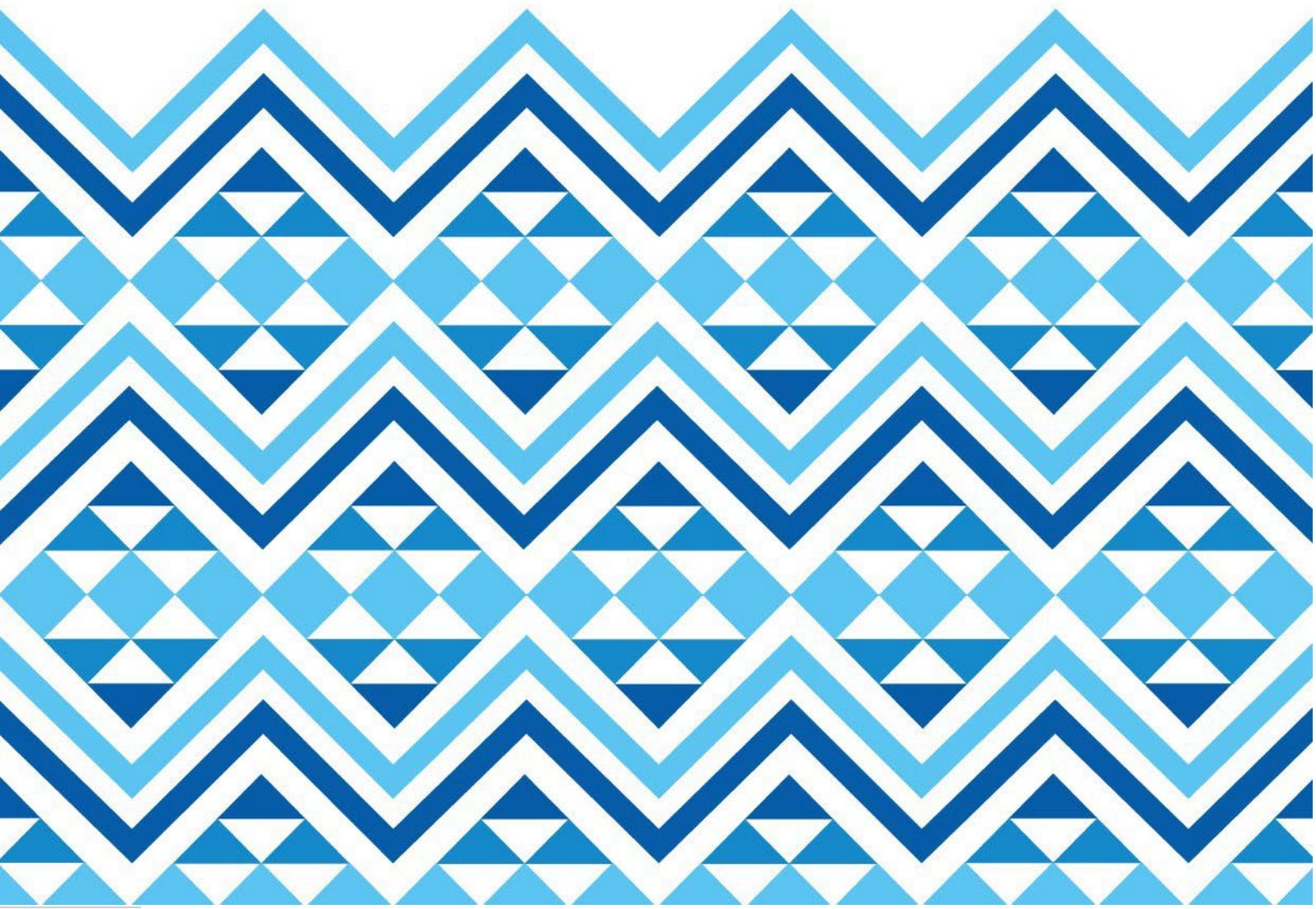


# Becoming a Care Partner Guidance



# Acknowledgements

## Authors

Partnering for Outcomes National Quality Hub

## Acknowledgements

We thank the Care Partner Quality Assurance Working Group and our care partners and Oranga Tamariki colleagues across the country who participated in the consultation on the National Care Standards changes from 2019 to 2021 for their contributions to the development of the Quality Assurance function for Partnered Care.

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## Record of changes

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<b>Changes in January 2022 version</b>		
Te Kāhui Kāhu name Change	Updated references to Social Services Accreditation (SSA) to reflect their new name - Te Kāhui Kāhu	8

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# Becoming a Care Partner

## Overview

A 'care partner' is an organisation that provides care for a child in state care<sup>1</sup>. This guidance provides information on the process that organisations go through to become a care partner and the support that is available.

