

# SERVICE SPECIFICATIONS

*Wraparound Intensive Individualised  
Support Service*



**ORANGA  
TAMARIKI**  
Ministry for Children



MINISTRY OF  
HEALTH

MANATŪ HAUORA

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# 1. PHILOSOPHY STATEMENT

The aim of Disability Support Services is to build on the vision of a fully inclusive society contained in the New Zealand Disability Strategy (“NZDS”). New Zealand will be inclusive when people with impairments can say they live in: a society that highly values our lives and continually enhances our full participation.

With this vision in mind, disability support services aim to promote a person’s quality of life and enable community participation and maximum independence. Services should create linkages that allow a person’s needs to be addressed holistically in an environment most appropriate to the person with a disability. Disability support services should ensure that people with impairments have control over their own lives. Support options must be flexible, responsive and needs based. They must focus on the person and, where relevant, their family and whānau and enable people to make real decisions about their own lives.

## 2. PURPOSE

The Wraparound Intensive Individualised Support for Children, Young People and their Families/Whānau (“the Service”) provides a range of coordinated, individualised, community and home-based services, in partnership with the family/whānau. The Service aims to improve outcomes and quality of life for the disabled Child or Young Person and their family/whānau, preventing family breakdown and the consequent need for residential care for the Child or Young Person. The Service aims to keep the family/whānau unit intact, or keep the Child or Young Person in a family-like environment with the retention of family/whānau connections and social networks.

Key to the Service is the concept of individualised, family-centred, family-governed support arrangements which give family/whānau the central decision-making role on the types of supports and services they receive. This will enable the Child or Young Person and their family/whānau to take control of their lives while building critical and durable relationships and networks. If the Child or Young Person is living with a foster family rather than their birth family/whānau then the same concept applies; providing a family/whānau life that has a sense of permanency and prevents the Child or Young Person entering residential care, and provides stability for the Child or Young People until they are eligible for adult services, or can live independently.

# 3. SERVICE OVERVIEW

This Service Specification is for Providers that the Ministry of Health (“MoH”) and Oranga Tamariki—Ministry for Children (Oranga Tamariki) contract with to provide the Service.

The aim is to ensure that regardless of whether a Child or Young Person is referred by Needs Assessment and Service Coordination (“NASC”) or Oranga Tamariki, their needs will be met by a Service that is responsive to their family/whānau situation and support requirements. It is expected that half of the service users will be referred from NASC and the other half from Oranga Tamariki, with some flexibility to reflect fluctuations and local needs.

Some Children and Young People will require an out-of-home placement on either a respite or on a long term basis. While this Service will respond to these needs the placements should not be viewed as permanent as the goal will be to either place the Child or Young Person with family/whānau or permanent caregivers, or transition Young People to adult disability services.

## Cross Agency Collaboration

The MoH and Oranga Tamariki have a memorandum of understanding and practice guidelines that govern the relationship between NASC, Oranga Tamariki and, in limited circumstances, service providers. These documents provide useful context for this Service, including guiding principles for the relationship. The following sections are more detailed and apply specifically to local collaboration around this Service.

## Local reference group

Local leadership is essential to forming a collaborative Child and Young Person-centred approach to care. A local reference group will be established to provide support and advice to the Service and to ensure effective referral, case management and transition between Services.

At a minimum the members will include representatives from the local NASC, Oranga Tamariki and the Provider. Additional members may include representatives from the District Health Board (“DHB”) (e.g. Child Development Team) and the education sector (e.g. the Special Education service manager). The reference group will:

- be consulted on all referrals to the Service
- discuss and resolve problems

- engage with Children, Young People and their families/whānau (e.g. as members of the reference group or through a regular feedback mechanisms)
- consider ways of improving responses to individual needs
- agree lead responsibility for transition planning
- identify issues and improvement opportunities for escalation through to the MoH and Oranga Tamariki national office.

The reference group will meet on a regular basis as agreed by the membership – at a minimum the group is expected to meet quarterly with additional discussions and meetings scheduled as required.

The reference group will operate to terms of reference acceptable to all members.

## Overview of roles and responsibilities

The following sections outline the roles and responsibilities of the key agencies.

### NASC

The NASC is responsible for:

- leading the needs assessment process
- determining that the Child or Young Person is eligible for the Service
- managing referrals to the Service (in collaboration with the reference group)
- providing Intensive Service Coordination for Children and Young People referred by NASC
- coordinating access to additional disability support services as appropriate
- conducting yearly reviews of each Child or Young Person's needs assessment
- pro-actively managing transitions including to adult disability services with partner agencies
- coordinating and participating in the local reference group.

### Oranga Tamariki

Oranga Tamariki social workers are responsible for meeting care and protection needs, and for Children and Young People in care of the Chief Executive there is an additional duty to ensure they achieve the same outcomes as all other children.

Oranga Tamariki is responsible for:

- making referrals to the Service

- assigning a social worker for every Child or Young Person referred by Oranga Tamariki
- leading regular court reviews in partnership with the Provider and other stakeholders
- ensuring the Child or Young Person's Support Plan is congruent with Oranga Tamariki plans
- pro-actively managing transition including to adult disability services with partner agencies
- participating in the local reference group.

### Provider

The Provider is responsible for delivering the Services outlined in this Service Specification.

Additional responsibilities are:

- setting up and leading regular care plan reviews to inform the Support Plan
- identifying and following up the Child or Young Person's needs with the appropriate person and / or agency
- developing and maintaining on-going relationships with the Child or Young Person's family/ whānau
- calling together all stakeholder agencies when necessary to co-manage serious risk
- pro-actively managing transition including to adult disability services with partner agencies
- participating in the local reference group.

### Participation and Views of Children and Young People

Legislative changes to Sections 7 and 11 of the Oranga Tamariki Act 1989 means that:

- Children and Young People have a right to participate in, and express their views in and/or about:
  - court proceedings under the Oranga Tamariki Act 1989
  - family group conferences (convening and proceedings)
  - planning (preparation of a plan and review of a plan)
  - any other action or decision that significantly affects them.
- Children and Young People must be:
  - encouraged and assisted to participate to a degree appropriate for their age and maturity, unless the person responsible (see below for definition) considers their participation to be inappropriate



- given reasonable opportunities to freely express their views on matters affecting them, and any views that they express (either directly, or through a representative) must be taken into account.

If Children and Young People require assistance to express their views or to be understood, support must be provided to assist them. Support can come from a family/whānau member, another person, a specialist service provider, or any other service. A support person is entitled to be present at a meeting or proceeding at which the Child or Young Person is present (including a family group conference), for the purposes of providing support, unless the person leading the process (the person responsible) considers it impractical or inappropriate.

