocopying, distribution or use of the contents of this faxed information is prohibited. If you have received this facsimile in error please notify us by telephone (collect) immediately so that we can arrange for the retrieval of the original documents at no cost to you.



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111



Child's Name:

Also known as:

Date of Birth: Gender:

Unique Identifier: (eg. NHI, NSN)

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

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

Child's Name:

Also known as:

Date of Birth: Gender:

Unique Identifier: (eg. NHI, NSN)

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

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

Child's Name:

Also known as:

Date of Birth: Gender:

Unique Identifier: (eg. NHI, NSN)

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

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

Child's Name:

Also known as:

Date of Birth: Gender:

Unique Identifier: (eg. NHI, NSN)

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

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

STATEMENT OF CONFIDENTIALITY

The information contained in this and any attached pages is intended to be for the use of the addressee named in this transmittal sheet. If you are not the addressee, note that any disclosure, photocopying, distribution or use of the contents of this faxed information is prohibited. If you have received this document in error, please notify us by telephone (collect) immediately so that we can arrange for the retrieval of the original documents at no cost to you.

FM.R6 1 07/17



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111.



Mother's Name: s 9(2)(a)

Also known as:

Date of Birth: (or approximate age) s 9(2)(a)

Phone number: s 9(2)(a)

Address: s 9(2)(a)

Unique identifier (if known): (eg. NHI, NSN)

Father's Name: s 9(2)(a)

Also known as:

Date of Birth: (or approximate age) s 9(2)(a)

Phone number:

Address:

Unique Identifier (if known): (eg. NHI, NSN)

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

Father does not live with Bronwyn and the children.

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)

Stade attends Tamui School
Jaala was enrolled at Bayfield but has now been taken off the school role for non attendance

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 Service (adult services)			

STATEMENT OF CONFIDENTIALITY

The information contained in this and any attached pages is intended to be for the use of the addressee named in this transmittal sheet. If you are not the addressee, note that any disclosure, photocopying, distribution or use of the contents of this faxed information is prohibited. If you have received this facsimile in error, please notify us by telephone (collect) immediately so that we can arrange for the retrieval of the original documents at no cost to you.



If you believe a child is in immediate danger or in a life-threatening situation, contact Police immediately by dialling 111



Agency	Contact name	Contact number	Why/how are they involved
Cultural Support			
DHB Social Worker			
Disability Services			
Family Start			
Maternity Service/Lead Maternity Carer. 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)	s 9(2)(a)	s 9(2)(a)	Utago Youth Wellness Trust s 9(2)(a)

What was the outcome of your discussion with them about referring to Oranga Tamariki?

(It is helpful to know why they are involved and what they are working on with the whānau)?

s 9(2)(a)
s 9(2)(a) ger Te Whare Pounamu Women's Refuge rang s 9(2)(a) OT SW) and s 9(2)(a) a meeting to discuss our concerns regarding this family through a Repo ble to make contact with either s 9(2)(a) Messages were left to contact s 9(2)(a) egarding a meeting s 9(2)(a) alerted in her voicemail to s 9(2)(a)ha mis and that we would be puttin h a Report of Conce
s 9(2)(a)
P C s 9(2)(a)
Agreeing to meet. s 9(2)(a) as informed a case consult had taken place during the week of s 9(2)(a) Women's Refuge was not a p is consult. s 9(2)(a) informed s 9(2)(a) it has become apparent con the table and we needed to share this information.
s 9(2)(a)
s 9(2)(a) sent his apologies. s 9(2)(a) informed us she had spoken with s 9(2)(a) and he was supportiv through.

STATEMENT OF CONFIDENTIALITY

The information contained in this and any attached pages is intended to be for the use of the addressee named in this transmittal sheet. If you are not the addressee, note that any disclosure, photocopying, distribution or use of the contents of this faxed information is prohibited. If you have received this facsimile in error, please notify us by telephone (collect) immediately so that we can arrange for the retrieval of the original documents at no cost to you.



If you believe a child is in 'immediate danger' or in a life-threatening situation contact Police immediately by dialing 111.



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 a note of how recent and frequent any specific incidents or events are (When did they say it and to whom?)

Describe any other issues that could be impacting on the child or young person eg. 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 (eg. observed directly or name and contact details)

My role with the family is as the Emergency Housing Social Worker.

s 9(2)(a) and the children have been living in s 9(2)(a) up until recently when s 9(2)(a)

s 9(2)(a) s 9(2)(a) She was not organised in her shifting and her 'move out date' s 9(2)(a) move the rest of her belongings. In doing so we came across a s 9(2)(a) The bag was high and was sitting on the floor in the laundry. When asked s 9(2)(a)

s 9(2)(a) We gave s 9(2)(a) the benefit of the doubt. s 9(2)(a) as

On Monday s 9(2)(a) myself and 2 other Refuge workers went back to the house to clear the mess. We found s 9(2)(a)

s 9(2)(a) to inform her of s 9(2)(a) we found and to let her know we would be making s 9(2)(a)

As part of our process when tenants leave our properties we are required to do Meth testing. The Meth test for this house s 9(2)(a) We have concerns for the children's well being and safety s 9(2)(a)

Current concerns
s 9(2)(a)

Our concerns are based around s 9(2)(a) and the potential risk of harm towards the children ie. s 9(2)(a) s 9(2)(a)

FMR6.1 07/17



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialing 111



What has prompted you to refer to Oranga Tamariki now? (What are your immediate safety concerns for this child?)

s 9(2)(a)

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

s 9(2)(a)

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)

Unknown.

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)

Strengthening Families Process - Oranga Tamariki, Otago Youth Wellness Trust, Corstorphine Community Baptist Trust, Synergy Wellness, Adventure Development.

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?)

s 9(2)(a)

by

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

PRINT FORM

EMAIL Oranga Tamariki (formerly CYF) & FV Intervention Coordinator

CLEAR FORM

STATEMENT OF CONFIDENTIALITY

The information contained in this and any attached pages is intended to be for the use of the addressee named in the transmittal sheet. If you are not the addressee, note that any disclosure, photocopying, distribution or use of the contents of this facsimile is prohibited. If you have received this facsimile in error, please notify us by telephone (collect) immediately so that we can arrange for the retrieval of the original documents at no cost to you.

OFFICE USE ONLY - DO NOT FILL THIS PAGE OUT**Child Protection Concern - MDT Discussion Summary Form**

Child's Details:

NHI Number		Relationship to child	MOC
Name		Name	
DOB		Relationship to child	FOC
Gender		Name	
Ethnicity		If antenatal concern, EDD:	
Person making Report of concern			
Dept making Report of concern			

Family Environment		
<input type="checkbox"/> Family Violence	<input type="checkbox"/> Gang Affiliations	<input type="checkbox"/> Alcohol and drug abuse
<input type="checkbox"/> Severe social stress	<input type="checkbox"/> Suicidal Ideation	<input type="checkbox"/> Mental illness including post-natal depression
<input type="checkbox"/> At risk family actively avoids family support agencies		<input type="checkbox"/> Parent very young
<input type="checkbox"/> Frequent changes of address, more than 2 over the last year		<input type="checkbox"/> Parents abused as children
<input type="checkbox"/> Parent indifferent, intolerant - views child as particularly troublesome		<input type="checkbox"/> Severe isolation and lack of support

Nature of abuse

<input type="checkbox"/> Physical	<input type="checkbox"/> Sexual
<input type="checkbox"/> Emotional	<input type="checkbox"/> Neglect
<input type="checkbox"/> Medical neglect	<input type="checkbox"/> Risk to unborn child

Processes in place to address abuse

<input type="checkbox"/> Family engagement <input type="checkbox"/> Agency involvement <input type="checkbox"/> Alleged Perpetrator access <input type="checkbox"/> Family support <input type="checkbox"/> Oranga Tamariki currently or previously involved	
--	--

CPAS MDT PANEL FEEDBACK

Alert until baby born

Meeting date

Review date

Caregivers informed

YES ☐ NO ☐

Name and designation of members present on MDT panel:

s 9(2)(a)

From: OrangaTamarikiContactCentre <contact@ot.govt.nz>
Sent: Tuesday, 23 April 2019 5:41 PM
To: s 9(2)(a)
Subject: Autoreply from contact@ot.govt.nz

Your email has been received by the Oranga Tamariki - Ministry for Children, National Contact Centre.

If you have immediate concerns for a child or young person, please call toll free number 0508 326459 for further assistance.

Kind Regards,

Oranga Tamariki - Ministry for Children
National Contact Centre

----- This email message is intended solely for the person or entity to which it is addressed. The information it contains is confidential and may be legally privileged. Any review, retransmission, dissemination or other use of this email may be unlawful. If you are not the intended recipient, please notify us immediately and destroy the email from all sources. Thank you. Oranga Tamariki-Ministry for Children accepts no responsibility for changes made to this email or to any attachments after transmission from the Office. -----

Person Report

Activities

Support and advocacy

Client's home

s 9(2)(a)

EH P/C's made to s 9(2)(a) (OT SW) and s 9(2)(a) (OWT)

s 9(2)(k)

Support and advocacy

Telephone

EH P/C's made to s 9(2)(a) (OT SW) and s 9(2)(a) (OWT)

We are asking s 9(2)(a) to arrange a meeting to discuss our concerns regarding the family and to let them know we would be putting a Report of Concern s 9(2)(a) as unable to make contact with either s 9(2)(a) voice messages were left

EH House Clean out

s 9(2)(k)

Support and advocacy

Client's home

EH House Clean out

- Clear up of s 9(2)(a) and rubbish removal by myself and 2 Refugee Kaimahi
- Transported rubbish to tip
- Photos taken - see attachments

EH Transitional

s 9(2)(a)

Support and advocacy

Client's home

EH Transitional

- House was in disarray and not very hygienic at all
- s 9(2)(a) section plan had fallen through in terms of her support team
- Managed to get as much as we could of her items and transferred what we could to her new house
- Meth testing asap (Mon) s 9(2)(a)
- National Office has been notified and s 9(2)(a) has been informed that this cost of cleaning and damages will have to come out of her bond.

EH Transitional

Person Report

Activities

s 9(2)(a)

Support and advocacy

Letter writing

EH Female Justice Clinic

s 9(2)(a)

Sent Monday s 9(2)(a)

To Engage

Subject s 9(2)(a) - a suggestion

s 9(2)(a)

s 9(2)(a)

s 9(2)(a)

s 9(2)(a) - I have not yet received the results of the test.

If there is anything I have forgotten please do not hesitate to contact me.

s 9(2)(a)

s 9(2)(a)

Emergence of a new social vision

TE WARE POUNA MU DINI M WOMEN'S REFUGE

EH ROC

s 9(2)(a)

Support and advocacy

On-site i.e. Refuge environment

EH ROC

- Phoned s 9(2)(a) to inform what we found during the clearing at s 9(2)(a)
- Mentioned to s 9(2)(a) that we would put forward a ROC and still be there to support her while going thru this process
- A meeting has been called with OYW s 9(2)(a) OT s 9(2)(a) and TWP this week to engage where we are all at

EH Meth test

Start time

s 9(2)(a)

End time

s 9(2)(a)

NOWR

Activities

Contaminated Site Investigation (CSI)

Once we have these results back we will be able to see if the area of the site is safe to be professionally decontaminated.

