**Annual Care Partner Reflection Record**



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| **Partner Name** | |  |
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| **RECORD OF ENGAGEMENT AND PARTICIPANTS** | | |
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| **Date** | Click or tap to enter a date. | |
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| **Location** |  | |
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| **Present** |  | |
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| **PURPOSE OF THE ANNUAL CARE PARTNER REFLECTION RECORD** |
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| Annual Care Partner Reflections are intended to create space once a year for care partners and Oranga Tamariki to come together and:   * celebrate positive outcomes for tamariki, whānau, and carers, * discuss the quality of practice and success of the partnership, and * identify pockets of excellence and/or areas for continuous improvement.   The Annual Care Partner Reflection is a component of the Quality Assurance cycle that occurs once a year, led by the care partner and supported by the Partnering for Outcomes contact as required. This process should always be strength-based and authentic.  The evidence and insights collected during this process will vary, but will likely include both qualitative and quantitative data and incorporate information collected during the Partnership Touchpoints.  The Annual Partnered Care Reflection occurs at the same time for all care partners each year, to enable Oranga Tamariki to collate and share key themes and trends across the sector. These conversations will be captured in this **Annual Care Partner Reflection Record**.  For more information about the Annual Care Partner Reflection, please refer to the Annual Care Partner Reflection Guidance (within the Quality Assurance for Partnered Care Guidance).  **Please also attach copies of all Partnership Touchpoint Records completed over the past year when you submit your Annual Care Partner Reflection Record.** |
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**System Enablers: How is the partnership working?**

This section provides an opportunity to discuss how the partnership is working and to understand the context within which partners deliver care. These conversations help us explore some factors that might be driving or affecting the quality of practice.

*Provide a summary of how the partnership has been working over the last year, based on the System Enabler statements below.*

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| **CULTURE** | | |
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| We are committed to processes of continuous improvement and learning.  We are committed to the principles of mana tamaiti, whakapapa, and whanaungatanga and demonstrate this in the way we make decisions in practice.  We operate effectively as a team and understand our collective purpose*.* | | |
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| **Care Partner**  What is happening and what are we doing? | |  |
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| What could enable or enhance this further? | | |
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| **Wider Care System**  What is happening and what are we doing? | |  |
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| What could enable or enhance this further? | | |
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| **COMMUNITY** | | |
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| We engage and operate within community to build our knowledge and understanding within the care system.  We operate effectively in partnership with Oranga Tamariki and other relevant partners, such as Health, Education, other care partners and mana whenua.  We have active partnerships with local mana whenua and where required meaningful relationships with other iwi. | | |
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| **Care Partner**  What is happening and what are we doing? | |  |
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| What could enable or enhance this further? | | |
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| **Wider Care System**  What is happening and what are we doing? | |  |
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| **CAPABILITY** | | |
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| We support our staff to learn and grow.  We provide supervision, coaching and relevant support to meet the needs of our people.  We are active in raising cultural competency and bicultural practice in particular working effectively with tamariki and whānau Māori. | | |
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| **Care Partner**  What is happening and what are we doing? | |  |
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| What could enable or enhance this further? | | |
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| **Wider Care System**  What is happening and what are we doing? | |  |
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| What could enable or enhance this further? | | |
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| **CAPACITY** | | |
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| We have the right resourcing to facilitate and lead quality care for tamariki.  We have the right people in the right roles to deliver quality care for tamariki.  We are aware of and operate in line with our organisational policy, planning and processes. | | |
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| **Care Partner**  What is happening and what are we doing? | |  |
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| What could enable or enhance this further? | | |
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| **Wider Care System**  What is happening and what are we doing? | |  |
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| What could enable or enhance this further? | | |
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| **CELEBRATIONS & CHALLENGES** | | |
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| An opportunity to reflect on the things to celebrate and the challenges which present opportunities of focus, support and continuous improvement. | | |
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| **Celebrations** | |  |
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| **Challenges** | |  |
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| **CONTRACT** | | |
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| A space to consider any other contractual requirements in order to meet the needs of everybody in this partnership and keep each other tika and pono in the best interests of tamariki and whānau. | | |
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| How does the actual usage compare to the contracted number of 24-hour periods? | |  |
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| Is the care partner able to effectively manage the unders and overs to meet the needs of tamariki within their current service funding? | | |
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| Have any complaints, incidents, or allegations been reported since the last Partnership Touchpoint? If so, have they been managed and resolved? | | |
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**Quality Assurance Framework for Partnered Care**