## Person responsible

The following people are responsible for ensuring Children and Young People have been encouraged and assisted to participate, given reasonable opportunities to freely express their views, and given the support necessary to overcome difficulties in expressing their views or being understood:

- for proceedings before a court - the judge, or other person presiding, and the barrister or solicitor representing the Child or Young Person
- for the convening and proceedings of a Family Group Conference - the person responsible for convening the conference (ie, the Care and Protection or Youth Justice Co-ordinator)
- for planning processes - the person directed by the court to prepare or review the plan (ie, the Chief Executive's delegate, usually the Oranga Tamariki Social Worker for the Child or Young Person)
- for any other process - the person responsible for taking the action or making the decision. Depending on the particular action or decision, this might be the Oranga Tamariki Social Worker or a Family Group Conference Co-ordinator.

## Access to independent services

Children and Young People that Oranga Tamariki and the Provider both work with have a right to access independent services and support to express their views about:

- matters important to them relating to their own circumstances

- general matters relating to processes and services they have experienced under the Oranga Tamariki Act 1989.

The Provider and the Oranga Tamariki social worker/co-ordinator must ensure that the Child or Young Person:

- knows about the relevant independent services, and how to access them
- has the support they need to express their views.

Independent services include the Oranga Tamariki Feedback and Complaints mechanism, the grievance process within residences (Whāia Te Māramatanga), connection and advocacy service VOYCE - Whakarongo Mai, and the Children's Commissioner's Child Rights Advice Line.

Resources have been developed to support understanding and implementation of the changes. These can be viewed online with the [legislation reform information](#).

## 4. DEFINITIONS

For the sake of clarity, the following terms have specific definitions:

Term	Definition
Additional Guardianship/Sole Guardianship	An Additional Guardianship Order or a Sole Guardianship Order can be made in respect of a Child or Young Person. This Order allows for another person/agency other than the child's natural Guardian (the birth parent) being able to exercise a Guardianship role where required. This is differentiated from Custody which lapses when a Young Person reaches the age of 18 years. An Additional Guardianship Order applies until the Young Person is 21 years old
Accreditation	Accreditation: The Social Services Accreditation team ensures that providers have the capability and capacity to deliver quality social services to communities. This is achieved by ensuring providers meet a consistent set of standards that meet legislative and policy requirements. 'Accreditation' and 'Approval' (as stipulated under the Oranga Tamariki Act 1989) are synonymous and may be used interchangeably.
Carer	Carer means the person trained by the Provider to provide the care of the Child or Young Person placed in his or her care for and on behalf of the Provider, "Carers" has a corresponding meaning
Chief Executive	This means the Chief Executive of Oranga Tamariki—Ministry for Children (Oranga Tamariki)
Child or Young Person	The Child or Young Person meeting the criteria for entry into the Service and "Children" and "Young People" have a corresponding meaning
Custody	Legal responsibility for the care of the Child or Young Person in accordance with the Oranga Tamariki Act 1989. This could be the Chief Executive Oranga Tamariki, the Provider or the birth family. Custody applies until a Young Person is 18 years old
Oranga Tamariki—Ministry for Children (Oranga Tamariki)	Oranga Tamariki—Ministry for Children (Oranga Tamariki) is the government agency with legal duties and powers to intervene to

Term	Definition
	protect and help children who are being abused or neglected, and is accordingly responsible for the investigation and assessment of whether a child is in need of care or protection Oranga Tamariki has these responsibilities when the Child or Young Person also has a disability, and has a role in youth justice and adoptions
CYRAS	This is the Oranga Tamariki client database
Family Group Conference (FGC)	An FGC is a legally defined meeting where a Child or Young Person and their extended family/whānau comes together with Oranga Tamariki and other relevant professionals to talk about the concerns held for their Child or Young Person, and to find solutions together. An FGC will be used to agree the conditions of an out-of-home placement for the Child or Young Person if this is required
High and Complex Needs (HCN) Unit	<p>The High and Complex Needs Unit is based within Oranga Tamariki and funded jointly by Oranga Tamariki, and the Ministries of Health, and Education. They support staff and managers across health, disability, education and Oranga Tamariki to better meet the needs of Children and Young People where they have high and complex needs that can't be met within current service provision. Their core functions include:</p> <ul style="list-style-type: none"> <li>• supporting collaboration: providing tools, resources and information to support interagency working</li> <li>• allocating funding: to support local agencies to develop and implement a plan (an HCN plan) to create lasting opportunities for change for individual children</li> <li>• managing information from a variety of stakeholders: to support and encourage interagency working and best practice</li> </ul>
House Parents	House Parents means the Carers who reside in the Home and are the foster parents of those children who live in the house (whether full time or part time)
ISC	Intensive Service Coordination provided by NASC
Key Worker	The Provider's staff member responsible for the overall coordination of the Support Plan

Term	Definition
MoH	The Ministry of Health
Oranga Tamariki Home (or “the Home”)	the Oranga Tamariki Home (or “the Home”) means the home owned by Oranga Tamariki to be used solely for the purpose of delivering the Service
NASC	Needs Assessment and Service Coordination organisation
Outcome Agreement	Means the contract entered into by the Provider, MoH and Oranga Tamariki for the Services. Also referred to as Outcome Agreement.
Provider	The contracted provider (and any subcontractors) delivering the Service
Service/s	The Services detailed in this Service Specification
Support Plan	The Plan determining the level of support provided to the Child or Young Person as defined in section 8.1 (the Care Plan will be incorporated into the Support Plan)

Further details on the orders and agreements available through the Oranga Tamariki Act 1989 are in Appendix One.

# 5. ACCESS TO THE SERVICE

## Eligibility criteria

To be eligible for the Service Children and Young People must meet the following criteria:

- have a disability that meets MoH's definition of disability<sup>1</sup> be aged between five and 18 years old<sup>2</sup> have complex needs relating to their disability as evidenced by: an extensive package of disability support services already in place, and
  - a current NASC needs assessment indicating they require a high level of disability support services
- all other placement options within the wider family/whānau have been exhausted
- for all Children and Young People under Section 141 of the Oranga Tamariki Act 1989 the NASC will ensure that all other placement options, both within family/whānau and with Oranga Tamariki and /or other specialist foster carer services have been explored and are deemed inappropriate for the individual.

The Service will be provided to:

- Children and Young People living with their family/whānau; and/ or
- Children and Young People who are subject to Oranga Tamariki Act 1989 orders or agreements and living away from family/whānau care and need alternative out of 'home' provision.