Quick question: is there a garage at the property? It is a fact that has been used as a storage for the clients' tools/supplies?

Is it a possibility that the test was tested at?

With the information that we have been given, it is likely that the test was tested at the property.

The tester for the second test should contact **s 9(2)(a)** as soon as possible to arrange access.

In the meantime, for health and safety reasons, please contact the police to control access to the property and prevent anyone from accessing the property until the test is completed.

Once we have the detailed results, I will contact **s 9(2)(a)** the owner of the property and explain everything to him also.

11/05/2017

s 9(2)(a)

Programme and Service Support

EH P/C returned to **s 9(2)(a)**

Start time

s 9(2)(a)

End time

Location

Support and advocacy

Type

Telephone

Facilities

EH P/C returned to **s 9(2)(a)**

s 9(2)(a) agreeing to meet. **s 9(2)(a)** informed **s 9(2)(a)** a case consult had taken place during the week of the **s 9(2)(a)** Women's Refuge was not a part of this consult. **s 9(2)(a)** informed **s 9(2)(a)** of our concerns and the need to share this information and that we would be putting through a Report of Concern.

- Organised to meet with **s 9(2)(a)** and myself **s 9(2)(a)** at 4pm.

EH Email to National Office

Start time

s 9(2)(a)

Activities

NOTE: To ensure the highest level of security for all our customers, we may contact you to confirm your payment details before processing particular orders. This occasional security measure may result in the fulfilment of your order being slightly delayed.

s 9(2)(a)

Please consider the environment before printing this email.

This email is only intended to be read by the person to whom it is addressed. It may contain information that is confidential, proprietary or the subject of legal privilege. If you are not the person to whom it is addressed you must delete this email and may not use any of the information contained in it. Legal privilege is not waived because you have read this email.

EH Meth test results emailed from s 9(2)(a)

To:

s 9(2)(a)

From:

Subject:

Support and advocacy

Date:

Levi's Mail

Attachments:

EH Meth test results emailed from s 9(2)(a)

From: Emergency Housing

Sent: Wednesday s 9(2)(a)

To: s 9(2)(a)

Cc: s 9(2)(a)

Subject: EHV: Meth Solutions Test Results Advice (SSA) - 160022522 s 9(2)(a) Ouredin,
Dunedin, Otago

Hi s 9(2)(a)

I hope you are well?

s 9(2)(a)

Activities

If you have immediate concerns for a child or young person, please call toll free number 0516 326455 for further assistance

Kind Regards,

Oranga Tamariki Ministry of Children

National Contact Centre

EH Report of Concern emailed to Oranga Tamariki

Case: s 9(2)(a)
 Date: [REDACTED]
 Location: [REDACTED]
 Support and advocacy
 Letter email
 EH Report of Concern emailed to Oranga Tamariki
 - Email of Concern written and emailed to Oranga Tamariki

EH Meeting with s 9(2)(a) (Otago Youth Wellness)

Case: s 9(2)(a)
 Date: [REDACTED]
 Location: [REDACTED]
 Support and advocacy
 On-site (i.e. Refuge environment)
 EH Meeting with s 9(2)(a) (Otago Youth Wellness)
 Met with s 9(2)(a) at our office
 Present: s 9(2)(a) put in an apology for s 9(2)(a) (Oranga Tamariki) who had been in contact with her.
 - s 9(2)(a) informed us s 9(2)(a) is supportive of a Report of Concern to be made.
 - We informed s 9(2)(a) of our concerns and what we found as we cleared the house after s 9(2)(a) left.
 - s 9(2)(a) also expressed concerns. s 9(2)(a) stated she has not been able to meet with s 9(2)(a) at home due to s 9(2)(a).
 - s 9(2)(a) is also concerned s 9(2)(a).
 - s 9(2)(a) questioned why there was a case consult last week and why Women's Refuge wasn't invited as we have been in the home. s 9(2)(a) stated the only people at the case consult was herself and s 9(2)(a) and that s 9(2)(a) was looking at Oranga Tamariki closing the file. s 9(2)(a) expressed her concern regarding this and acknowledged to s 9(2)(a) it would have been appropriate for us to attend.
 - Strengthening Families meeting next week - this may not go ahead once the Report of Concern is made.
 - Outcome - Women's Refuge will make a Report of Concern.
 - s 9(2)(a)

EH 2nd Meth Test

Activities

s 9(2)(a)

Case ignored

s 9(2)(a)

s 9(2)(a)

s 9(2)(a)

s 9(2)(a)

s 9(2)(a)

Phone call from Oranga Tamariki Call Centre this afternoon. The Parent's Concern has been taken into a 7 day response.

s 9(2)(a)

Case ignored

s 9(2)(a)

EH P/C from Oranga Tamariki Call Centre

Start time

s 9(2)(a)

End time

Classification

Support and advocacy

Type

Telephone

Related notes

EH P/C from Oranga Tamariki Call Centre

Spoke with s 9(2)(a) briefly went over the the ROC

s 9(2)(a) ringing to say the ROC has been received and that it is prioritised as a 7 day response. It has been referred to the local office

s 9(2)(a) stated she has tried to make contact with s 9(2)(a)

She will try again on Monday.

EH Email from Oranga Tamariki Contact Centre

Start time

s 9(2)(a)

End time

Classification

Support and advocacy

Type

Letter/email

Related notes

EH Email from Oranga Tamariki Contact Centre

From: OrangaTamarikiContactCentre [mailto:contact@ot.govt.nz]

Sent: Tuesday, s 9(2)(a)

To: s 9(2)(a)

Subject: Autoreply from contact@ot.govt.nz

Your email has been received by the Oranga Tamariki - Ministry for Children National Contact Centre.

s 9(2)(a)

Present: s 9(2)(a)

s 9(2)(a)

s 9(2)
(a)

ROC
RIS
Notes
Core Management
Notes

s 9(2)
(a)

Follow up

s 9(2)(a)

TWP Hi L Risk:

s 9(2)(a)

s 9(2)(a)

High

s 9(2)(a)

s 9(2)(a)



Prog running one week behind due to intake

s 9(2)(a)



s 9(2)(a)

- EH

Interview this Wed for new client

s 9(2)(a)



Ethnicity to do:

s 9(2)(a)



s 9(2)(a)



Te Whare Pounamu Dunedin Women's Refuge

Minutes of the Kaimahi Meeting held on: s 9(2)(a)



Karakia and Chair	s 9(2)(a)
Attendees	
Apologies	
Minutes of Prev. Mtg	
Acknowledgements	
Matters Arising from Minutes of Previous Meetings	<p>Keep where doors on agenda</p> <ul style="list-style-type: none"> ✦ s 9(2)(a) still to let us know which firm did the garage remote. s 9(2)(a) has been having conversations with Wormalds and Rentokil re access to the whare. May have to ask them to inspect at a set time each month/week ✦ Tv is done ✦ Fibre has been installed
Health & Safety General	<ul style="list-style-type: none"> ✦ s 9(2)(a) to do a handover with s 9(2)(a) ✦ Training with s 9(2)(a) to be rescheduled ✦ POLS – s 9(2)(a) can do Tuesday. s 9(2)(a) s available to help too ✦ Recordbase – saving goals – there is an add button beside the goal to click and save ✦ Policy for donations of material goods has been reviewed. The draft policy and associated documents was distributed and discussed. Take out “are reminded” from point 5 of policy. We will trial the new folder system for a month or so. ✦ s 9(2)(a) notes from her report of concern. Emails too if applicable. ✦ Healing Hui s 9(2)(a) has chosen not to go. s 9(2)(a) mentioned that she felt it would be beneficial for her to go from a health and safety point of view. Starts at 10.30 at s 9(2)(a) house on Sat. ✦ Our emergency housing contract is being relinquished – unsure of date. Gore may be interested in picking it up.
Round the room	<p>s 9(2)(a) coming in this week - will speak with s 9(2)(a)</p> <p>s 9(2)(a) spoke with florist at the Warehouse, and thanked her for the support she has shown.</p>
Donations Book	s 9(2)(a) absent
Facebook	
Food Share/Kitchen	s 9(2)(a)
FVIARS	s 9(2)(a) Monday and Wed s 9(2)(a) Tues, Thurs, Friday
Meeting Closed	10.20am

s 9(2)(a)

Te Whare Pounamu Dunedin Women's Refuge

Minutes of the Kaimahi Meeting held on: s 9(2)(a)



Karakia and Chair	
Attendees	s 9(2)(a)
Apologies	
Minutes of Prev.Mtg	
Acknowledgements	
Matters Arising from Minutes of Previous Meetings	<ul style="list-style-type: none"> Whare door locks – keep on agenda s 9(2)(a) Remote not with s 9(2)(a) – try Rentokil or Wormalds?
Health & Safety	s 9(2)(a) will do the H&S Position s 9(2)(a)
General	<ul style="list-style-type: none"> s 9(2)(a) all staff to train with s 9(2)(a) around OT and FV legislation. 2pm She running group supervision s 9(2)(a) driving to ChCh tomorrow at 1pm. Taking Prius. POLs -18 to share today between s 9(2)(a) can do tomorrow s 9(2)(a) doing Crisisline today 2 handouts given out – “Changes to information sharing provisions of OT Act 1989”, and “Best Practise guidelines re Recordbase and case files. Kaimahi can keep it by their desks as a reference/checklist” TV in whare – needs to be somehow fastened to the wall – in danger of being stolen. s 9(2)(a) will investigate it after this meeting. s 9(2)(a) to check her records for which company replaced the remote on s 9(2)(a) and let s 9(2)(a) know for the missing whare one Trailer due for a warrant by s 9(2)(a) s 9(2)(a) not here that day. s 9(2)(a) for an organisation of his choice, and has named Te Whare Pounamu Dunedin Women's Refuge. s 9(2)(a) finding out more details. Chorus installing fibre at Whare 2 on Wed. s 9(2)(a) be contact as s 9(2)(a)
Round the room	<p>s 9(2)(a) from the church wants numbers s 9(2)(a) Wants to make a short video clip to help attract sponsors. s 9(2)(a) reminded that we need to be careful about the numbers, s 9(2)(a)</p> <p>s 9(2)(a) feed back from s 9(2)(a) – was awesome hui. She felt that the learnings from the hui were applicable to the current Corrections proposals re Maori in prisons. s 9(2)(a) shared the feedback and photos she had been sent by the speakers.</p>
Donations Book	
Facebook	
Food Share/Kitchen	s 9(2)(a)
FVIARS	s 9(2)(a) today. No-one tomorrow
Meeting Closed	10.15am

s 9(2)(a)

From: s 9(2)(a)
Sent: Saturday, 24 August 2019 11:40 AM
To: s 9(2)(a)
 s 9(2)(a)
Subject: Care and Protection Act Training

Kia Ora Koutou

All kai mahi are requested to do this training on Monday 2 September at 2pm here in our Offices.

s 9(2)(a) will take TWP through this training about Oranga Tamariki and Family Violence Legislation with the relevant sections of the Care and Protection Act.

