



# Oranga Tamariki Update for Partners: May 2021

Dated 11 May 2021

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## Waitangi Tribunal Urgent Inquiry

Oranga Tamariki acknowledges the Waitangi Tribunal Urgent Inquiry findings. The recommendations made are significant. We acknowledged early on in the inquiry that disparities for Māori exist. Work to address these disparities within Oranga Tamariki is already well underway and this report will also inform our approach to addressing institutional bias.

We want to thank all those who shared their experiences and knowledge with the Tribunal. This was not an easy thing to do – to share deeply personal experiences and trauma takes courage and resilience. There is no doubt we need to continue to work together to ensure tamariki mokopuna and their whānau are safe and secure.

[You can read the Inquiry findings on the Waitangi Tribunal website.](#)

## Strategic Partnership Agreement signed between Oranga Tamariki and Ngāti Kahungunu

*Pinepine te Kura*, a traditional Ngāti Kahungunu oriori (lullaby), is the foundation for the new Strategic Partnership Agreement signed between Oranga Tamariki and Ngāti Kahungunu.

This agreement aims to keep tamariki with whānau and improve the wellbeing of whānau, hapū and iwi. It looks to create measurable impacts including fewer mokopuna in Oranga Tamariki care, a shift toward a whānau-centric approach based on Ngāti Kahungunu values and tikanga, providing the best possible support for mokopuna, and nurturing opportunities for innovation to improve outcomes for tamariki, rangatahi and whānau. You can [read more about the agreement on the Oranga Tamariki website](#)

## Separation of ‘CARMSA’ shared services

We are able to provide some further detail on appointments into the new structure being established within the Ministry of Social Development (MSD), to support the transition of some shared contract and relationship management services currently provided by Oranga Tamariki.

Oranga Tamariki has been providing these services on behalf of MSD since 2017, under an agreement known as the Contracting and Relationship Management Services Agreement (CARMSA). The services are due to transition by 30 June of this year.

### **Valu Lemuelu – National Manager Relationship Management**



Valu is recruiting a new team of Regional Relationship Managers (RRMs), who will cover Auckland, Northland, Bay of Plenty, Waikato, Taranaki, East Coast, Central, Wellington, Nelson, Canterbury and Southern. Valu and the RRMs will be working closely with the Oranga Tamariki Advisors and Managers from June, to ensure a smooth transition of services.

Valu is an existing MSD staff member, having previously held a variety of relationship and project management roles.

### **Diane Hallot – National Manager Contracts and Procurement**



Diane is leading a new team responsible for procurement, contract development, reporting and planning. Diane’s team is almost fully recruited.

Diane comes with almost 21 years’ experience at the Department of Corrections, where she managed contracts and relationships with a wide range of NGOs who provided services for people transitioning from prison back into the community. Prior to that, Diane was a secondary school teacher.

Our next update on the CARMSA transition will include detail on any changes to how we work with you during the transition period. As a reminder, these are the key changes from 1 July that we shared in our last update:

<i>If your organisation receives funding from Oranga Tamariki, and no funding from MSD (that is currently managed by Oranga Tamariki)</i>	<i>If your organisation receives funding from MSD, and no funding from Oranga Tamariki</i>	<i>If your organisation receives funding from both Oranga Tamariki and MSD (that is currently managed by Oranga Tamariki)</i>
<ul style="list-style-type: none"> <li>There will be no change to existing arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>The administration and relationship management for your contract will be directly with MSD.</li> </ul>	<ul style="list-style-type: none"> <li>You will have separate MSD and Oranga Tamariki contracts.</li> <li>Each contract will be managed by the respective Ministries.</li> <li>Both Ministries will continue to work closely with you throughout the transition period.</li> </ul>

If you have any questions about the CARMSA transition, don’t hesitate to contact your PfO Advisor or Relationship Manager. The team would also like to remind you that provider returns are due by 10 July 2021.

## Findings of the engagement survey with partners

The Oranga Tamariki Evidence Centre recently completed an Engagement Survey with partners providing social services, focusing on their relationship with Oranga Tamariki. During November 2020, 214 partners took part in the survey online (40% of partners invited). In addition to the survey, eight iwi partners were interviewed for their feedback kanohi-ki-te-kanohi. Thank you very much to everyone who participated. We really valued hearing from you.

We would like to invite you to a webinar presentation on this survey, which will include a presentation of the survey findings from the Evidence Centre and a presentation on the response to the survey findings from the Partnering for Outcomes team.

The webinar is taking place online via MS Teams on Friday 28 May 2021 from 1.00pm to 2.00pm. Please join the webinar via [this link](#). Up to 250 people can join.

You should be able to join using a web browser if you are using a computer. If you are joining through your mobile phone or tablet, you will need to download a Microsoft Teams app, which is free and takes only a few minutes to download.

We will also soon publish the survey report on the [Oranga Tamariki website here](#).

## Data sharing with Care partners (Data Exchange) project

The Data Exchange (DX) tool is set to replace how we currently exchange data with our Care Partners. We are introducing the DX with our Care Partners to reduce the amount of time spent by partners on reporting requirements, to improve the privacy, accuracy and quality of the data that we hold, and to ensure we meet our accountabilities and requirements under the National Care Standards and s7AA of the Oranga Tamariki Act.