There are four phases in the process:

- preparation
- care partner readiness
- Approval of partner
- transition into the Quality Assurance cycle

## Guiding Principles

To support the Becoming a Care Partner process, these principles have been developed together with the Care Partner Quality Assurance Working Group:

- Tamariki Māori should be with whānau, hapū and iwi wherever possible.
- Before approving new care partners, we need to consider what is already provided in the local area and talk with key stakeholders.
- We will provide resources and support for new care partners to provide care for tamariki.
- We work collectively and in partnership to co-design services and improve the experiences and outcomes of tamariki in care.
- Together we ensure our statutory responsibilities to assess the needs of the child and have the right plans in place for them.

## Becoming a Care Partner Journey

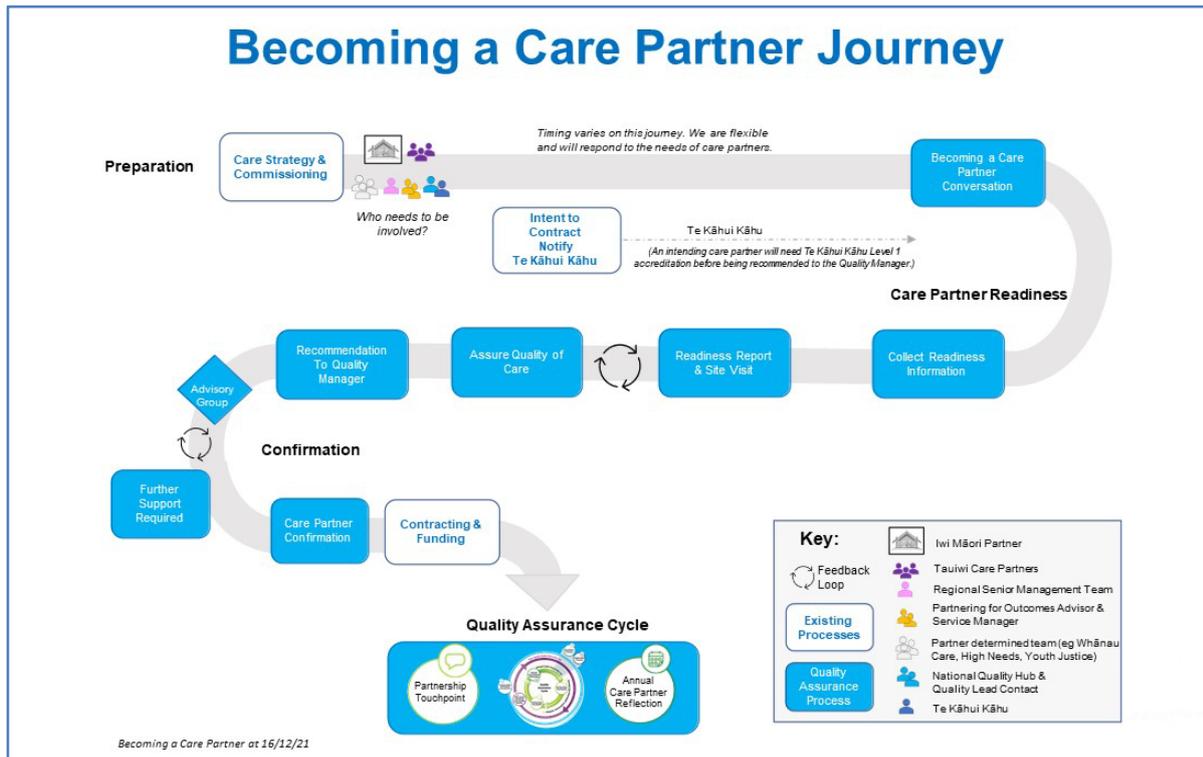
Becoming a Care Partner with Oranga Tamariki is a journey we go on together. We recognise that each partner has different needs and aspirations. We are flexible and adaptable in our approach and will tailor the journey to meet the needs of partners.

Outlined below in [Figure 1.1](#) is the Becoming a Care Partner Journey. This diagram is a way of tracking progress along the journey. A larger view of the Becoming a

<sup>1</sup> A child in state care will be in custody under the Oranga Tamariki Act. The National Care Standards apply.

Care Partner Journey can be found in [Appendix A](#).

**Fig 1.1** *Becoming a Care Partner Journey, see [Appendix A](#) for larger view.*



## Roles and Responsibilities

Appropriate roles and responsibilities in the Becoming a Care Partner Journey should be mutually agreed between the care partner and the Partnering for Outcomes contact. A typical arrangement is provided below.