This is a requirement within our National Standards therefore all Kaimahi are requested to be present thank you.

s 9(2)(a) will then follow through with group supervision for the Tamariki and WEG facilitators.

Thank you

Nga mihi

s 9(2)(a)

s 9(2)(a)

TE WHARE POUNAMU DUNEDIN WOMEN'S REFUGE
 PO Box 2267 Dunedin

24 hr Crisisline 0800733843

s 9(2)(k)

s 9(2)(k)

www.womensrefuge.org.nz

s 9(2)(a)

From: s 9(2)(a)
Sent: s 9(2)(a)
To: s 9(2)(a)
Subject: Re: Te Whare Pounamu Training

Kia ora s 9(2)(a)

Sorry for the delayed reply. I have not been well and have a busy two weeks this week and next. I could manage a training and a group supervision in the week beginning Monday 26 August – any day except Friday or Wednesday afternoon. I also have time the following week. We can either set aside a half-day and do both the training and the group supervision or run two separate sessions. Let me know what dates will work for your staff.

Ngā mihi

s 9(2)(a)

s 9(2)(a)

From: s 9(2)(a)
Sent: F
To: s 9(2)(a)
Subject: are Pounamu Training

Kia Ora s 9(2)(a)

Hope yo . I'm just chasing the email in regards to the below email.
 Updating info with the changes to the Oranga Tamariki and Family Violence legislation and relevant sections of the Care of Children Act.
 Also hopefully to secure supervision dates for kaimahi that facilitate programmes.
 Thank you for your time, I can appreciate how busy you are.

Nga mihinui

s 9(2)(a)

s 9(2)(a)

TE WHARE POUNAMU DUNEDIN WOMEN'S REFUGE
 s 9(2)(a)

24 hr Crisisline 0800733843

s 9(2)(k)

s 9(2)(k)

Z



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialling 111.

Report of Concern to Oranga Tamariki Ministry for Vulnerable Children

Call us on: 0508 326 459

Email address for sending the written referral: contact@mvcot.govt.nz

or Fax: (09) 914 1211 (telephone and email 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 Oranga Tamariki. 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 Oranga Tamariki social worker about this referral, please record

Name of Social Worker: s 9(2)(a)

Date/time of conversation: s 9(2)(a)

Outcome of the discussion: I have emailed and left phone messages for s 9(2)(a) regarding my concerns as I have been advised that this case is currently open to her but have not yet received any response.

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, 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: s 9(2)(a)

Your name and role: s 9(2)(a) @ Te Whare
Pounamu Dunedin Women's Refuge

Your email address: s 9(2)(a)

Your contact phone number/s: s 9(2)(a)

Your afterhours contact phone number: (for emergency situations only) s 9(2)(a)

Your organisation: Te Whare Pounamu Dunedin Women's Refuge

Your postal address: s 9(2)(a)

Alternate contact person: s 9(2)(a)

Alternate contact person phone number/s: s 9(2)(a)



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialling 111.

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 Oranga Tamariki.

Have you informed the whānau that your concern is being reported to Oranga Tamariki?

What steps have you taken to discuss and address your concerns with the whānau or through referrals to other agencies before referring to Oranga Tamariki?

What was their response? I have advised s 9(2)(a) that I am making this report and she is supportive of this as she has serious concerns for s 9(2)(a) is not aware of the report

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: s 9(2)(a)

Also known as:

Date of Birth: (or Expected Due Date) s 9(2)(a)

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

Gender: female

Child's address: (This is essential information to enable the MVCOT Contact Centre to refer the case to the appropriate MVCOT site) s 9(2)(a)

Ethnicity: (include iwi/Pacific Island Affiliation if known) Pakeha

Child's Name: s 9(2)(a)

Also known as:

Date of Birth: (or Expected Due Date) s 9(2)(a)

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

Gender: male

Child's address: (This is essential information to enable the MVCOT contact centre to refer the case to the appropriate MVCOT site) s 9(2)(a)

Ethnicity: (include iwi/Pacific Island Affiliation if known) Pakeha

Please add any additional children and their details below:

Mother's name: s 9(2)(a)



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialling 111.

Also known as:

Date of Birth: (or approximate age) s 9(2)(a)

Phone number: s 9(2)(a)

Address: s 9(2)(a)

Father's name: s 9(2)(a)

Also known as:

Date of Birth: (or approximate age) s 9(2)(a)

Phone number: s 9(2)(a)

Address: s 9(2)(a)

Who else is living in the home (name and age): s 9(2)(a)
the home of concern is s 9(2)(a)

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) s 9(2)(a)

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*

*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 Oranga Tamariki? *(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):

If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialling 111.



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialling 111.

What has prompted you to refer to Oranga Tamariki now? (What are your immediate safety concerns for this child or young person?) s 9(2)(a)

Where is the child or young person now? (e.g. school, hospital, home) s 9(2)(a)

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 this happen?) s 9(2)(a)

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) s 9(2)(a)

Tell us why you think Oranga Tamariki 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 Oranga Tamariki to do?) Following a ROC being made by the FVIARs table after a recent 5F report I understand OT has an open case for this whānau and that s 9(2)(a) is at risk.

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 2 April 2017



If you believe a child is in immediate danger or in a life-threatening situation contact Police immediately by dialling 111.

Standard	Protocol	Origin Date	Last Review	Next Review	Policy
1	1.1	2019	2019	2021	Client-centred Services: Material Donations

This is to confirm that I have read the above policy re Material Donations at Te Whare Pounamu Dunedin Women's Refuge, and it that it has been explained and discussed at a kaimahi meeting.

Designation	Name	Signature	Date
Manager/Tumuaki	s 9(2)(a)		
Community			
Residential			
Tamariki			
Tamariki			
Emergency housing			
Data Entry/Donations register			
Administrator			

MANAGING MATERIAL DONATIONS		Section: 3 Ref: 10
Category:	NCIWR	
Policy Owner:	Te Taumata o Te Kowhai Core Group	
Authorised By:	Te Taumata o Te Kowhai Core Group	
Date of First Policy:	Date of Last Review:	Next Review Date:
April 2019		April 2021

1.1 Rationale

This policy has been developed to guide the solicitation, acceptance, and use of material donations to NCIWR member refuges and National Office, and to ensure that material donations are managed in a way that is transparent, that is accountable to donors and other stakeholders, and that instils the wider community with confidence in the integrity of Women's Refuge.

1.2 Definitions

Material donations include any gift or donation that is given to a Refuge or to National Office for the presumed purpose of supporting the Refuge and may include cash substitute items such as vouchers and gift cards. Common examples of material donations include furniture, clothes, houseware, food, and personal products.

Women's Refuge is heavily reliant on donations. Enabling community members and corporate partners or donors to give material goods allows for the resourcing of clients and their families in times of hardship, and, equally importantly, provides a mechanism through which communities can strengthen their relationships with Women's Refuge. However, the misuse of donated goods, or the haphazard use of material donations, also poses a reputational risk to individual Refuges and to NCIWR. Similarly, being unable to account for the movement of goods, even if appropriately dispensed or otherwise used, may cast aspersions on the integrity of Women's Refuge and thus threaten the standing of the individual Refuge or of NCIWR.

1.3 Scope of the Policy

This policy applies to all staff of NCIWR. As a publicly funded and accountable organisation, NCIWR members must ensure that all material donations are managed in a way that is considered, transparent, and accountable.

This encompasses all material donations for all Refuge-related purposes, including donations intended for clients, ad-hoc donations accepted by individual advocates/kaimahi, corporate

sponsorship goods, koha of a material nature that is offered to an advocate/kaimahi, an individual Refuge, or to NCIWR.

1.4 Purpose of Material Donations

The principal purpose of the vast majority of donated material goods is to improve the lives of women and children who are clients of Women's Refuge. This purpose must be regarded as paramount, and all efforts should be made to adhere to the wishes of the donor. Items (whether implicitly or explicitly) intended for Refuge clients should not be appropriated by staff/kaimahi or repurposed for internal use within the Refuge without the express consent of the donor.

1.5 Recording

Member Refuges and National Office are each responsible for developing and maintaining a document tracking the solicitation, acceptance, and distribution of material goods, each of which must be tracked to their end-point. This should ideally be a spreadsheet that is a living document, upon which requests for, offers of, receipt of, and distribution of material goods are recorded.

This must be regularly updated and must identify the staff member who facilitated each transaction of material goods. Material donations may be grouped into clusters for ease of administration; for example, a donation of various types of household goods may only be recorded as one donation rather than recording each item explicitly.

This register must also detail all material donations that are taken by a staff member for personal use.

At a minimum, a designated manager/coordinator for each Refuge must prepare a report summarising all material donations and any exceptional uses (such as personal or office use of donated goods) and present this to their Collective/Governing Board.

1.6 Confidentiality

While the names of donors should be recorded where possible if the donation is considered significant, the names of clients who ultimately received the goods need not be recorded.

1.7 Stored Goods

It is not always practicable to immediately distribute goods; they may, for example, be kept to later furnish the home of a client who is exiting a safe house. It is then acceptable to record these goods as 'stored' provided that if they are used the document is updated at that time.

1.8 Repurposed Goods

At times, material donations may be deemed unsuitable for clients but may be of use internally (for example, to show appreciation for volunteers or to be consumed within the office). This is acceptable provided that:

- The recipient (e.g. the manager) has sought permission from the donor for the goods to be used in this way; or
- The recipient cannot realistically track the donor, and the items would be of little consequence to clients; or
- Goods are expired and can not be responsibly given to clients; or
- Goods have been stored for such a period without any demand for those goods from clients.

1.9 Unusable Goods

If goods are unlikely to be utilised by clients and there are no apparent uses for the goods within the working environment, these may be disposed of or passed on to other charitable organisations. Rarely, it may be appropriate for staff members to take these goods if:

- There are no other avenues of disposal that would better serve the intention of the donor (e.g. other charitable groups); and
- The manager/coordinator gives permission; or
- The goods must be immediately consumed.