The DX is a two-way tool that helps partners and Oranga Tamariki share data – securely and automatically. The 'sender' has complete control over the information they share, and the receiver can also restrict the information they receive. The system is secure and encrypted, so data is safe whilst it is transferred between organisations.

DX is being implemented for each Care Partner in phases. The Data Sharing with Care Partners Project Team commenced working with a group of five Care Partner volunteers in January 2021, to test the functionality and ease of use of DX. We have learned a lot by working with these initial five care partners and we are now finalising our plans. These will be shared with all Care Partners in May 2021.

The initial five partners will be brought onboard to DX first, with data transfers commencing from 1 July 2021. All remaining Care Partners will be set up with Data Exchange in a phased way from 1 July 2021 through to June 2022 (at a rate of approximately five organisations per month).

From May, the Data Sharing with Care Partners Team will be in contact with Care Partners via PfO care leads, contract managers, and relationship managers to schedule the rollout of DX, discuss the data that is being shared, and support partners throughout the onboarding process. The team will also work to understand partners' individual system capabilities, establish a Memorandum of Understanding and provide training on the use of the Data Exchange interface.

The Data Sharing with Care Partners Project has a limited amount of discretionary funding available for IT resourcing costs for DX specific changes to partners' systems, and Oranga Tamariki is fully funding ongoing DX support and licensing costs.

In the meantime, if you would like further information on the data requirements, implementation plan or the scheduling approach, please email the Data Sharing with Care Partners project team: [Bridgette.guise@ot.govt.nz](mailto:Bridgette.guise@ot.govt.nz) or [Ashwin.shekar@ot.govt.nz](mailto:Ashwin.shekar@ot.govt.nz)

## Royal Commission of Inquiry into Abuse in State and Faith-based Care

The Royal Commission is holding its hearing on State residences from 3 to 11 May 2021 in Auckland. This is part of a wider investigation that will report on abuse and neglect of children and young people in residences run by the State, and by the independent sector on behalf of the State.

This public hearing is part of a wider investigation that will gather evidence, have public hearings, roundtable discussions, wananga, hui and fono. It will conduct case studies which will focus on specific institutions, themes and issues.

The hearing will be live streamed (with a delay so that comments can be edited if they breach legal requirements, e.g. unauthorised naming of individuals). Transcripts and video of evidence from each witness will be available on the Royal Commission website.

Further information is available on the [Royal Commission's web page for this hearing](#)

## Workforce development

The Workforce Working Group is continuing to progress actions contained in the Children's Workforce Plan it released last year. This includes:

- a baseline competency framework for working with tamariki and whānau
- an analysis of the workforce costs of kaupapa Māori and Pacific approaches to service delivery
- a cultural competency framework for working with Pacific families.

These pieces of work will be completed before the end of June and available for partners to use.

You can find [information on the Workforce Working Group on our website](#).

## Opportunities through Careerforce

The Workforce Working Group is also working in partnership with other organisations including Careerforce, which supports workforce training and development within the social services, health and wellbeing sectors. We would like to highlight some of their initiatives that you could become involved with.

### Workforce Diversity Campaign

In mid-May, Careerforce is launching the Workforce Diversity Campaign with the strapline: "The life you change might be your own". This campaign will promote the range of rewarding career opportunities available across the sector.

The campaign will point people to a site where they will be able to find all the relevant information about why they should consider roles in our sector and find out about roles that are available right now. This will include a link to the Careerforce [Jobs for Good site](#) where current vacancies are listed across the country and across its sectors.

You can have your vacancies listed on Jobs for Good, and take advantage of the interest the campaign will be creating. [Jobs for Good](#) is free and it's easy to list vacancies.

### **Apprenticeship Boost**

Employers may qualify for the Apprenticeship Boost, which provides a wage subsidy for new and existing apprentices in their first two years of training, encouraging employers to retain their current apprentices, and to take on new apprentices.

The scheme gives \$1,000/month to qualifying employers for first year apprentices, and \$500 per month for second year apprentices for a maximum period of 20 months. Employers can receive up to a maximum of \$16,000 for each apprentice they employ.

Find out [more information about Apprenticeship Boost on the Careerforce website](#). You can also check out the [Apprenticeship page on the Careerforce website](#).

### **Oranga Tamariki email addresses**

We would like to remind you that Oranga Tamariki is removing old email addresses, that is emails ending in '@cyf.govt.nz' and '@mvcot.govt.nz' – and we would like your help to do this.

In the first instance, we ask that you check the email address when you and your staff are emailing Oranga Tamariki staff or shared mailboxes to make sure they are '@ot.govt.nz' email addresses. If they are not, please use, or contact us to provide, an alternative address with '@ot.govt.nz'.

The next steps at our end will involve us looking at email traffic reports to see where mail is originating from partner agencies and still going to old email addresses. We will then let the senders know the updated email addresses they should be using. We will also make the necessary changes with our teams internally to make sure only @ot.govt.nz are being used across our systems.

This process will take time and we will not decommission an email address until we are confident that it is not being used for work related purposes. If you have any questions or would like assistance around this request, you can email

[DW Email Migrations And Decommissioning@ot.govt.nz](#)