## Managing access

A Child or Young Person and their family/whānau will be referred to the Service by the NASC in collaboration with Oranga Tamariki.

For all referrals the NASC will:

- ensure there is a current needs assessment in place

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<sup>1</sup> A person with a disability is someone who has been assessed as having a physical, intellectual or sensory impairment (or a combination of these) which is likely to continue for a minimum of six months and result in a reduction of independent function to the extent that ongoing support is required

<sup>2</sup> Established young people may remain in the home post 18 on an individually agreed basis whilst the transition plan to adult disability services is actively implemented.

- determine that the Child or Young Person meets the eligibility criteria.

The local reference group will be consulted in all referrals to the Service. Where care in a shared home is sought, particular attention will be given to balancing the compatibility needs of the referred Child or Young Person and others sharing the home.

## What the service offers

### Service features

The Child or Young Person and their family/whānau will receive Services and supports individually tailored to their needs and preferences. These will be proactive, comprehensive, individualised, consistent and streamlined across a continuum of support.

The key features of this Service are:

- A range of disability services delivered through one provider and in a range of locations
- The Child or Young Person and their family/whānau are involved in the planning and design of the support services. For example, it would be expected that the Child or Young Person and their family/whānau could choose to be involved in the selection of staff providing the Service
- The Service is flexible and will match any changes to the needs and circumstances of the Child or Young Person and their family/whānau.

Each Child or Young Person and their family/whānau will receive a tailored support package that may include, but are not limited to services such as:

- key worker
- behaviour support
- personal care
- household management
- respite
- home support<sup>3</sup>
- emergency support<sup>4</sup>; and

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<sup>3</sup> Where applicable and eligible.

<sup>4</sup> Unplanned, unexpected event impacting on child's safety

- some form of 'out of home' arrangement

## Location of services

- The Service will be delivered in a range of ordinary environments including, but not limited to:
  - the Child or Young Person's own home;
  - another family/whānau home or foster home;
  - community educational, social and recreational environments;
  - marae; and
  - other environments that are appropriate and meaningful to the Child or Young Person and their family/whānau.

## Service Exclusions

Services that are not part of this Service Specification are those disability support services for which the Provider already has existing contracts with MoH or the Oranga Tamariki.

Arrangements which enable the payment of family Carers as specified in Part 4A of the New Zealand Public Health and Disability Act 2000 (NZPH&D Act 2000) are not part of this Service.

Services which are funded by other government agencies such as the Accident Compensation Corporation ("ACC") or the Ministry of Education ("MoE") are not part of this Service.

## Service Components and Delivery

### Support Plan

Following the Needs Assessment the Provider will develop an individual Support Plan for the Child or Young Person and their family/whānau, (the "Support Plan") in conjunction with the referring NASC organisation, the Oranga Tamariki social worker and relevant other professionals; for example from MoE or the DHB. Where the Child or Young Person is in the custody of Oranga Tamariki the Support Plan will be aligned with current Oranga Tamariki planning processes and will be an operational component of any plan agreed in FGC or by the Family Court.

The Support Plan will be developed to record decisions and agreements made during the Child/Young Person and family/whānau centred process of assessment and planning. The Support Plan identifies the intensive support needs and goals of the Child or Young Person with a



disability and their family/whānau and will be the principal tool for designing, building, and driving the funded supports for the family/whānau. The Provider will work with the family/whānau to develop the Support Plan. The Provider will supply the NASC and/ or Oranga Tamariki social worker with the agreed Support Plan, and work in partnership with the NASC to identify local support options.

Families/whānau will have a lead role where possible in the planning and design of their Support Plan. This puts the emphasis on the Child or Young Person with the disability and their family/whānau rather than the NASC, Oranga Tamariki or the Provider to drive the design and delivery of supports and services.

When the Child or Young Person is in the custody of either the Provider or the Oranga Tamariki, decisions usually made by the family/whānau regarding the day to day delivery of the Service will be made by the Provider or Oranga Tamariki social worker. Where appropriate, family/whānau input will be sought during the creation, delivery and review of the Support Plan. The level of family/whānau involvement will be determined on a case by case basis.

A team of people, chosen by the family/whānau, the NASC, Oranga Tamariki and the Provider will be formed to support each Child or Young Person and their family/whānau. The Provider, alongside the NASC, Oranga Tamariki and the family/whānau where possible, will identify a Key Worker who will be the main point of contact for the family/whānau. The team will help translate family choices, preferences and other disability support needs into the Support Plan.

The Support Plan will be completed within four weeks of a referral to the Service being accepted; and will be reviewed monthly by the Provider alongside the relevant NASC(s) and Oranga Tamariki where applicable. This plan will be reviewed more frequently if required.

**The Support Plan must include the following information:**

A record of friends, family/whānau and other relationship networks.
Medical requirements of the Child or Young Person, if any.
The Child or Young Person’s abilities, preferences, and support needs.
Habilitation and rehabilitation goals and an outline of any specialist supports that are in place or are required by the Child or Young Person and their family/whānau.
Indication of how habilitation and rehabilitation goals are to be achieved and timeframes for completion.

NASC(s) that are working with the Child or Young Person and their family/whānau.
A record of the tasks and support needs that will be implemented by the Provider.
Where the Child or Young Person is in the custody of Oranga Tamariki the Support Plan will be congruent with the objectives and outcomes for the Child or Young Person set out in his or her current plans, such as: <ul style="list-style-type: none"> <li>• FGC plan</li> <li>• Oranga Tamariki Care Plan (developed if the Child or Young Person is in the custody of the Oranga Tamariki)</li> <li>• High and Complex Needs Plan.</li> <li>• Family Court plan.</li> </ul>
Legal status of the Child or Young Person.
Planning for a Child or Young Person's transition out of the Service.
Risk Management Plan relative to the level of needs of the Child or Young Person and his or her family/whānau. The Risk Management Plan will detail how risks to the health and safety of the Child or Young Person will be identified, mitigated, and managed.

## Delivering Services

Services must be delivered in accordance with current government policy. The intensity, duration and frequency of support is specific to the Child or Young Person's individual need and is likely to change over time as their needs change.

The Provider will work with the Child or Young Person and their family/whānau (or foster family/carer) to implement the individualised package of supports at the required level to support the Child or Young Person to remain living in a family setting where possible. The NASC and Oranga Tamariki where applicable will be required to meet regularly with the Provider and review the Support Plan to ensure arrangements are achieving the agreed outcomes.