Skill Training since last assessment:			s 9(2)(a)
Position / Date	Training	Internal / External	Reason
Community Outreach s 9(2)(a)	MH101-Mental Health	Ext: Ministry Health	Professional Development
	Te Pumaomao – De-Colonization	Ext: Chch s 9(2)(a)	Professional Development
	Voices of Children – Ensuring we hear them	Ext: Child Protection Otago Trust	Professional Development
	Child Protection Studies	Ext: Child Matters	Professional Development
	Recordbase Training	s 9(2)(a) National Office	Professional Development
	Police Practice Training	Ext: MSD and Police Family Harm Team	Professional Development
	MOJ Roadshow	Ext: MOJ Safety Programmes	Professional Development
	Crisis Line Training	Int: Te Whare Pounamu Dunedin Women's Refuge	Professional Development
	Trauma Informed Practice	Ext: Child Protection Otago Trust	Professional Development
	Kia Puawai – Integrated Practice Building Workplace Capability in Responding to Family Violence and Violence within Whanau	Ext: Oranga Tamariki, Corrections and Police	Professional Development
	Te Pumaomao De-Colonization - Part 2	Ext: Chch s 9(2)(a)	Professional Development
	Whangaia Nga Pa Harakeke	Ext: Police	Professional Development

Staff Training since last assessment: 2018			s 9(2)(a)
Position / Title:	Training	Internal / External	Reason:
s 9(2)(a)	Voices of children- child protection Otago Trust	External	Professional Development
	NCIWR child advocates Training	Internal	Professional Development
	Assist suicide first aide	External	Professional Development
	Regional Training (workshops)	Internal	Professional Development
	Tangata Whenua (workshops)	Internal	Professional Development
	National AGM	Internal	Professional Development

s 9(2)(a)

s 9(2)(a)

did complete ^{external} child protection +
 child advocate training (NCIWR)
 in 2018

Staff Training since last assessment:			s 9(2)(a)
Position / Title:	Training:	Internal / External:	Reason:
Whanau Tautoko Residential s 9(2)(a)	MH101-Mental Health	External Ministry Health	Professional Development
	Te Pumaomao – De-Colonization	Ext: Chch s 9(2)(a)	Professional Development
	Voices of Children – Ensuring we hear them	Ext: Child Protection Otago Trust	Professional Development
	Recordbase Training	s 9(2)(a) National Office	Professional Development
	Elite Recordbase Training	s 9(2)(a) National Office	Professional Development
	Police Practice Training	Ext: MSD and Police Family Harm Team	Professional Development
	AGM	Int/Ext: National office External agencies	Professional Development
	Young Womens Caucus	Internal	Professional Development
	FSS training Whangaia Training	Ext: Police	Professional Development
	Te Pumaomao Nationhood Building Course	Ext: Chch s 9(2)(a)	Professional Development
	Tauwi Hui	Ext & Int	Professional Development

s 9(2)(a)

[illegible]

s 9(2)(a)

s 9(2)(a)

- no training since May 2018

Te Whare Pounamu Dunedin Women's Refuge

KOPPS Controlled Document

Social Sector Accreditation Standards to comply with the standards for approval for Child, and Family Services and Community Services under Section 396 (3) and Section 403 (1) of the Children, Young Persons and Their Families Act 1989

Standard	Protocol	Origin Date	Last Review	Next Review	Policy
1	1.1	2019	2019	2021	Client-centred Services: Material Donations

Scope of Responsibility:

Te Whare Pounamu Dunedin Women's Refuge Governance Board, Tumuaki / Manager, all other Kaimahi and Kaitiaki paid and unpaid

Rationale:

To ensure all personnel connected with Te Whare Pounamu Dunedin Women's Refuge understand the procedure for material donations

Material Donations Policy:

- ✱ The manager/ tumuaki or kaimahi delegated to deal with material donations such as homeware, clothing, furniture, whiteware maintains a register of all significant incoming and outgoing goods. This is to ensure that there is no mismanagement of any goods and that the integrity of Te Whare Pounamu Dunedin Women's Refuge remains intact.
- ✱ An acknowledgement letter will be sent upon request or at the discretion of the manager/ tumuaki or kaimahi delegated to deal with donated goods.
- ✱ Goods/ donations received by Te Whare Pounamu Dunedin Women's Refuge will be offered to the client base of this refuge first.
- ✱ Donations may only be offered to another organisation if there is a current memorandum of understanding in place. The manager/tumuaki will be the person who makes the decision to dispose of these donations.
- ✱ Staff may not take any donations intended for Te Whare Pounamu Dunedin Women's Refuge clients for their own personal use.

Associated Documents:

- Material donations process
- Approval to accept donations
- Donations release form
- Donations register
- Distribution of donation
- Current MOU
- Regular donors list (pre-approved)

Refer Also: Financial policy 7.1

Te Whare Pounamu Dunedin Women's Refuge



Material Donations

Procedures

- ✦ Please check that the approval to accept donated items is filled out and signed by the Tumuaki
- ✦ Please make sure that all relevant information is recorded eg name and address for thank you letters
- ✦ Please record all **outgoing donations** on the form at the back of this folder
- ✦ And please check with the manager if in doubt.

Thank you

Te Whare Pounamu Dunedin Women's Refuge**Approval to accept donations**

Date _____

Tumuaki Signature _____

This is to confirm that the following items have been approved for acceptance.

-
-
-
-
-

Donor Name _____

Phone number _____

If acknowledgement required? Y / N

then

Address: _____

Post Code _____

Te Whare Pounamu Dunedin Women's Refuge



Material Donations

Te Whare Pounamu Dunedin Women's Refuge

Donations Register

Please do not accept donations without prior approval from Tumukaki

Date received	Staff initials	Description of goods	Name of donor	Address of donor	Thanks needed? Y/N Done ✓	Destination of goods *
		☆				
		☆				
		☆				
		☆				
		☆				

Standard	Protocol	Origin Date	Last Review	Next Review	Policy
1	1.1	2019	2019	2021	Material Donations

Te Whare Pounamu Dunedin Women's Refuge



Material Donations

Distribution of Donations – outgoing donations

Date	Staff member	Material donated	Recipient	Notes

Standard	Protocol	Origin Date	Last Review	Next Review	Policy
1	1.1	2019	2019	2021	Material Donations

Te Whare Pounamu Dunedin Women's Refuge**Donations release form**

This is to confirm that the following items were picked up from Te Whare Pounamu Dunedin Women's Refuge by:

Name:

Signature:

Organisation:

Date:

Items:

•

TWP Staff member



COPY

Te Whare Pounamu Dunedin Women's Refuge**Donations release form**

This is to confirm that the following items were picked up from Te Whare Pounamu Dunedin Women's Refuge by:

Name:

Signature:

Organisation:

Date:

Items:

•

Board of Directors Meeting



Minutes of the meeting held on: 6th August 2019

At: s 9(2)(a)

Present:

Board Members: s 9(2)(a)

Staff Members: s 9(2)(a)

Minute Writer s 9(2)(a)

Prior to the formal meeting commencing, the board went into committee to discuss the report from Kahui Tautoko. s 9(2)(a) left the meeting.

Business	Discussion	Decision/ Action
Welcome and Karakia	The meeting proper was opened at 6.25pm with a mihi and karakia from the chair	
Apologies	Were received from s 9(2)(a)	M/S that apologies be accepted
Conflict of interest	None registered	
Minutes of the previous meeting	Were tabled and confirmed as a true and correct record	M /S s 9(2)(a)
Matters Arising	None	
Health and safety	No issues reported	
Financial report	<ul style="list-style-type: none"> Agreed that a budget variance report will be presented rather than a profit and loss report, as it is easier to track trends. Accounts and credit card payments for May and June and July (credit card - May credit card accounts with auditor) were approved – a reminder that the wages transactions should be shown as a bulk payment, and not individually. Budget for FY 2019-20 was circulated and approved 	<p>M/S s 9(2)(a) that accounts paid be endorsed</p> <p>M/S s 9(2)(a) that budget be accepted</p> <p>M s 9(2) that financial report be accepted. S</p>
Tumuaki report	<ul style="list-style-type: none"> s 9(2)(a) presented her report, and noted a couple of extra items – we are now no longer able to pay Crisisline volunteers. One crisisline worker has now finished. A new round of volunteers is being advertised, and training to commence soon. 	M s 9(2)(a) that her report be accepted. S

	<ul style="list-style-type: none"> Need to purchase a replacement for the Toyota Wish. We will approach s 9(2)(a) to provide assistance through their trust s 9(2)(a) thanked the board for their support throughout the recent HR investigations 	73
Kaimahi meeting minutes	Minutes of meetings from May 13 th to July 29 th were circulated No issues raised.	M/s s 9(2)(a) that minutes be accepted
General business	<ul style="list-style-type: none"> s 9(2)(a) letter of engagement for audit – need to be mindful about replying to their question about management sustainability. We will wait until we hear back from MSD on the 16th August before responding to them. Cheque signing authority – s 9(2)(a) has authority with ANZ on-line banking, but unsure about cheque signing. Can we minute something in case it is needed for the bank? s 9(2)(a) to be reimbursed for 2 meals paid by her with s 9(2)(a) from Kahui Tautoko Thank you payroll, and option for TWP to join s 9(2)(a) explained the process. It is free for NPO's, so will save us money to use them. Is also less unwieldy than part of the present process. s 9(2)(a) commented that the same accountability would be in place, as the board still approves payments, and Polson Higgs as the accountants have access to Xero. Staff need to be confident that they can furnish the correct information for processing. In the end it is a management decision, but s 9(2)(a) brought it to the board as a courtesy to s 9(2)(a) and to Polson Higgs. Kahui Tautoko (KT) review as discussed in committee prior to the main meeting. To be recorded that s 9(2)(a) was in that earlier meeting by phone, and is in support of the board's decision to submit the KT report to MSD before the 16th August. The appendix re performance management is to be included. The board talked about engaging a lawyer, as they are unsure about the next steps in the process. They are looking forward to a resolution, positive pathways, and everyone moving forward. s 9(2)(a) said that national office is going to place TWP on notice as a result of the MSD investigation. This has had a positive effect, as it has meant increased support from them. s 9(2)(a) thanked the board for engaging s 9(2)(a) from KT s 9(2)(a) and s 9(2)(a) have met with a lawyer about the pending 	<p>M/s s 9(2)(a) that s 9(2)(a) be added as a signatory to all ANZ cheque accounts.</p> <p>M/s s 9(2)(a)</p> <p>Moved s 9(2)(a) that the board accept all the recommendations in the Human Resources report from Kahui Tautoko. Seconded s 9(2)(a) Motion carried</p> <p>Moved s 9(2)(a) that the board accept all the recommendations in the Performance Management report from Kahui Tautoko. Seconded s 9(2)(a) Motion carried</p>

There being no further business, the meeting closed with karakia at 8.05pm

The next meeting will be on Tuesday September 17th

Proposed Training for Dunedin Women's Refuge with KiwiBoss

Course name: Creating Positive Culture and Managing Conflict

Course length: one day

Summary:

Create a positive workplace culture to improve performance and productivity. In this one day course, find out how to create a positive and safe workplace, and manage conflict before it escalates to bullying and harassment.

Effective communication and giving feedback is critical, as unresolved conflict can quickly escalate and stifle performance. Workplace negativity dramatically reduces productivity and increases staff turnover.

This course will take you through various techniques and skills to help you create and reinforce a positive culture with staff, and manage conflict more effectively.

Participants will receive a workbook to practise giving effective feedback and resolving conflict. Participants will discuss how to make changes within the workplace and create an action plan.

Who should attend?

This course is designed for managers and staff at all levels who want to improve their workplace culture and communication. This course is useful for anyone who wants to find out how to manage conflict to prevent and deal with bullying and harassment.