### Partnering for Outcomes National Quality Hub

- Manage relationship with potential care partner on this process
- Lead the Becoming a Care Partner Journey and quality face to face conversations
- Support Whānau Care, High Needs Services, Youth Justice and Regional Senior Management Teams as needed, to complete the readiness template
- Review the readiness template and discuss findings with potential care partner
- Prepare a recommendation for the PfO Quality Manager
- PfO Quality Manager endorses recommendation to Deputy Chief Executive, Partnering for Outcomes
- Celebrate with care partner and those involved once approved
- Transition the newly approved partner into Quality Assurance cycle
- Track scheduling and application progress for potential care partner
- Work collectively and in partnership to improve the experiences of tamariki and rangatahi in care.

### Partnering for Outcomes advisor, Whānau Care engagement lead, High Needs and Youth Justice advisors

- Notify Partnering for Outcomes National Quality Hub and Te Kāhui Kāhu of any organisation that is being supported to become a care partner
- Participate in the Becoming a Care Partner conversations
- Support the potential care partner to collect readiness information
- Agree any funding or contracts once approval is gained
- Invite National Quality Lead to first Partnership Touchpoint conversation

### Care partners

- Engage in Becoming a Care Partner conversations and journey
- Bring insights and information to the Becoming a Care Partner readiness template

### Te Kāhui Kāhu

- Notify PfO National Quality Hub of any organisation that is seeking to become a care partner



- Discuss with the Pfo National Quality Hub if partner wants to conduct a joint approach
- Provide a copy of potential care partner's Level 1 Accreditation Report to the Pfo National Quality Hub as soon as it is completed.
- Assess care partners business processes and systems against the Te Kāhui Kāhu core Level 1 Standards<sup>2</sup>

## Engagement

Our engagement principles are centred on relationships between Oranga Tamariki and partners to support ongoing ways of working together to achieve better outcomes for tamariki.

The process for potential care partners can be found in [Appendix A](#). The phases in the Becoming a Care Partner journey are described in the following pages.

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<sup>2</sup> Level 1 Te Kāhui Kāhu (without Specialist Care Standards) is required to become a care partner.

# Preparation phase

## Overview

We expect that organisations considering becoming a care partner will have already been in discussions at a local / regional level with Oranga Tamariki staff including, for example, Partnering for Outcomes advisors, local site managers, and / or specialist teams such as Whānau Care, High Needs Services or Youth Justice.

## Role of Te Kāhui Kāhu

Te Kāhui Kāhu focuses on assessing a potential care partners' business processes and systems against Te Kāhui Kāhu core Level 1 Standards. Te Kāhui Kāhu will no longer perform the role of reviewing partners against their Specialist Care Standards. The Partnering for Outcomes (PfO) National Quality Hub will be taking over this function – using a new Quality Assurance Framework that was developed with existing care partners to understand the quality of care provided.

## Partnered Care Quality Assurance Framework

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

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

## Joint approach to working with partners

Te Kāhui Kāhu and the PfO National Quality Hub have designed a joint approach to working with partners. Both parties are committed to working together to minimise any confusion and duplication for care partners. Each party will manage their own assessment cycle and reporting. Where requested by care partners, Te Kāhui Kāhu and the PfO National Quality Hub will work together to plan a suitably streamlined process, on a case-by-case basis.

Engagement with Te Kāhui Kāhu and the PfO National Quality Hub can begin at any time during the preparation phase. Contact the National Quality Assurance Hub Administrator at [PfOQuality@ot.govt.nz](mailto:PfOQuality@ot.govt.nz) for further information and next steps.

# Readiness phase

## Overview

The readiness phase is about preparing potential care partners to become a care partner.

## Becoming a care partner conversation

The Becoming a care partner conversation is the first interaction a potential care partner has with the PfO National Quality Hub. We begin building our partnership, welcoming the potential care partner, understanding their needs and aspirations, and developing a clear picture of the model of care and the capacity and capability needed to deliver it.

These conversations are based around:

- 1) **Whakawhanaungatanga**, understanding our respective contexts in the care partnership and together working through questions like: *What are our values and guiding principles? What does quality care look like?*
- 2) **Familiarisation** with the Partnered Care [Quality Assurance Framework and Cycle](#) and associated Becoming a Care Partner documentation and records. Review of the steps potential care partners need to undertake to become an approved partner to provide care.
- 3) **Practise run** through a blank readiness template, with specific interest in the frameworks related to becoming a care partner, planning for purposeful care and identity.