A fixed amount of funding will be allocated to the Provider for the delivery of the Service to the Child or Young Person and their family/whānau. The Provider will use this funding to deliver a range of different types of disability support for the Child or Young Person according to the Support Plan.

The Purchasing Guidelines in Appendix Three set out what the Provider can purchase when establishing the Service for a Child or Young Person and their family/whānau.

## Key Workers and Oranga Tamariki Social Workers

The Provider, alongside the NASC, Oranga Tamariki and the family/whānau where possible, will identify a Key Worker who is responsible for the overall coordination of the Support Plan, including the development, implementation, and review of the Support Plan for each Child or Young Person and their family/whānau.

A Child or Young Person in the custody of the Oranga Tamariki will have an Oranga Tamariki social worker appointed as their case manager. The Oranga Tamariki social worker will work with the Key Worker to develop and implement the Support Plan ensuring the objectives and outcomes of the Child or Young Person's current plan are visible in the Support Plan. The Oranga Tamariki social worker will cease their role as case manager if the custody of Oranga Tamariki transfers to the Provider.

### Carers

The Provider will recruit Carers who are trained to the required standard to be able to meet the needs of the Child or Young Person and their family/whānau and to provide continuity of support. The term Carer includes anyone who provides care to the Child or Young Person, including short term or long term foster parents.

The Provider will ensure that Carers:

- Receive of any plans for the Child or Young Person
- are appropriately matched to each Child or Young Person and their family/ whānau; and this will include consideration of gender, age, culture, and person preference
- have the primary skills required by the people supporting Children or Young People and their family/whānau. These are general competencies and attributes that equip them to provide supportive care including:
  - a basic understanding of the nature of the Child or Young Person's disability;
  - relevant medication and medical needs;
  - relevant community agencies;
  - the philosophy and process of rehabilitation, and
  - challenges faced by those with disability;

- the ability to identify skills, behaviour, and attitudes of the Child or Young Person that may need to be reinforced or developed to increase the probability that the Child or Young Person's chosen lifestyle can be maintained and improved;
- information on when to call in a health or disability professional and when and from where to seek emergency assistance;
- adequate support, training and supervision including input from persons with disability professional qualifications and experience;
- supervisory relationship with a senior person as a training resource for them and as a quality management tool for the Service.

Carers will provide support to the Child or Young Person to:

- develop skills and increase their ability to be independent
- develop skills and strategies to manage their own behaviour
- maintain and strengthen relationships with family/whānau and friends
- access, develop, and maintain community links and networks
- access social and leisure activities
- undertake activities of daily living and personal care as necessary
- actively encourage and support access to educational, social, recreational, and any other interests
- access and apply for other government services or entitlements required and minimise any barriers to those services.

### Foster Care

Where part-time or full-time foster care is required, the Provider will match the Child or Young Person with a Carer by undertaking the advertising, recruitment, vetting, and assessment of a suitable family. This includes obtaining character references and police checks, and conducting rigorous interviews to ensure suitability for the match. All people over 18 years who live in the Foster Family's home must be police vetted.

Where a Child or Young Person is in the care of a Foster Family, the Foster Family will be the primary Carer involved in the development of the Support Plan for the Child or Young Person.

The Foster Family will be responsible for providing:

- a safe, warm, living environment

- basic food, clothing, shelter and management of health needs (see Appendix Two for additional requirements when caring for a Child or Young Person in custody).

### Carer Training

Providers will advise Carers of any training opportunities available through the Provider staff training programmes, and will require and facilitate attendance at such programmes where attendance will enhance the ability of the Carers to care for the Children or Young People with a disability.

Core Carer training will include self-managed learning modules covering:

- values and attitudes
- supporting families
- working with Children and Young People
- behaviour support
- health and safety
- first aid
- Treaty of Waitangi.

Additional advanced training will be provided to Carers depending on the needs of the Child or Young Person, and the skills and/or experience of the Carer. Such training may include, but is not limited to:

- advanced behaviour support
- attachment
- autism
- epilepsy.

### Accommodation and Household Support Services

Where the Child or Young Person is living outside their family/whānau home, the Provider will assist the Child or Young Person to establish an optimum living arrangement for them either on a permanent or part-time (as part of respite) basis.

- Any home being used for the delivery of the Service must:
- provide a separate, suitable bedroom for each Child or Young Person

- be a safe environment that complies with all health and safety, building code, council and legislative requirements.

The home will not be used to provide emergency accommodation for any Child or Young Person not already engaged with the Service.

### Hours of Service

Where a Child or Young Person engaged with the Service has an emergency<sup>5</sup>, the Provider will respond immediately, and be available 24 hours a day.

### Stopping Services

The amount and duration of the support provided will depend on individual and family/whānau circumstances. Exit from the Service will be by agreement with the family/whānau, the NASC and Oranga Tamariki social worker (as appropriate) and the Child or Young Person.

The NASC, Oranga Tamariki (where appropriate) and other professionals who are part of the team are required to meet regularly with the Provider to review the Child or Young Person's Support Plan to ensure arrangements are achieving the agreed outcomes.

Where it is identified that the support requirements for a Child or Young Person and his or her family/whānau is reduced to the point where they no longer need this level and intensity of Service, the Child or Young Person and their family/whānau will exit the Service. Transition planning will be part of the Child or Young Person's Support Plan.

Where applicable, exit is via an FGC or court order; and in the case of an agreement under s141 of the Oranga Tamariki Act 1989, a decision will be made on the best care option for the Child or Young Person. This may be returning home or going back to a former arrangement.

In all cases, at the age of 16 years, a needs assessment and intermediate invalid's benefit will be sought for the Child or Young Person.

Established Young People may remain in the home after they have turned 18 on an individually agreed basis whilst the transition plan to adult disability services is actively implemented. (Children in custody may or may not need further Oranga Tamariki Act 1989 order).

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<sup>5</sup> Unplanned, unexpected event impacting on child's safety

## Service Outcomes and Effectiveness

Outcomes for this Service will be assessed as per the performance measures detailed in Appendix One of the Outcome Agreement for this Service.

### Service Linkages

The Service will link with the NASC organisation, Oranga Tamariki, education providers and other community organisations.

Where the Child or Young Person is receiving services from other agencies, the Provider will participate in inter-sectoral collaboration and co-ordination initiatives such as Strengthening Families. Quality Outcomes

## Legislative Compliance and Approvals

Providers delivering Wraparound Intensive Individualised Support service are required to meet Level One Ministry of Social Development specific accreditation standards. Providers are required to maintain their Accreditation Level according to the relevant Social Sector Accreditation Standards.