Learning Objectives:

Communicating with different personalities

- Identify different personality types with personality profiling
- Communication differences and how to work with other people
- Improving communication and giving positive and constructive feedback

Code of conduct:

- Discuss what is in the code of conduct e.g appropriate language
- Identify organisational values, and how these relate to working with others

Positive culture:

- Identify factors which create positive culture
- How to practise gratitude
- Reducing stress for better performance
- Respectful workplace culture – what is safe?

- Promoting diversity and inclusiveness

Conflict management:

- Identifying personal conflict styles
- Conflict resolution styles
- Managing conflict in a positive way

Understanding bullying and harassment:

- Reducing risk of unlawful discrimination, bullying and harassment
- How to address bullying and harassment behaviours
- Law on bullying and harassment

Further training for Managers and governance

Timeframe: 2 hours- half day (depending on time constraints)

- How toxic behaviours are infectious
- Investigating toxic behaviours and complying with the law
- What is theft and what is the impact on a business
- Identify who might steal and risk factors for theft
- How to prevent and detect employee theft
- Exiting toxic staff

s 9(2)(a)

From: Julia Shallcrass <julia@kiwiboss.co.nz>
Sent: [REDACTED]
To: s 9(2)(a)
Subject: Training for your organisation
Attachments: Proposed training.docx

Kia ora s 9(2)(a)

Many thanks for meeting me earlier this week. I appreciated your time and it was wonderful to meet you in person.

As discussed, I've attached information about a one day training course on "Creating Positive Culture and Managing Conflict". I've also included a further half day training proposal for managers and governance, should this be of interest to you.

Please let me know your thoughts, and any changes you'd like to make to the learning objectives. Our training is designed to reduce our clients' problems and help them find solutions, so it may be useful to discuss your requirements by phone.

Once we've confirmed the course content, I will send you the updated proposal with pricing for you to take to the Board meeting.

I look forward to hearing from you.

Kind regards

Julia Shallcrass
Director – Employment Law Trainer



P + 64 27 246 8890
PO Box 80038
Riccarton | Christchurch
www.kiwiboss.co.nz

WORKPLACE SUPPORT SOUTHERN

Level 1, 575 Princes Street
P O Box 1534
DUNEDIN 9054

03 477 8065

GST No: 041-455-675



**workplace
Support**

Independent EAP Providers
Charities Commission number CC29992

TAX INVOICE

Dunedin Womens Refuge
P O Box 2267
South Dunedin 9044

Tax Invoice 22039
Date 31-Aug-2019
Customer code 103820
Reference S/1117
Page 1

Code	Description	Quantity	Each	Total
COUNFS	Counselling Services s 9(2)(a) s 9(2)(a)	1	110.00	110.00

*E OW
code to cost centre*

s 9(2)(a)

TOTAL 110.00

Add: GST 16.50

AMOUNT DUE 126.50

a/c for payments: s 9(2)(k)

575 Princes Street - Freephone 0800 333 200 - fax: 03 471 8146 - email: office@workplacesouth.co.nz



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

TE WHARE POUNAMU: DUNEDIN WOMEN'S REFUGE

PERFORMANCE AGREEMENT AND TRAINING PLAN

STAFF NAME:

s 9(2)(a)

POSITION:

Tumuaki

REPORTS TO:

Board of Te Whare Pounamu

PERIOD:

1st September 2019 to 31st August 2020

DATE OF AGREEMENT:

/ /

DATE OF REVIEW:

February 2020

August 2020

PLAN SIGNED:

s 9(2)(a)

(Tumuaki)

12/09/19

(Board Chair)



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

1. KEY RESULT AREAS

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment. (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
	MANAGEMENT OF HUMAN RESOURCES:		
1	Recruit staff to positions within TWP and provide appropriate onboarding and orientation	RECRUITMENT: <ul style="list-style-type: none"> ▫ All vacancies are advertised publicly ▫ Relevant information from applicants is received and assessed fairly against criteria ▫ Applicants are interviewed with Board representation ▫ Conduct referee and security checks ▫ Applicants selected meet all required criteria ▫ Unsuccessful applicants are notified in a timely manner 	
		ONBOARDING AND ORIENTATION: <ul style="list-style-type: none"> ▫ New staff have a signed Employment Agreement and Job Description ▫ New staff have a signed Performance Plan within two weeks of commencement ▫ New staff are given a thorough orientation of the organisation in their first month including: <ul style="list-style-type: none"> ▫ review of Policy and Procedures (and where to access) and in particular Code of Conduct ▫ process for complaints ▫ process for providing ideas for quality improvement ▫ use of vehicles ▫ an opportunity to spend time with other staff to understand their roles and services ▫ an introduction to the Board at next 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment. (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
2	Manage staff in a consistent and fair manner	<p style="text-align: center;">Board meeting</p> <ul style="list-style-type: none"> ▫ All staff are appraised in a timely manner – at a minimum annually and ideally six-monthly ▫ All staff have a Training Plan included in their Performance Plan and are supported with appropriate training ▫ Performance and Training records for all staff are maintained on their personal files and are current ▫ Any disciplinary correspondence (e.g. warning letters) are documented and held on personal files ▫ Communications with staff are consistent and fair (i.e. no staff are excluded from public staff communications) ▫ Complaints from staff are appropriately heard and resolved by the Tumuaki and do not require escalation to the Board 	
3	Maintain comprehensive staff records safely and securely	<ul style="list-style-type: none"> ▫ All staff have a dedicated personal file which contains relevant CV, employment, qualifications, performance and training records, drivers licences ▫ All staff files are stored securely and confidentially ▫ No staff-related matters are discussed with other staff and only discussed with the Board as necessary 	
4	Ensure Health and Safety requirements are maintained	<ul style="list-style-type: none"> ▫ Staff are regularly given positive feedback about exceptional performance (going above and beyond their role at their own initiative) as and when it occurs ▫ Staff concerns are discussed promptly with an 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
		<ul style="list-style-type: none"> open mind and addressed promptly and fairly. Individual staff complaints are not discussed with other staff 	
5	Adherence to legislation	<ul style="list-style-type: none"> Health and safety regulations are fully complied with by the organisation Ensure all staff are safely visiting clients in the company of others when off-site or in meeting rooms Employee and Employer rights are upheld under all relevant legislation / Acts 	
6	Breach of Legislation	<ul style="list-style-type: none"> The Board is notified immediately where there is any potential for breach of any legislation 	
	MANAGING PROPERTY AND ASSETS		
7	Furniture and Office Equipment	<ul style="list-style-type: none"> Ensure the organisation acquires and maintains appropriate office and furniture to enable staff to perform their roles with clients – within approved budget Ensure regular cleaning of office furniture and equipment (including those used by clients) is scheduled and completed Ensure damaged or defunct equipment is repaired, removed and/or replaced promptly Ensure computers maintain currency and do not become 'out of date' to handle the communications and software used by the organisation. Replace laptops, computers and printers as needed once they are obsolete or fully depreciated Ensure an Asset Register is maintained with a record of all Office assets and furniture noting date purchased, repairs and replacements Ensure assets are insured 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment. (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
8	Facilities	<ul style="list-style-type: none"> Manage any leases for property used by TWP in the delivery of its services including maintain liaison with landlords; paying rent on time; and notifying landlords of any repairs needed Manage any owned property to ensure maintenance occurs when it should reasonably be done (lawns, painting, roof and ceiling repairs, flooring etc) Ensure all facilities used by TWP are clean, professionally presented, absent of damage or disrepair Ensure removal of rubbish and recycling in a timely manner Ensure properties are insured Ensure properties used as 'safe houses' are appropriately monitored (documented regular checks) Ensure cleaning and maintenance occurs so that the properties are maintained in a safe manner for residents Ensure compliance with Local Authority, Housing NZ, Fire Department and OSH standards of safe houses 	
9	Vehicles	<ul style="list-style-type: none"> Ensure all vehicles owned by TWP are documented and regularly registered and maintained (current registration and WOF) Ensure all vehicles are regularly cleaned Ensure all vehicles are secured safely when not in use or when TWP offices are closed Ensure unsafe vehicles are repaired or replaced Ensure vehicles are insured 	
10	Donor / Client Property	<ul style="list-style-type: none"> Ensure all client or donor property received by 	

CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment. (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
		<p>TWP is documented and stored securely and safely</p> <ul style="list-style-type: none"> Ensure non-financial donations received are acknowledged, documented and a 'use by' date identified to destroy any expired or unusable items Disseminate donated goods to clients in a timely manner to avoid excessive accumulation of goods on the premises Ensure adherence to all TWP policies related to treatment of donor or client property / goods 	
FINANCIAL MANAGEMENT AND SUSTAINABILITY			
11	Budgeting	<ul style="list-style-type: none"> Prepare draft annual budget for the Board's approval at least two months before the start of each new financial year Manage finances of the organisation according to Board-approved budget and Tumuaki delegations 	
12	Manage day to day finances of the organisation within approved delegations	<ul style="list-style-type: none"> Ensures invoices that are payable by the organisation are consistently paid on time within delegation to approve (or as approved by the Board where above delegation) and no late payment penalties incurred Ensure invoices that are receivable (from funders or other) are followed up when not paid on time and cases made to the Board to write off where unrecoverable Ensure any financial expenditure matters requiring Board approval are documented in a decision paper for each Board meeting Ensure financial documentation is maintained in orderly manner to the standard required by the 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment. (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
		organisation's Accountant and Auditor	
13	Financial Reporting	<ul style="list-style-type: none"> Ensure monthly financial report to Board in a timely manner for the Board Ensure annual financial statements prepared for audit and review by the Board in a timely manner (within 3 months of year-end) Achieve an 'unqualified opinion' on all financial audits Ensure financial report available for Board AGM Ensure financial reports required under contracts with funders are completed and sent on-time (without funder prompting) after review by the Board 	
14	Managing Financial Donations	<ul style="list-style-type: none"> Ensure all financial donations to TWP are properly documented Ensure a receipt for funds and thank you acknowledgment letter is provided back to all financial donors Ensure donors are recognised and acknowledged in all TWP documentation (where the donor does not choose anonymity) 	
15	Managing contracted funds	<ul style="list-style-type: none"> Ensure contract funds between any agency (Government or otherwise) are accounted for and used only for the service / programme being contracted Ensure maximum and appropriate use of contract funds for the purposes outlined in contracts 	
16	Identify and respond to appropriate funding and grant opportunities on behalf of the organisation	<ul style="list-style-type: none"> Opportunities are presented to the Board (with briefing as to reasons to apply) seeking approval to apply for new funding opportunities Proposals are developed to apply for funding 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment. (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
		(as approved by Board) ▫ Report to Board on state of funding applications (level of successful vs unsuccessful applications) ▫ Develop and implement fundraising activities either independently or with partners to increase revenues to the organisation ▫ Promote the organisation to potential donors and create mechanisms for cash donations ▫ Acknowledge donors for their contributions in an appropriate manner	
	MANAGING FUNDER CONTRACTS / AGREEMENTS		
17	Negotiate contracts with funders within delegations	▫ Within delegation, negotiate and sign contracts with funders (if above delegation, ensure Board reviews and signs contracts) ▫ Ensure signed copy of contracts is held in secure storage by organisation – and milestones are documented for follow up	
18	Contract management	▫ Ensure all reports to funders are prepared and delivered on time without prompting by funder(s) ▫ Ensure communications with funders is always positive and proactive – including during site visits	
19	Contract Delivery	▫ Ensure staff recruited to deliver on contracts meet the person specifications of those funder contracts – to ensure they have the right capability, skills and qualifications for the specific service or programme ▫ Ensure contract deliverables and scope of roles are clearly documented in Job Descriptions and Performance Plans of the staff involved in contract delivery	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment. (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
		<ul style="list-style-type: none"> Ensure staff are trained, supervised and supported to deliver on specific contracts Ensure staff are aware of specific standards and rules applicable to delivering specific contracts Ensure measures are in place to collect data on contract delivery and to report to funders. Where there are issues with data collection and reporting by staff, provide immediate coaching to remedy the situation Promote the 	
20	Establish and maintain appropriate and necessary relationships with external stakeholders involved in delivery of	<p>This may include agencies such as Police; He Oranga Tamariki; other service providers; Corrections / Justice; etc. The Tumuaki shall:</p> <ul style="list-style-type: none"> Identify key leaders / liaison personnel in those organisations, establish and maintain positive working relationships with those managers to achieve successful delivery of programmes and services for shared clients and whanau Maintain positive and professional communications whether in person or in writing with stakeholders Maintain documentation of all meetings and discussions with external stakeholders for the records and to summarise state of these in reports to the Board Raise any issues with stakeholders with the Board that requires governance intervention Support partnering stakeholders with their events and activities which support shared current and potential clients 	
21	Contract and Standards Compliance	<ul style="list-style-type: none"> Work to ensure the organisation meets all required standards through documentation and 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment. (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
		implementation of required processes <ul style="list-style-type: none"> Ensure all accreditation / certification / audit visits and processes undertaken by funders are prepared for, and all documentation and evidence needed for funders is made available Ensure all areas (within scope of the Tumuaki) comply with the standards to achieve full compliance of all standards 	
	MANAGING POLICY AND PROCESSES		
22	Ensure TWP has documented policies and procedures for all aspects of the organisation's operation – that comply with normal organisational best practice and with any standards applicable by funders	<ul style="list-style-type: none"> All policies are approved by the Board All procedures are documented for key work processes that have had input from the staff performing those functions All Policies and Procedures are reviewed at least three-yearly and specific policies reviewed where recommended or required by audit or accreditation assessment – to ensure they are current and applicable Policies and Procedures exist for: <ul style="list-style-type: none"> Governance – Board processes Human Resources – including staff health and safety Financial Management Asset Management – including Information Technology management, property, equipment and furniture and vehicles Administration – including phone, fax, email policies; procurement; filing and archiving processes (and document destruction); media policy; visitor policy etc Service Delivery – client-centredness, values and philosophy, documentation, confidentiality, 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
		etc	
23	Breach of Policy	<ul style="list-style-type: none"> The Board is notified promptly where there is any potential for breach of any organisational policy 	
MANAGEMENT OF ORGANISATION INFORMATION			
24	Ensure all information held by the organisation is managed appropriately – whether electronic or paper-based	<ul style="list-style-type: none"> Board-related information is maintained in proper files and is secure including agendas, minutes, decisions, membership information Staff-related information is maintained in proper files (electronic or paper) are secure and only accessed by those with authority to do so Client information (electronic and paper) is secured from access or sight by any other clients or public visitors and access is restricted to those with authority Organisational information (financial documents, internal memoranda and communications, correspondence) where not relevant to staff performance of their roles, is secured safely and only accessed by those with authority 	
25	Storage of Information	<ul style="list-style-type: none"> Information is retained for required periods and then securely archived or destroyed under supervision. Access to archived records is limited to those with authority Information that is archived (whether electronic or paper) is recorded 	
26	Dissemination of Information	<ul style="list-style-type: none"> Relevant information is shared with staff to support the performance of their roles Information related to confidential Board matters, HR or financial matters are not discussed or shared with staff No organisational internal information is shared 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

	Key Result Areas (Job Description and organisation plans)	Performance Goals / Indicators (amount, targets, timelines)	Performance Assessment Use for self-assessment and supervisor assessment. (Did the person meet the agreed goals, timelines? Demonstrate how and what has worked well. If not, state reasons / examples)
		outside of the organisation without Board approval	
27	Breach of Confidentiality	<ul style="list-style-type: none"> ▪ Tumuaki and staff are fully aware of confidentiality policies and consequences of breaching staff or client confidentiality ▪ Any prospective breaches of confidentiality are promptly reported to the Board 	
	PROMOTION OF THE ORGANISATION		
28	Represent and promote the organisation at events	<ul style="list-style-type: none"> ▪ Attend local and regional events on behalf of the organisation either to promote TWP or to support an important partner or donor ▪ Attend national events where requested by the Board to represent the organisation ▪ Conduct all representation in a professional manner – both in personal presentation as well as verbal and written communication ▪ Develop Power points and other presentations to promote the organisation at local, regional and national events (endorsed by the Board) 	
29	Use various medium to promote the organisation	<ul style="list-style-type: none"> ▪ Ensure an up to date website or online media (e.g. Facebook, Instagram) is maintained for TWP – for clients, partners and potential donors ▪ Ensure all brochures, posters and other written information about TWP is current and accurate and regularly reviewed (at least annually) ▪ Ensure information held by others (e.g. Citizens Advice Bureau or partners) about TWP is current and appropriate ▪ Ensure clients can access written and electronic information about TWP when they need it 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

2. BEHAVIOURS AND ATTRIBUTES

Behaviours and Attributes Required for the Position	Performance Indicators	Assessment and areas identified needing development
HONESTY AND TRUSTWORTHINESS	<ul style="list-style-type: none"> ▫ Tumuaki is fully trusted by the Board, staff and communities to respect their confidentiality, respect them as people and to respect their rights ▫ Tumuaki is honest and transparent (within the bounds of required confidentiality) ▫ Tumuaki is trustworthy and can be relied upon to act on an agreed task when asked ▫ Tumuaki is trusted by the Board and staff to always make decisions with the best interests of the organisation and its clients taking priority 	
DEMONSTRATING MOVITATION AND INITIATIVE	<ul style="list-style-type: none"> ▫ Ability to work independently within guidelines established by the Board ▫ Ability to perform largely unsupervised on a day to day basis, yet respect the accountability of the position to the Board ▫ Ability to see an issue and develop innovative solutions and ideas for improvement ▫ Takes initiative to do something when needed and not wait for others ▫ Be personally energetic, dynamic, positive and enthusiastic and possess the ability to build positivity in others 	
BEING COOPERATIVE	<ul style="list-style-type: none"> ▫ Tumuaki will work cooperatively with the Board to oversee the sustained success of the organisation ▫ Tumuaki will work cooperatively with Kaimahi to create a cohesive and united team that respects each other and the role of management and governance 	At the time of developing this plan, the majority of staff are supportive of the Tumuaki's style of management and approach to team cooperation. However, it has been identified that at times s 9(2)(a) can treat some staff differently to others. It is acknowledged that she has worked



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

Behaviours and Attributes Required for the Position	Performance Indicators	Assessment and areas identified needing development
	<ul style="list-style-type: none"> ▪ Tumuaiki will avoid creating divisions within the team of Kaimahi by treating each of them fairly and equally (including information sharing and assigning or allocating tasks) ▪ Tumuaiki will work cooperative with external stakeholders and always represent the organisation professionally even where disagreements may occur ▪ Tumuaiki gives positive feedback in a timely manner and appreciative of unsolicited support whether internal or external ▪ Build a high performing, unified and cohesive team 	<p>with and known many for a long time and therefore is obviously more comfortable with those staff. It is for this reason that some other staff feel excluded or not treated fairly when it comes to receiving information or being assigned specific tasks. This has potential to create divisions in the team.</p> <p>GOAL: s 9(2)(a) to be more cognisant of her relationships with longer term staff and her desire to rely on those she knows well – and to be more aware of:</p> <ul style="list-style-type: none"> a) Sharing appropriate information with ALL staff and not just some staff b) Providing the opportunity to assign one off or extra-ordinary tasks to ALL staff and not just selecting who is known to be reliable c) Building respect loyalty with ALL staff by treating all of them the same, communicating in the same way and not creating inadvertently creating 'favourites' d) Building connection with newer staff to create the same level of co-respect and loyalty <p><i>To be assessed through staff feedback at Board meetings and next appraisal.</i></p>
MAINTAINING CONFIDENTIALITY	<ul style="list-style-type: none"> ▪ Tumuaiki will maintain Board, staff and client confidentiality at all times – and alert the Board where there is potential to breach confidentiality (whether inadvertently or not) ▪ Tumuaiki will discern what is necessary information for sharing with staff 	
BEING RESPECTFUL	<p>In alignment with the TWP values:</p> <ul style="list-style-type: none"> ▪ All workers are treated with dignity and respect ▪ All external stakeholders are treated with dignity and 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

Behaviours and Attributes Required for the Position	Performance Indicators	Assessment and areas identified needing development
	<p>respect – even if there are disagreements over work-related issues</p> <ul style="list-style-type: none"> ◦ All clients are treated with dignity and respect ◦ No complaints are received related to the above. ◦ Compliments are received about the way the Tumuaki interacts respectfully 	
DEMONSTRATING CULTURAL AWARENESS AND SENSITIVITY	<p>No complaints from Kaimahi are received that demonstrates non-alignment with TWP values OR Compliments are received about Tumuaki recognition and respect of cultural diversity in the team:</p> <ul style="list-style-type: none"> ◦ Wahine Maori workers are recognised as tangata whenua ◦ Lesbian rights or workers are respected ◦ Pacific, Asian, migrant and refugee workers are respected ◦ All staff are treated equally with dignity and respect no matter what their ethnicity 	
	<ul style="list-style-type: none"> ◦ Tumuaki actively displays and role models the TWP kaupapa Maori philosophies of aroha, pono and tika in an inclusive and respectful manner including manaakitanga, kotahitanga and wairuatanga ◦ Tumuaki is committed to promoting the principles of Te Tiriti o Waitangi in their work through active demonstration and consideration of partnership, protection and participation with tangata whenua 	
FLEXIBILITY	<ul style="list-style-type: none"> ◦ Tumuaki is adaptable and responsible to sudden change, unintended impacts and crises and is able to make decisions and take actions that are thoughtful and evidence-based ◦ Tumuaki is flexible to respond to emerging needs of the 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