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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers, within the context of the Quality Assurance Framework. The Quality Assurance Framework reflects the National Care Standards and Related Matters Regulations 2018 and the respective Service Specifications. Please provide a summary of the conversation for each of the following domains.* |

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| **CULTURAL IDENTITY** | | |
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| **Provide a summary about how you ensure the experience statements of Cultural Identity are met for tamariki, carers, and whānau in your context.** | | |
| **Tamaiti:***“My whānau, hapū and iwi help me understand where I come from and where I belong.”* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Carer:***“We are supported by whānau, hapū and other cultural experts to develop a sense of belonging for tamaiti - to their culture, their people/tūpuna, and places/whenua.”* | | |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Whānau:** *TBC*  *Please note: This section is currently optional as whānau statements have not yet been defined in the Quality Assurance Framework. However, please feel free to capture any information you would like to share about whānau experiences here.* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:** | | |
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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*  Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for the Cultural Identity domain. | | |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **WHĀNAU CONNECTION** | | |
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| **Provide a summary about how you ensure the experience statements of Whānau Connection are met for tamariki, carers, and whānau in your context.** | | |
| **Tamaiti:***“I am connected to whānau, my whānau are respected, and I am developing relationships and a life story with the people that are important to me.”* | |  |
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| What are we doing? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Carer:***“We know how important whakapapa is, and we support tamaiti to keep connected. We are engaged with those who have the knowledge and wisdom to make connections with whānau.”* | |  |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Whānau:** *TBC*  *Please note: This section is currently optional as whānau statements have not yet been defined in the Quality Assurance Framework. However, please feel free to capture any information you would like to share about whānau experiences here.* | |  |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:** | | |
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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*  Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for the Whānau Connection domain. | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **IDENTITY** | | |
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| **Provide a summary about how you ensure the experience statements of Identity are met for tamariki, carers, and whānau in your context.** | | |
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| **Tamaiti:***“I am developing my sense of self and belonging. I feel proud of who I am and am respected for my views, values and beliefs.”* | |  |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Carer:** *“We want all tamariki to feel proud of who they are. We advocate for tamaiti and are enabled to strengthen their sense of identity and well-being.”* | |  |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Whānau:** *TBC*  *Please note: This section is currently optional as whānau statements have not yet been defined in the Quality Assurance Framework. However, please feel free to capture any information you would like to share about whānau experiences here.* | |  |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:** | | |
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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*  Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for the Identity domain. | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **PLANNING FOR PURPOSEFUL CARE** | | |
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| **Provide a summary about how you ensure the experience statements of Planning for Purposeful Care are met for tamariki, carers, and whānau in your context.** | | |
| **Tamaiti:***“People listen to me and get to know me to understand what I want and need, and the things I need some support for. I know I will have my own space and someone to talk to when I need to.”* | |  |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Carer:***“Our expertise is valued. We learn a lot from living with tamaiti and are involved in understanding and planning how best to support them.”* | |  |
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| **Whānau:** *TBC*  *Please note: This section is currently optional as whānau statements have not yet been defined in the Quality Assurance Framework. However, please feel free to capture any information you would like to share about whānau experiences here.* | |  |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:** | | |
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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*  Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for the Planning for Purposeful Care domain. | | |
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| **PREPARING FOR CHANGE** | | |
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| **Provide a summary about how you ensure the experience statements of Preparing for Change are met for tamariki, carers, and whānau in your context.** | | |
| **Tamaiti:** *“I am supported during times of change. I know what is happening, where I will be going, and have been involved in the planning. The important adults in my life have also been involved in the planning and have the help they need to support me, including knowing the support and services I can access when I am ready to become independent.”* | |  |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Carer:***“We are supported during times of change (e.g. welcoming someone new into our home, having to say goodbye, changing schools, etc.). We are involved in planning so that we know what’s happening and can help tamaiti with the move, including giving them information about the services and support they can access.”* | |  |
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| **Whānau:** *TBC*  *Please note: This section is currently optional as whānau statements have not yet been defined in the Quality Assurance Framework. However, please feel free to capture any information you would like to share about whānau experiences here.* | |  |