## Specific Quality Requirements

Where the Child or Young Person has been diagnosed with Autism Spectrum Disorder (“ASD”), the Service must also be delivered in accordance with the New Zealand Autism Spectrum Disorder Guideline (Ministry of Health and Ministry of Education 2008).

## Safety

The Provider will have a set of documented policies / protocols for the following aspects of Service delivery:

- managing challenging behaviour in the least restrictive way possible
- medication administration, supervision and review
- minimising potential risk of physical or sexual abuse from others
- clinical aspects of personal care
- healthy lifestyle issues including: diet, exercise and fostering respectful relationships
- personal information collection, storage and use

- ensuring clients and staff are aware of fire, emergency and evacuation practices
- respecting the clients right for privacy.

## Foster Care

Foster Carers are required to:

- notify the Provider of any new persons aged 18 years or over living in the home
- advise the Provider of any charge of a criminal nature made against the Carer or any members of the Foster Family's household.

If the Provider believes that the Foster Family may be in breach of any agreement, or if the Provider is concerned that the standards contained in the Provider Carers Manual (and varied from time to time) are not being met, the Provider will:

- work with the Foster Family to investigate the issues
- provide remedial training to the Foster Family, or
- immediately terminate the contract with the Foster Family and remove the Child or Young Person from their care.

## Family Services Directory

Through the term of the Outcome Agreement with Oranga Tamariki, Providers must ensure that their organisation is listed on the Ministry of Social Development's Family Services Directory and that necessary information is updated when required.

<https://www.familyservices.govt.nz/directory/>



## 6. MĀORI HEALTH

He Korowai Oranga: Māori Health Strategy sets the direction for Māori health development in the health and disability sector. The strategy provides a framework for the public sector to take responsibility for the part it plays in supporting the health status of whānau. He Korowai Oranga asks the health and disability sectors to recognise the interdependence of people, that health and wellbeing are influenced and affected by the 'collective' as well as the individual, and the importance of working with people in their social contexts, not just with their physical symptoms.

A number of factors determine the outcomes for Māori disabled and their whānau. Some directly relate to how their needs are supported to participate in their own lives, communities and cultural worlds. This participation can shape their chances of attaining a quality of life that matches their aspirations. The aim of Whāia Te Ao Mārama: Māori Disability Action Plan 2012 to 2017 is to establish priority areas of action for achieving these aspirations, and to reduce barriers that may impede Māori disabled and their whānau from gaining better outcomes.

The MoH, Oranga Tamariki and the Provider will follow the guiding principles of Whāia Te Ao Mārama in relation to the delivery of this Service:

### Enabling Māori disabled:

- Greater personal leadership, choice and control over disability supports accessed
- Acceptance of Māori diversity and disability experience
- Respect for Māori cultural values and preferences
- Māori disabled have roles within their whānau and their communities of choice.

### Valuing whānau:

- Whānau as the principal source of support for many Māori disabled
- Whānau assisted to support disabled family/whānau members
- Socioeconomic solutions for Māori disabled.

### Respecting community:

- Good partnerships with whānau, hapū, iwi, and Māori communities
- Full Māori participation in planning and delivering disability support services

- Change the attitudes of whānau, hapū, iwi and communities to support the vision for Māori disabled.

## Delivering high-quality, effective disability support services:

- Culturally safe and trustworthy disability support services
- A high strategic priority placed on improving Māori disability outcomes
- Better Māori knowledge of and access to disability support services
- Equitable resource allocation for Māori-focused disability support services.

The Provider must comply with the following key objectives for improving services for Māori, Pacific and other cultural groups:

- establishing appropriate links with mana whānau and iwi
- promoting the service in culturally competent way
- understanding the population service including the needs and ways of communicating with the range of cultural groups; and
- ensuring all staff have cultural competencies e.g. knowledge of Tikanga Māori.

# 7. INCIDENT REPORTING

The Provider will notify all the individuals as listed below of any serious or significant incidents and in particular any that might compromise the Child or Young Person’s eligibility to remain with the Service. Where your contract is for Service for the High Needs Services Team then include the Manager High Needs in your reporting of the incidents.

Description of Serious and Significant Incidents.		
Serious Incidents	Incident Category	Who must the Provider contact
<ul style="list-style-type: none"> <li>• Death of any Child or Young Person</li> <li>• Absconding where it is likely to result in danger or risk to the Child or Young Person or to the community</li> <li>• Any serious assault (violence and/or sexual) committed (or alleged to be committed) by a Child or Young</li> <li>• Any other serious offence committed (or alleged to be committed) by a Child or Young Person</li> <li>• Use or supply of class A drugs</li> <li>• Allegations of assault against the Child or Young Person</li> </ul>	<b>A</b>	<p>Within one hour of any of these listed incidents occurring:</p> <ol style="list-style-type: none"> <li>1) The Police, and Oranga Tamariki via the Call Centre (0508 FAMILY)</li> <li>2) The Regional Executive Manager, Manager High Needs and the Contract Manager</li> <li>3) Complete an incident report form and email to the Oranga Tamariki Regional Executive Manager, the Child or Young Person’s Social Worker and the Contract Manager within 24 hours of event occurring</li> </ol>
<ul style="list-style-type: none"> <li>• Attempted suicide</li> <li>• Allegations of assault against the Child or Young Person</li> </ul>	<b>B</b>	<p>Reporting as Category A but do not include the Police</p>

Significant Incident	Incident Category	Who must the Provider contact
<ul style="list-style-type: none"> <li>• Inappropriate Sexual Behaviour</li> <li>• Suicide Ideation or self harm not requiring hospitalisation</li> <li>• Misuse of alcohol or drugs</li> <li>• Medical illnesses or conditions or injuries to a Young Person requiring hospitalisation</li> <li>• Serious damage to property caused by the Young Person</li> <li>• Any use of force by employees or caregivers</li> <li>• Hunger Strikes</li> <li>• Occasions that necessitate calling upon emergency services for assistance</li> <li>• Absconding not reported under serious incidents and any other absences without leave (either from school or placement)</li> <li>• Any incident referred to above likely to attract media attention (report within one hour)</li> </ul>	<p style="color: red; font-size: 24px; margin: 0;">C</p>	<ul style="list-style-type: none"> <li>• Within 24 hours of event occurring:</li> <li>• Report incident to the Child or Young Persons Oranga Tamariki social worker</li> <li>• For absconding follow Table 3 Missing Child or Young Person process</li> </ul>
		<ul style="list-style-type: none"> <li>• Incident Reported as part of Monthly Reporting to Contract Manager.</li> <li>• Exception is any incident that is likely to attract media attention this should be reported within one hour to:               <ul style="list-style-type: none"> <li>- Manager High Needs</li> <li>- Regional Executive Manager</li> <li>- Contract Manager</li> </ul> </li> </ul>