Behaviours and Attributes Required for the Position	Performance Indicators	Assessment and areas identified needing development
	organisation and to make recommendations to the Board to respond to these changing needs and influences	
TWP CODE OF CONDUCT	<ul style="list-style-type: none"> ▫ Tumuaiki adheres to all elements of the TWP Code of Conduct and there are no complaints of lack of adherence to this Code 	
WILLINGNESS TO UNDERTAKE PERSONAL AND PROFESSIONAL DEVELOPMENT	<ul style="list-style-type: none"> ▫ Tumuaiki actively participates in own performance planning and appraisals ▫ Tumuaiki is proactive in learning from feedback and improving self-performance ▫ Tumuaiki is open to directed coaching and training to support professional development ▫ Tumuaiki participates in own supervision 	

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

3. REQUIRED COMPETENCIES

Competencies Required for the Position	Performance Indicators	Assessment and areas identified needing development
SOUND PROBLEM SOLVING ABILITIES <i>Analytical problem-solving skills using objective evidence and consideration of options</i>	<ul style="list-style-type: none"> ▫ Uses objective evidence to make decisions and does not rely on hearsay ▫ Is analytical about options and impacts (benefits, disadvantages) and able to decide on or recommend solutions to problems ▫ Focuses on issues and not personalities ▫ Is able to see the 'big picture' and not just focus on the detail ▫ Has ability to discern fact from fiction ▫ Presents well thought out cases to the Board to recommend solutions to problems facing the organisation 	
STRONG COMMUNICATION ABILITIES <i>Excellent communication skills internally and externally, both verbally and in writing</i>	<ul style="list-style-type: none"> ▫ Tumuaki demonstrates consistent respectful verbal communication both internally and externally ▫ Tumuaki demonstrates consistent respectful written communication both internally and externally ▫ Tumuaki demonstrates consistent respectful listening skills acknowledging and respecting other perspectives ▫ Tumuaki is a confident and professional public speaker / presenter 	<p>At the time of developing this plan, it has been identified that at times s 9(2)(a) can come across overly assertive in communicating directions to staff or speaking to staff about something she wants done. This is particularly noticeable by staff who are more vulnerable or less confident than other staff and may feel unable to speak up. GOAL: s 9(2)(a) to be more cognisant of her communication style and check in regularly that staff have not taken unintended offence in the manner used.</p> <p><i>To be assessed through staff feedback at Board meetings and next appraisal.</i></p>
STRATEGIC AND OPERATIONAL PLANNING ABILITY: <i>Ability to plan and prioritise work</i>	<ul style="list-style-type: none"> ▫ Demonstrates ability to understand the wider environment in which TWP provides services and its potential and real impacts on TWP ▫ Is able to formulate strategies – both high level and 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

Competencies Required for the Position	Performance Indicators	Assessment and areas identified needing development
	<ul style="list-style-type: none"> detailed level to respond to internal and external impacts Is able to develop plans and action lists – and to prioritise completion of tasks in a timely manner Is able to plan actions that reduce, prevent and mitigate risk for TWP and to implement these Provides sound work planning and priority information to Kaimahi 	
EFFECTIVE TIME MANAGEMENT: <i>Ability to work to deadlines and manage time efficiently</i>	<ul style="list-style-type: none"> Meets deadlines consistently Provides reports (to Board and to funders) without prompting and on time or before time Is able to focus on priority deadlines that ensure accountabilities are met by TWP Is able to manage workload demands and prevent stress levels increasing amongst staff by prioritising and deferring lower priority tasks 	
EVIDENCE BASED DECISION-MAKING <i>Able to make sound decisions whether internal or external</i>	<ul style="list-style-type: none"> Is able to use information (qualitative and quantitative) to make sound decisions Is able to gather raw data and information needed to support sound decision making by the Tumukaki and the Board Calls upon the right expertise to inform decisions when needed 	
COMPETENT IT SKILLS <i>Required to operate computer systems to maintain communications with internal and external parties and use the client software system (including proficiency in Word and Excel at a minimum)</i>	<ul style="list-style-type: none"> Demonstrates competency with Word processing and spreadsheets (absence of errors, professional formatting etc) Is proficient in use of email communication Has a sound knowledge of the Client Software system and is able to undertake routine quality checks of client information and client charting to identify areas for improvement 	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

Competencies Required for the Position	Performance Indicators	Assessment and areas identified needing development
ACCURACY & RELIABILITY OF INFORMATION <i>Reports and data / information that is presented (whether to funders, Boards or staff) is accurate</i>	<ul style="list-style-type: none"> Can be relied upon by the Board, staff and funders to produce accurate and timely communicate, reports and information free of errors 	
MANAGERIAL SKILLS AND COMPETENCIES: <i>Measured by:</i> <ul style="list-style-type: none"> Timeliness of actions Accuracy and existence of supporting documentation for the task Existence and level of risk associated with any of these tasks Range of complaints and compliments related to each task Level of Board and staff confidence in how the tasks are being conducted 	Tumuaki demonstrates competency in: <ul style="list-style-type: none"> human resource management financial management information management asset management contract management 	
	Tumuaki is recognized by the Board staff clients and stakeholders as a credible and professional manager at TWP within whom they have confidence	



CONFIDENTIAL TO EMPLOYEE AND SUPERVISOR

3. Training and Development Plan

Area for Development (from above assessment)	Proposed Training and Development Initiatives (conferences, courses, skill development, tertiary study, coaching, supervision) agreed	Timeline for training and development
<u>Behavioural Measure:</u> <u>Cooperation</u> Building cooperation and unity within the team at TWP by assuring equal treatment of all staff and developing balanced professional relationships with all team members	Focus on learning or coaching which centres on: <ul style="list-style-type: none"> Building successful teams Building cohesion in teams Conduct self-checks by seeking informal feedback from ALL staff at regular intervals about team dynamic / whether any staff feel marginalised or not treated equally	Over next 6 months
<u>Competency Measure:</u> <u>Communication</u> Improving communication style so not perceived as overly assertive by staff (particularly less confident staff)	Focus on learning or coaching which centres on: <ul style="list-style-type: none"> Giving direction (to staff) in a firm but fair manner Communications with staff who lack confidence or have experienced trauma Conduct self-checks by seeking informal feedback from ALL staff at regular intervals about communication style (including being aware of any unexpected reactions to being given direction 'in the moment')	Over next 6 months

General Comments about performance overall:

Comments from Tumuaki:

Comments from Supervisor:

ACTUAL APPRAISAL DATE	Signed by Tumuaki	Signed by Supervisor

Te Whare Pounamu Critical Action Evidence Received 13 September 2019

Client Centred Services

- Kaimahi meeting minutes 9 September 2019 donations policy distributed and discussed (agenda item; donations book - s 9(2)(a) absent)
- Material donations training policy register signed by staff 9 to 11 September that they have read and understood the policy and that it was explained and discussed at the Kaimahi meeting). (Signed by s 9(2)(a))
- Material donation policies and procedures, example donations register, and distribution of outgoing donations attached to the policy register
- Board of directors meeting 6 August 2019 (No evidence of monitoring donations) check this was mentioned somewhere? Meeting was prior to donations policy kaimahi meeting)
- Donations registers 1) 2017 to 13 June 2018 & 2) 14 May 2018 to 3 September 2019 (No evidence of using new registers incoming and outgoing, policy i.e. completed approval to accept donations form signed by the Tumuaki).

Critical Action: Not met

Community Wellbeing

- Kaimahi meeting minutes 26 August – 2 September all staff to train with NA around OT and FV legislation, two handouts given out “Changes to information sharing provisions of OT Act 1989, and best practice guidelines re Recordbase and case files”. Kaimahi can keep it by their desks as a reference/checklist (No evidence of handouts provided to staff. No evidence of NCWIR or TWP CP policy refresher training).
- Tumuaki email 24 August 2019 informing staff of OT training 2 September OT and FV legislation followed by group supervision (No evidence provided all staff attended training or group supervision (supervision a Kahui Tautoko (KT) recommendation)
- Staff training records November 2018 to September 2019 (Whangaia training, s 9(2)(a). s 9(2)(a) has not attended any CP training since 2018. s 9(2)(a) and s 9(2)(a) has attended various children’s training however this is not evidence of all staff including management attending NCWIR or TWP policy refresher training s 9(2)(a) and s 9(2)(a) has not attended any children’s training).
- Case management meeting minutes 4 February to 19 August 2019 includes records of child protections discussions and ROC’s. Summary of ROC’s and case management meeting dates:

s 9(2)(a): 18 February 2019 (for future reference a ROC will be completed by TWP social worker to support clients who have made a ROC)

s 9(2)(a) 4 March 2019

s 9(2)(a) 29 April 2019

s 9(2)(a) 12 August 2019

- ROC documents:

s 9(2)(a) May 2010 to March 2017 timeline undated: notes that meeting held with OT social worker 2 March 2018 to discuss concerns over children placed with ex-partner.

s 9(2)(a) June 2017 to March 2018 timeline dated 1 February 2019: notes that current OT involvements due to boys making sexual abuse disclosures. OT scoping interview with boys raised no concerns.

s 9(2)(a) 28 February 2019 (same day information received) ROC, corresponding case management meeting minute notes of 4 March 2019 and Recordbase case notes

s 9(2)(a) 23 April 2019 (information received 15 April 2019) ROC, corresponding case management meeting minute notes of 29 April 2019 and Recordbase case notes

s 9(2)(a) 12 August 2019 (information received 9 August 2019), corresponding case management meeting minute notes of 12 August 2019, **unable to locate Recordbase case notes**

Critical Action: Not met

Health and Safety Evidence

- Counselling Services 14 August 2019 Workplace Support Southern invoice 31 August 2019 client S/1117
- Email 11 September 2019 from KiwiBoss to TPW with attached proposed one day training course: creating positive culture and managing conflict **(no evidence this has progressed to completion)**
- Kaimahi meeting minutes 9 September 2019 – healing hui this weekend. s 9(2)(a) chosen not to attend. **(no evidence of a programme or facilitator)**
- Tumuaki performance agreement and training plan signed by Tumuaki 12 September 2019. Unsigned by board post 6 September meeting with SSA and MSD. **Awaiting a decision regarding Tumuaki exiting the organisation. No evidence of the process that was undertaken specific to the complaint regarding the Manager and the potential breach of NCIWR Code of conduct. No evidence of how the decision was made on the course of action under the disciplinary process.**
- Board of directors meeting 6 August 2019 – s 9(2)(a) moved that the board accept all the recommendations in the HR report 7 August 2019 from KT. Seconded s 9(2)(a) Motion carried. s 9(2)(a) moved that the board accept all the recommendations in the performance management report from KT. Seconded s 9(2)(a) Motion carried.
KT recommendations completed evidence: Tumuaki resigned from NCWIR board.

KT recommendations incomplete no evidence:

- August:
- 1) Issue staff communique of findings / decisions MSD review
 - 2) Performance plan in place between Tumuaki and Board including training plan and specific requirement to address competency areas
 - 3) Kaimahi identify 'reset' process / place / timeline for reconnecting / healing – complete this (retreat or otherwise). Possibly the healing hui?