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| What are we doing? | | |
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| **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:** | | |
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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*  Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for Preparing for Change domain. | | |
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| **PLAY, RECREATION AND COMMUNITY** | | |
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| **Provide a summary about how you ensure the experience statements of Play, Recreation and Community are met for tamariki, carers, and whānau in your context.** | | |
| **Tamaiti:***“I enjoy being part of my community and doing things I like doing, taking part in celebrations and events and playing with my friends.”* | |  |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Carer:***“We encourage and support tamaiti to play and take part in activities, celebrations and opportunities they enjoy and are important to them.”* | |  |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Whānau:** *TBC*  *Please note: This section is currently optional as whānau statements have not yet been defined in the Quality Assurance Framework. However, please feel free to capture any information you would like to share about whānau experiences here.* | |  |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:** | | |
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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*  Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for the Play, Recreation and Community domain. | | |
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| **SAFETY** | | |
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| **Provide a summary about how you ensure the experience statements of Safety are met for tamariki, carers, and whānau in your context.** | | |
| **Tamaiti:***“People ask me and listen to me to find out how I am doing. I know they will do something if either they or I am concerned.”* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Carer:***“We provide a safe and stable home for tamaiti and understand what we and others will do if there are concerns about the safety or well-being of tamaiti.”* | |  |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Whānau:** *TBC*  *Please note: This section is currently optional as whānau statements have not yet been defined in the Quality Assurance Framework. However, please feel free to capture any information you would like to share about whānau experiences here.* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:** | | |
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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*  Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for the Safety domain. | | |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **EMOTIONAL AND BEHAVIOURAL NEEDS** | | |
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| **Provide a summary about how you ensure that the experience statements of Emotional and Behavioural Needs are met for tamariki, carers, and whānau in your context.** | | |
| **Tamaiti:***“I can safely express my emotions, am able to seek help when I need it and am guided by people who help me stay safe and well.”* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Carer:***“We know about the challenges tamaiti has faced in life and are enabled to support them with any impact this has had.”* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Whānau:** *TBC*  *Please note: This section is currently optional as whānau statements have not yet been defined in the Quality Assurance Framework. However, please feel free to capture any information you would like to share about whānau experiences here.* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:** | | |
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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*  Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for Emotional and Behavioural Needs domain. | | |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **EDUCATION AND LEARNING** | | |
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| **Provide a summary about how you ensure the experience statements of Education and Learning are met for tamariki, carers, and whānau in your context.** | | |
| **Tamaiti:***“I am engaged in learning and know that I can ask for the help I need to achieve and thrive.”* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Carer:***“We support tamaiti to engage in a range of learning opportunities – in life, culture and education.”* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Whānau:** *TBC*  *Please note: This section is currently optional as whānau statements have not yet been defined in the Quality Assurance Framework. However, please feel free to capture any information you would like to share about whānau experiences here.* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:** | | |
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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*  Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for the Education and Learning domain. | | |
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| What are we doing? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **HEALTH** | | |
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| **Provide a summary about how you ensure the experience statements of Health are met for tamariki, carers, and whānau in your context.** | | |
| **Tamaiti:***“I am supported to be healthy and well and to make healthy choices. I know I can talk to those around me about my health and how I am feeling.”* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Carer:** *“We support tamaiti to manage their health and well-being now and into the future.”* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Whānau:** *TBC*  *Please note: This section is currently optional as whānau statements have not yet been defined in the Quality Assurance Framework. However, please feel free to capture any information you would like to share about whānau experiences here.* | |  |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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| **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:** | | |
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| *This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*  Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for the Health domain. | | |
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| What are we doing? | | |
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| How do we know? | | |
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| What support do we need in the spirit of continuous improvement? | | |
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