Table 1B: Incident Reporting

Table 1B: Incident Reporting	
The Role of OrangaTamariki	Responsibility of the Provider and included in the Outcome Agreement Price
<p>Oranga Tamariki contact details for incident reporting are:</p> <ul style="list-style-type: none"> <li>• the Oranga Tamariki Social Worker for each Child or Young Person (whose contact details will be in the referral documentation and the Child or Young Person’s Individual Care Plan)</li> <li>• the Oranga Tamariki Social Worker’s Supervisor, (whose contact details will be in the referral documentation)</li> </ul>	<p>The Provider will:</p> <ul style="list-style-type: none"> <li>• nominate a person or people to be the contact for the Services in relation to incident reporting. A contact must be available to Oranga Tamariki 24 hours each day</li> <li>• ensure that incidents involving actual or potential harm to Children or Young People and staff members are investigated promptly, the results documented and reported to</li> </ul>

<ul style="list-style-type: none"> <li>• the Oranga Tamariki Regional Executive Manager (whose contact details have been provided to you by your Contract Manager)</li> <li>• the Contract Manager (whose contact details are in the Outcome Agreement).</li> </ul>	<p>Oranga Tamariki without delay and in accordance with this Outcome Agreement</p> <ul style="list-style-type: none"> <li>• notify all of the individuals listed in this table of all significant incidents and in particular any that might compromise the Child or Young Person’s eligibility to remain in the Services within 24 hours of that significant event occurring.</li> </ul>
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## Missing Child or Young Person

### Definitions

**Missing Child or Young Person:** is any child or young person:

- whose whereabouts are unknown **and**
- there are genuine fears for the safety or concerns for the welfare of that person.

Child or Young People will be considered missing until they are located and their wellbeing or otherwise is established.

**Unauthorised absence:** is when a Child or Young Person has run away from their home for a short period and then returns. In these instances their whereabouts is known or can be quickly established through contact with the Child or Young Person or by speaking to their family/whānau and/or friends.

### Process

These processes apply to all Children and Young People in the custody of the Chief Executive of Oranga Tamariki.

When a Child or Young Person is placed with a section 396 approved care provider the same definitions and processes apply with areas of responsibility set out in the table below.

Information on the full process can be obtained from your Oranga Tamariki Contract Manager.

It is important that there is good communication and planning between the Provider, the Oranga Tamariki Social Worker and the Police. It is important that you do not leave voicemail messages for Oranga Tamariki staff regarding missing Children or Young People. If the Oranga Tamariki Social Worker is unavailable then please contact the supervisor or call the Oranga Tamariki and ask for the duty Social Worker or after hours a Social Worker at the National Contact Centre (0508 FAMILY).

Table 3: Missing Child or Young Person

Table 3: Missing Child or Young Person		
	Action	OT and Provider Responsibilities
1	Risk assessment completed to determine if the Child or Young Person is an unauthorised absence or a missing person and what response is required.	The initial assessment can be completed by the Provider or the Provider in consultation with Oranga Tamariki. Business Hours: Oranga Tamariki Social Worker for Child or Young Person After Hours: National Contact Centre.
2	Decision is made that the Child or Young Person is an unauthorised absence, a case note is recorded on CYRAS and the status is regularly reviewed.	The Provider to regularly liaise with Oranga Tamariki. Oranga Tamariki Social Worker records and keeps updated the CYRAS record. Business Hours: Oranga Tamariki Social Worker for Child or Young Person. After Hours: National Contact Centre.
3	Decision is made that the Child or Young Person is missing.	The Provider in consultation with Oranga Tamariki. Business Hours: Oranga Tamariki Social Worker for Child or Young Person After Hours: National Contact Centre.
3b	Urgent response required: Call Police 111. Missing Person report (POL 67) is completed and emailed to: missing_persons@ot.govt.nz	The Provider to call Police via 111 and then complete the Missing Person Report and email it to missing_persons@ot.govt.nz, copying in the Oranga Tamariki Social Worker for Child or Young Person. If it is after hours also advising the National Contact Centre. A photo should be included, where available.
3b	Routine response required: Missing Persons form is completed and emailed to: missing_persons@ot.govt.nz	Provider to complete the Missing Person Report, and email it to missing_persons@ot.govt.nz, copying in the Oranga Tamariki Social Worker for Child or Young Person. If it is after hours also advising the National Contact Centre. A photo should be included, where available.

	<b>Action</b>	<b>OT and Provider Responsibilities</b>
<b>4</b>	The Child or Young Person's family/whānau are advised.	Oranga Tamariki to contact the family/whānau. Business Hours: OT Social Worker for Child or Young Person. After Hours: National Contact Centre.
<b>5</b>	If the Child or Young Person is located and they are not being returned to their previous placement i.e. there is a change of placement.	Oranga Tamariki will advise/consult with the Provider. Business Hours: Oranga Tamariki Social Worker for Child or Young Person After Hours: National Contact Centre.
<b>6</b>	The 'Missing Person Located' form (POL 67a) is completed and emailed to: missing_persons@ot.govt.nz.	The Provider to complete the Missing Person Located form, and email it to missing_persons@ot.govt.nz, copying in the Oranga Tamariki Social Worker for Child or Young Person, and if it is after hours, advising the National Contact Centre.
<b>7</b>	The Child or Young Person is interviewed.	Discussion between Oranga Tamariki and the Provider as to purpose of the interview and who is most appropriate person to complete this.
<b>8</b>	If the Child or Young Person is a repeat missing person a review of their management is required.	Jointly by Oranga Tamariki and the Provider and including Police as appropriate.