KT future recommendations unable to evidence:

- September:
- 4) Staff performance plans by 30 September (as part of instituting performance plans with all Kaimahi, there is discussion about access to required supervision and access to independent counselling which may include life coaching, healing and trauma counselling and/or career counselling. Performance plans to be completed between Tumuaki and all Kaimahi – including training plans, supervision and EPA arrangements
 - 5) first two Kaimahi attend first part of Board meeting (and then two Kaimahi each future meeting.
- October on:
- 6) Staff healing and recognition process (TBA) continues
 - 7) Staff training initiated according to training plans
- March 20:
- 8) First formal appraisals against Performance Plans beginning with Tumuaki and then with staff
- Undated:
- 9) Policy for recruitment of staff includes additional supports to workers that are ex-clients

Critical Action: Not met

s 9(2)(a)

Subject:

FW: Request for critical action information to be provided to SSA

The purpose of the meeting on Friday is to discuss at a higher level TWP's response to the critical actions as at 16th August, and we are also requesting that you will send us copies of the following evidence by 5pm, Friday 13th September.

All documents can be emailed to us via my email address [REDACTED] [@msd.govt.nz](mailto:[REDACTED]@msd.govt.nz). If you are unable for any reason to send everything electronically please let us know in advance of the 13th.

This request for evidence is in lieu of a further site visit to TWP, and the outcome of the discussion on 6 September as well as the evaluation of this evidence will be considered together when SSA makes a final decision. The specific information requested has been determined by SSA as what is needed for TWP to demonstrate if you have met the critical actions set out in the 2 July 2019 report.

The evidence list:

as at 16 September 2019 checklist

1. Client centred Services:

- ☒ Evidence (photocopy) of your donated goods register in full from date first set up to current date (we understand a register has been in place at some point in the previous 12-18 months)
- ☒ TWP Board meeting minutes from July/ August 2019, and 3 September 2019 *6 August 2019*
- ☒ Evidence of all staff having signed off the Managing Material Donations policy (if this has occurred by 13th September, or advise when this will be completed)

2. Community Wellbeing:

- ☒ Copies of all Case Management meeting minutes from February – September 2019
- ☐ Copies of corresponding case notes from client paper files / Database files where care and protection concerns have been raised, discussed, or actioned by TWP *Note: Roc notes from RB & N-Scase*
- ☒ Documentation on any new reports of concern to Oranga Tamariki or the Police since February 2019 – to current (if applicable)
 - Any other relevant FVIARs notes / minutes where care and protection concerns are recorded for TWP clients May – September 2019
- ☒ Evidence of current training records for all staff as at September 2019
- ☒ Evidence of any staff meeting minutes where the updated Child Abuse Reporting policy / care and protection practice has been discussed (if applicable) *26 August*
- ☐ Evidence of enrolment of any staff in specific care and protection training since July 2019

There is some evidence for some staff (limited)

3. Health and Safety:

- ☒ A copy of the final agreed Performance Plan for the Tumuaki, signed by the TWP Board and the Tumuaki
- ☒ A detailed outline of how the Performance Plan for the Tumuaki will be monitored in the six months September 2019 – March 2020 (this is subject to discussion with MSD at the meeting on 6 September 2019).
- ☒ An update on progress on and any evidence of performance development / appraisal plans for any individual kaimahi
- ☒ The process that was undertaken specific to the complaint regarding the Manager and the potential breach of NCIWR Code of conduct. Evidence of how the decision was made on the course of action under the disciplinary process.
- ☒ Evidence of following the recommendations in the Kahui Tautoko consulting report including the support for staff that are past clients

Note: The other matters under the Health and Safety critical action are subject to further discussion and clarification at the meeting on 6 September. Helen Aiken will explain the specific matters.

4 October 2019

s 9(2)(a)

Chairperson

Te Whare Pounamu – Dunedin Women's Refuge

s 9(2)(k)

DUNEDIN

Tēnā koe s 9(2)(a)

Re: Social Services Accreditation (SSA) Special Assessment Outcome

On 2 July 2019 the SSA team from the Ministry of Social Development (MSD) sent Te Whare Pounamu (TWP) a special assessment report outlining three critical actions to be met by 16 August 2019. The special assessment was in response to a complaint received about Te Whare Pounamu in October 2018.

MSD met with s 9(2)(a) and yourself on 9 September 2019 to discuss the evidence you provided to meet the three critical actions. Te Whare Pounamu was asked to provide further and final evidence to demonstrate the critical actions were met.

The evidence Te Whare Pounamu provided on 13th September 2019 has been assessed, and SSA has determined that you have now met the minimum requirements of the three Social Sector Accreditation standards which had critical actions against them. Therefore, this letter is confirming TWP has maintained Level 2 accreditation, with required actions.

SSA has decided that as there are still some areas of the critical actions that need to be demonstrated as fully met in the short to medium term (within the next three months), the critical actions will now be monitored as required actions. These are set out below, with a date to provide evidence to SSA.

Required Actions

L2 Client Centred Services standard criteria 1

The following evidence needs to be forwarded to SSA on or before 6 December 2019:

- TWP to provide records to demonstrate that the new process and forms for recording and managing client donations has been fully implemented. This will include evidence of reporting of summary information on donations to the TWP Board.

L2 Community Wellbeing standard criteria 1

The following evidence needs to be forwarded to SSA on or before 6 December 2019:

- TWP to provide a copy of its updated care and protection policy, which the organisation has agreed to revise and update in line with current legislation and social work practice.
- TWP to provide evidence of handout information provided to staff on 'Oranga Tamariki 1989 legislation' and 'Best Practice in case recording' at the 2 September 2019 kaimahi meeting.
- TWP to provide evidence of care and protection training (internal/ external) attended by all staff or confirmed enrolment information. Internal training should include refresher training on NCIWR or TWP care and protection policy for all staff.

L2 Health and Safety standard criteria 2

The following evidence needs to be forwarded to SSA on or before 6 December 2019:

- TWP to provide evidence of the programme, activities, facilitator, and outcomes from the healing hui held for staff on 14-15th September 2019.
- Evidence to be provided in the form of an update on progress towards implementing the recommendations of the Kahui Tautoko Consulting's report recommendations, including:
 1. Staff performance plans
 2. Support to staff who are ex-clients or who have experienced trauma

3. Kaimahi attendance at Board meetings (please provide Board minutes)

Your next review will be in six months, before the end of March 2020. The date of the review has been brought forward as SSA needs to ensure that the changes that TWP have initiated in response to the complaint and the special assessment continue to be implemented within the organisation. MSD is also required to ensure that the Level 2 standards continue to be met.

If you have any questions about this decision or the content of this letter, please advise the SSA Senior Assessor s 9(2)(a) within 10 working days of this letter.

You can contact the SSA Senior Assessor in the first instance via phone on s 9(2)(k) or by email at s 9(2)(a) @msd.govt.nz . Please also forward the evidence outlined in this letter to meet the required actions to s 9(2)(a) by email on or before 6 December 2019.

Yours sincerely

s 9(2)(a)

s 9(2)(a) | Accreditation Manager
Social Services Accreditation

MANAGING MATERIAL DONATIONS		Section: 3 Ref: 10
Category:	NCIWR	
Policy Owner:	Te Taumata o Te Kowhai Core Group	
Authorised By:	Te Taumata o Te Kowhai Core Group	
Date of First Policy:	Date of Last Review:	Next Review Date:
April 2019		April 2021

1.1 Rationale

This policy has been developed to guide the solicitation, acceptance, and use of material donations to NCIWR member refuges and National Office, and to ensure that material donations are managed in a way that is transparent, that is accountable to donors and other stakeholders, and that instils the wider community with confidence in the integrity of Women's Refuge.

1.2 Definitions

Material donations include any gift or donation that is given to a Refuge or to National Office for the presumed purpose of supporting the Refuge and may include cash substitute items such as vouchers and gift cards. Common examples of material donations include furniture, clothes, houseware, food, and personal products.

Women's Refuge is heavily reliant on donations. Enabling community members and corporate partners or donors to give material goods allows for the resourcing of clients and their families in times of hardship, and, equally importantly, provides a mechanism through which communities can strengthen their relationships with Women's Refuge. However, the misuse of donated goods, or the haphazard use of material donations, also poses a reputational risk to individual Refuges and to NCIWR. Similarly, being unable to account for the movement of goods, even if appropriately dispensed or otherwise used, may cast aspersions on the integrity of Women's Refuge and thus threaten the standing of the individual Refuge or of NCIWR.

1.3 Scope of the Policy

This policy applies to all staff of NCIWR. As a publicly funded and accountable organisation, NCIWR members must ensure that all material donations are managed in a way that is considered, transparent, and accountable.

This encompasses all material donations for all Refuge-related purposes, including donations intended for clients, ad-hoc donations accepted by individual advocates/kaimahi, corporate

sponsorship goods, koha of a material nature that is offered to an advocate/kaimahi, an individual Refuge, or to NCIWR.

1.4 Purpose of Material Donations

The principal purpose of the vast majority of donated material goods is to improve the lives of women and children who are clients of Women's Refuge. This purpose must be regarded as paramount, and all efforts should be made to adhere to the wishes of the donor. Items (whether implicitly or explicitly) intended for Refuge clients should not be appropriated by staff/kaimahi or repurposed for internal use within the Refuge without the express consent of the donor.

1.5 Recording

Member Refuges and National Office are each responsible for developing and maintaining a document tracking the solicitation, acceptance, and distribution of material goods, each of which must be tracked to their end-point. This should ideally be a spreadsheet that is a living document, upon which requests for, offers of, receipt of, and distribution of material goods are recorded.

This must be regularly updated and must identify the staff member who facilitated each transaction of material goods. Material donations may be grouped into clusters for ease of administration; for example, a donation of various types of household goods may only be recorded as one donation rather than recording each item explicitly.

This register must also detail all material donations that are taken by a staff member for personal use.

At a minimum, a designated manager/coordinator for each Refuge must prepare a report summarising all material donations and any exceptional uses (such as personal or office use of donated goods) and present this to their Collective/Governing Board.

1.6 Confidentiality

While the names of donors should be recorded where possible if the donation is considered significant, the names of clients who ultimately received the goods need not be recorded.

1.7 Stored Goods

It is not always practicable to immediately distribute goods; they may, for example, be kept to later furnish the home of a client who is exiting a safe house. It is then acceptable to record these goods at 'stored' provided that if they are used the document is updated at that time.

1.8 Repurposed Goods

At times, material donations may be deemed unsuitable for clients but may be of use internally (for example, to show appreciation for volunteers or to be consumed within the office). This is acceptable provided that:

- The recipient (e.g. the manager) has sought permission from the donor for the goods to be used in this way; or
- The recipient cannot realistically track the donor, and the items would be of little consequence to clients; or
- Goods are expired and can not be responsibly given to clients; or
- Goods have been stored for such a period without any demand for those goods from clients.

1.9 Unusable Goods

If goods are unlikely to be utilised by clients and there are no apparent uses for the goods within the working environment, these may be disposed of or passed on to other charitable organisations. Rarely, it may be appropriate for staff members to take these goods if:

- There are no other avenues of disposal that would better serve the intention of the donor (e.g. other charitable groups); and
- The manager/coordinator gives permission; or
- The goods must be immediately consumed.