At the end of the conversation the potential care partner will be familiar with what Quality Assurance for Partnered Care comprises, what information they need to collect to fill in their readiness template, when it needs to be submitted, and who can support them during this process.

Additional documents available to support this conversation:

- Shared Care Service Specification or relevant Service Specification
- Becoming a Care Partner Readiness Template
- Quality Assurance for Partnered Care Guidance

## Collecting readiness information

Collecting readiness information is where the potential care partner collates various forms of information and provides a supporting narrative about their organisation to show how they will provide care services to tamariki. This information could be collected from multiple sources, including through operational documents.

Below are some examples of the types of information that may be helpful in preparing a readiness template:

- Review of the Quality Assurance Framework domains: Planning for Purposeful Care and Safety
- National Care Standards and Related Matters 2018 and relevant Care service specifications
- Policies, procedures, internal service delivery documentation, external audits/recommendations, etc.
- Caregiver assessment, training, and support information
- Caregiver and tamariki participation in planning and decision-making information
- Information and materials from Te Kāhui Kāhu Accreditation and/or any other accreditation or assessments that have been undertaken by external parties, e.g. Ministry of Health, Ministry of Education, etc.

Once approved, new care partners will also need to collect the quantitative information requirements listed in the service specifications, which in time will be exchanged with Oranga Tamariki via the Data Exchange. For more information on the Data Exchange and information requirements, please refer to the [Data Exchange page](#) on the Oranga Tamariki website and get in touch with your local PFO contact.

## Readiness report and visit

The readiness template is a collaborative document that is prepared together with potential care partners to make a recommendation to gain approval under section 396 of the Oranga Tamariki Act as an 'iwi social service', 'cultural service' 'child and family support service', and/or 'community service'.

This template is designed to provide a supportive approach to undertaking the Approval of quality care.

We want potential care partners to share with us their aspirations and intentions about how they will provide a quality experience of care for tamariki and those who care for them in their context.

The readiness template allows for a combination of quantitative and qualitative information gathered through conversations, case reviews, and directly from the



systems of Oranga Tamariki and care partners. Oranga Tamariki will need to use this information to demonstrate the meeting of our obligations under legislation.

The readiness template is broken down into two sections:

- (1) potential care partner's context (e.g. contact details)
- (2) a quality-of-care readiness questionnaire

The questionnaire asks about a partner's readiness to meet each domain of the Quality Assurance Framework for Partnered Care. Once completed, the readiness template is sent to the Pfo National Quality Hub. Follow up face to face visits could occur between a potential care partner and the National Quality Lead and others relevant to the service. This check-in will ensure we have heard and understood the partner's story. It is also an opportunity to consider if the information presented needs clarification or areas of continuous improvement that could be made to support their application. e.g. having caregiver training in place.

## **Recommendation**

The Quality Hub Lead will agree with the partner the content of the readiness template and a recommendation report will then be sent to the Quality Manager for consideration.

Any feedback from the Quality Manager will be co-ordinated, discussed and updated with the potential care partner through the National Quality Lead.

# Approval phase

## Overview

The Approval phase is where the partnership is approved under section 396 of Oranga Tamariki Act and partners can begin providing care services.

Potential care partners will need their business process and systems to be accredited by Te Kāhui Kāhu under their Level 1 Core Standard at the beginning of this phase, while their application is considered.

A recommendation is made to the Deputy Chief Executive, Partnering for Outcomes for approval.

## Advisory Group

An Advisory Group has been established to support the Deputy Chief Executive, Partnering for Outcomes to execute the delegations under section 396.

## Care partner approval

We congratulate and celebrate new care partners joining Oranga Tamariki. Approval of a new partner will be communicated through a letter from the Deputy Chief Executive, Partnering for Outcomes confirming the care partner as a s396 provider under the Oranga Tamariki Act.

## Contract and funding

The PfO Quality Manager will notify the newly approved care partner's Partnering for Outcomes key contact that approval is complete allowing for the contract documentation to be completed.

## Quality Assurance Cycle

Following approval, the new care partner transitions into the Quality Assurance Cycle. The PfO National Quality Hub will be available to support new care partners during this period. A planned conversation to check in with the new partner will occur at the first Partnership Touchpoint in the Quality Assurance Cycle, three to four months after they have been approved.

## Contact us

If your organisation is considering becoming a care partner, please get in touch with your local Partnering for Outcomes contact and the PfO National Quality Hub at [PfOQuality@ot.govt.nz](mailto:PfOQuality@ot.govt.nz).

# Appendix A: Becoming a Care Partner Journey