## 8. APPENDIX ONE

### Oranga Tamariki Act (1989)

Section and order or Outcome Agreement	When to use / not use
Section 101 Custody orders	Where a court has made a declaration that a Child or Young Person is in need of care and protection, the court may make an order placing the Child or Young Person in the Custody of the Chief Executive or another person (eg, a Provider).
Section 108 When custody orders cease	A custody order automatically ends when a Young Person turns 18, if it has not expired sooner.
Section 110(2)(b) Additional guardianship to caregivers	<p>Following a declaration that a Child or Young Person is in need of care and protection the court may make an order appointing an additional guardian. Additional guardianship requires guardianship to be shared between the additional guardian (often the Chief Executive) and the existing guardians (usually parent/s) and to consult them on any significant issues related to the Child or Young Person (eg, schooling, medical interventions).</p> <p>An additional guardianship order can also be made in favour of the caregivers.</p> <p>Section 117: Additional guardianship orders can continue until the age of 20 years where the Young Person requires ongoing support, unless they are discharged. The Chief Executive can remain an additional guardian if it is deemed necessary to protect the placement, or to support a Young Person's transition to independent living.</p>
Section 110(2)(a) Sole guardianship	<p>Following a declaration that a Child or Young Person is in need of care and protection, the Chief Executive, an iwi or cultural social service, or any other person can be appointed as the sole guardian of a Child or Young Person.</p> <p>Section 114: Sole guardianship has the effect of suspending the guardianship rights of parents or any other court-appointed guardian for as long as the order remains in place.</p>
Section 139 Temporary care agreement	<p>Care is provided for a period of 28 days as a result of a voluntary agreement between the Child's or Young Person's parents or guardians and the Chief Executive, or iwi or cultural social service or child and family support service. An extension for a further 28 days is possible.</p> <p>Agreements can be entered into without a family group conference or court involvement. These agreements can be made at short notice and in response to an emergency or crisis situation.</p>



# 9. APPENDIX TWO

## Children or Young People in Oranga Tamariki or Provider Custody

### Children or Young People in Oranga Tamariki or Provider Custody

Children or Young People who receive the Services may be in the custody of Oranga Tamariki or the Provider. Service delivery to these Children or Young People is to remain the same as for Children or Young people outside of custody.

This section details the additional responsibilities held by the Oranga Tamariki and the Provider when managing Children and Young people in the custody of the Oranga Tamariki or the Provider.

### Provider Responsibilities

When the Child or Young Person is in the custody of Oranga Tamariki or the Provider then the Provider is responsible for:

- providing a safe, warm, living environment
- providing basic food, clothing, shelter and management of health needs
- ensuring the Child or Young Person receives relevant allowances such as Christmas, birthday and pocket money in accordance with the Oranga Tamariki Act 1989
- ensuring the Child or Young Person is supervised and actively occupied, educated and supported in accordance with the Support Plan
- ensuring the Carer's home/the Oranga Tamariki Home is managed according to systems, policies and procedures approved under section 396 of the Oranga Tamariki Act
- ensuring 24 hour back-up and adequate relief are available for Carers
- ensuring four days a month relief (for 11 months) and four weeks annual leave relief is available for House Parents in the Oranga Tamariki Home
- ensuring alternative accommodation is provided for Carers for the relief period
- ensuring support and supervision is provided to Carers
- monitoring the quality of care provided by the Carers
- managing the administration and human resource requirement of the Carers
- ensuring that Carers board payments and relevant allowances are made in full and in

- a timely manner in accordance with accounting and legal requirements
- ensuring that Carers are paid no less than the rates determined by the Chief Executive of Oranga Tamariki under section 363 of the Oranga Tamariki Act 1989
- ensuring that when Oranga Tamariki pays a higher rate the Carer is paid the higher rate.

### Oranga Tamariki Responsibilities

When the Child or Young Person is in the custody of Oranga Tamariki or the Provider then Oranga Tamariki is responsible for:

- setting the rates for allowances such as clothing, Christmas, birthday and pocket money in accordance with the Oranga Tamariki Act 1989
- working with the Provider to ensure the clothing needs of the Child or Young Person who are in the custody of Oranga Tamariki are met in accordance with Oranga Tamariki clothing policy
- carrying out all statutory social work in relation to Children or Young People who are in the custody of OT and their family/whānau in accordance with the Oranga Tamariki Act 1989
- actively managing the transition to adult disability service for Children or Young People who are in the custody of Oranga Tamariki; in conjunction with the NASC and other relevant professionals involved in the monitoring of the Support Plan (as above).

# 10. APPENDIX THREE:

## Purchasing Guidelines

### Purchasing Guidelines

These Purchasing Guidelines set out what people can buy with the disability support funding they have been allocated when they are taking part in the Service.

The Purchasing Guidelines may be amended from time to time at Oranga Tamariki's discretion by notice in writing to the Provider.

All funding will be used according to the Purchasing Guidelines and according to the Child or Young Person's Support Plan as approved by the relevant NASC organisation.

Where consistent with the Purchasing Guidelines the disability supports purchased should be the most cost effective and relevant way to support the Child or Young Person to achieve outcomes identified in their Support Plan.

When these guidelines apply, people who are allocated disability support funds will be able to purchase products, services, activities and/or arrangements that meet each of the following criteria.

- Criterion One: The person with a disability is seeking to achieve an outcome that is identified in their plan
- Criterion Two: The person needs disability support (i.e. additional things they wouldn't need if they didn't have a disability) to achieve that outcome; and
- Criterion Three: Disability support that meets the first two criteria can be funded unless there is a specific exclusion.

Each of these criteria is described further below.

### Criterion One: The person with a disability is seeking to achieve an outcome that is identified in their plan

People with a disability seek to live everyday lives in the same way that other New Zealanders do. This can include achieving outcomes of participating in education, paid and unpaid work, home and civic life, and in the community through being able to carry out normal daily activities such as communicating, moving about, building relationships, looking after themselves and others, making decisions and finding out about things. The outcomes

identified in a person's individual support plan may fit within any of these general outcomes but will be specific to that person.

The following are only examples of, and are not intended to limit, the types of outcomes that may be included in a person's individual support plan:

- moving to independent living
- continuing to live within their family or whānau
- continuing to live independently
- enabling family or carers to receive support so they can continue their caring roles
- improving skills and capabilities to support independence and participation
- having more opportunities for relationships
- having more opportunities for community life and participation
- having more opportunities for inclusion in cultural activities
- being able to carry out family and whānau responsibilities
- participating in education or further training
- transitioning from school into adult life
- having more paid and unpaid employment opportunities.

#### Criterion Two: The person needs disability support to achieve an outcome that is identified in their plan

People with a disability may require support to live everyday lives in the same way that other New Zealanders do. Disability supports are the additional goods, services, activities and facilities (or related and incidental costs, such as recruitment, training, insurance or maintenance) that people with a disability require to achieve the outcomes they are seeking. This means that disability supports do not include the cost of goods, services, activities and/or facilities that the person would reasonably be expected to provide for from their own money (such as from wages or a benefit) if they did not have a disability.

The goods, services, activities and/or facilities a person would reasonably be expected to provide from his or her own money depends on their particular circumstances, but would normally include the ordinary costs of the following:

- bills like electricity, gas, telephone and internet costs
- general household fittings, furniture and whiteware
- standard electrical goods and consumer products
- food, groceries and other household goods
- mortgage payments, rent or rental assistance

- general vehicle purchase, modifications or maintenance
- house and contents insurance, vehicle and life insurance
- tickets to movies, shows or sporting events
- fuel
- plane, train, bus or taxi fares
- the repayment of personal debts
- donations to charitable or church organisations
- other non-disability related services such as legal advice
- complementary therapies and non-government funded or subsidised health treatment.

A good, service, activity and/or facility, however, becomes a disability support when:

- the person would not require them if they did not have a disability, and/or
- they are a higher cost than would be the case if the person did not have a disability, and/or
- they are additional to, or complement, the goods, services, activities and/or facilities they would require if the person did not have a disability, and/or
- they are a 'payment in kind' to people providing the person with voluntary support (e.g., a contribution to petrol costs)
- they are needed to create opportunities but would not be necessary if the person did not have a disability.

**Criterion Three: Disability supports that meet the first two criteria can be funded unless there is a specific exclusion.**

Disability supports that meet the first two criteria can be funded unless they fit into one of the following exclusions:

- They are neither a disability support that is separately purchased by a Government agency nor a cost-effective way of supporting a person to achieve outcomes identified in their plan.
- Other ways in which a disability support could be obtained, such as informal supports, community services and government services available to all members of the community (such as health, education, welfare benefits, employment support, and child, youth and family services) have not been explored and found to be unavailable, insufficient or inappropriate.

- The particular support is wholly or partly funded by other government departments or agencies, such as support for conditions that are the responsibility of the Accident Compensation Corporation.
- A particular type of support is separately funded by the MoH, Oranga Tamariki and/or MoE<sup>6</sup>, unless a person has been considered for those types of support, and:
  - the relevant Ministry has decided to not fund that type of support for the person, or there will be a significant delay before it is funded; and/or
  - the cost of this type of support is over and above the amount that is otherwise funded by the relevant Ministry; and/ or
  - the person would not be able to achieve the outcomes in their plan in any other way.
- The support is provided by family carers unless funding is allowed under a policy made under Part 4A of the New Zealand Public Health and Disability Act 2000.
- When the support is a personal advocacy service, illegal, involves gambling, or is tobacco or alcohol.

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<sup>6</sup>The items that are separately funded will be determined on a case-by-case basis. It is likely, however, that Assessment, Treatment and Rehabilitation Services (AT&R); Child Development Services, Disability Information and Advisory Services; and Needs Assessment and Service Coordination Services funded by the MoH will be separately funded for the foreseeable future.

# 11. APPENDIX FOUR:

## The Oranga Tamariki Home

Management and Maintenance of the OT Home	
<p>Items in this table regarding expenditure are dictated by the Treasury and the OT rules and policy regarding capital expenditure and are subject to change, and the Provider accepts that when there is a change in these rules or policy, the table below will be amended accordingly.</p>	
Responsibility of Oranga Tamariki	Responsibility of the Provider and included in the Outcome Agreement Price
<p>Oranga Tamariki will:</p> <ul style="list-style-type: none"> <li>• ensure that each the OT Home is fitted with a security and monitoring system designed to minimise the risk of inappropriate behaviour and absconding</li> <li>• respond to any faults as promptly as reasonably possible</li> <li>• meet all its responsibilities under the Building Act 2004</li> <li>• meet undertake and pay for any repairs required as a result of damage caused by Children or Young People while they are appropriately supervised</li> <li>• maintain and repair each the Oranga Tamariki Home as necessary and appropriate including fixtures and fittings</li> <li>• be responsible for running costs including:               <ul style="list-style-type: none"> <li>- alarm monitoring</li> <li>- insurance</li> <li>- rates</li> <li>- power</li> <li>- water rates</li> <li>- lawn mowing</li> <li>- Building Act compliance costs</li> <li>- glazing</li> </ul> </li> </ul>	<p>The Provider will:</p> <ul style="list-style-type: none"> <li>• manage, clean and operate each the Oranga Tamariki Homes</li> <li>• not make or allow any alterations, modifications, additions to the Oranga Tamariki Home</li> <li>• will ensure the security system is operating as designed at all times</li> <li>• immediately report to the Oranga Tamariki any loss of Home keys, damage, breakage or faults by phoning the faults and repair line 0800 349 481</li> <li>• when reporting on the faults and repair line categorise the nature of the maintenance as either:               <ul style="list-style-type: none"> <li>i. repair and maintenance</li> <li>ii. facility modification request or</li> <li>iii. equipment supplied by Oranga Tamariki purchase request</li> </ul> </li> <li>• repair, maintain or replace any Oranga Tamariki Home equipment as appropriate and necessary. The replaced items should be like-for-like</li> <li>• Oranga Tamariki Home equipment includes but is not limited to furniture, dayroom resources, mattresses, pillows and bedding, crockery, kitchen equipment and appliances; and white ware costing \$500 or under (GST</li> </ul>

<ul style="list-style-type: none"> <li>• when appropriate by paying for capital expenditure including: <ul style="list-style-type: none"> <li>- the replacement of equipment supplied by Oranga Tamariki as appropriate including white ware costing over \$500 (GST excl.), a lounge suite and dining suite. Equipment supplied by the OT will in general cost over \$2000 (GST excl.) per item, and will have a useful life of greater than 5 years</li> <li>- building alterations and modifications.</li> </ul> </li> </ul>	<p>excl.) and have a useful life less than 5 years</p> <ul style="list-style-type: none"> <li>• maintain equipment supplied by Oranga Tamariki and as necessary or when appropriate request Oranga Tamariki replace such equipment</li> <li>• refund Oranga Tamariki the costs of repairs required as a result of damage caused by Children or Young People where they are not appropriately supervised, or caused by visitors to the Home. In such circumstances, Oranga Tamariki will undertake the repairs and invoice the Provider for the costs.</li> <li>• Not make or allow any alterations modifications, additions to the OT Home.</li> </ul>
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Prior to the Provider taking over the Oranga Tamariki Home the parties will jointly agree a complete inventory of the equipment in the home, noting items age (where known) and brand.

When the Provider takes over the Oranga Tamariki Home it should be in good order with tidy grounds and a clean and tidy home, all rubbish should be removed and carpets and floors left clean. The Provider is expected to leave the property in a similar state when they vacate either temporarily or permanently, unless their leaving is prompted by an emergency.