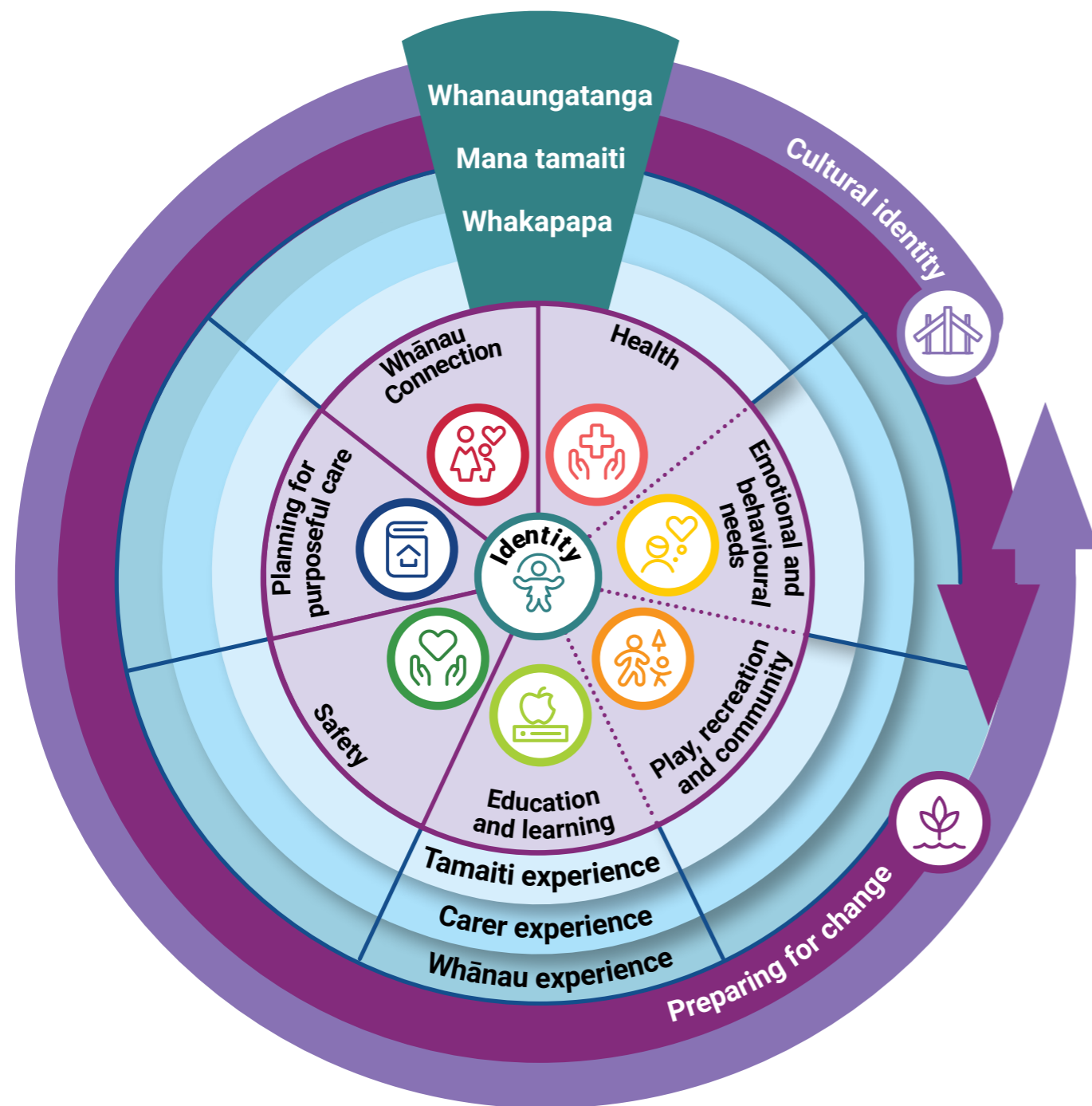


Quality Assurance Framework

This Quality Assurance framework has been jointly designed by the Care Partner Quality Assurance working group and Oranga Tamariki.



The framework allows us to understand quality across three lenses:

- First lens**
 - The purple circle at the centre and the purple and violet arrows around the outside represent the areas of need for tamariki, as defined by the National Care Standards.
- Second lens**
 - The blue circles capture the aspirations and experiences of tamariki, their carers, and their whānau whilst they are in care.
 - These statements provide a tamaiti-focused reference point for quality assurance.
- Third lens**
 - The teal wedge at the top represents mana tamaiti, whakapapa and whanaungatanga. These principles are at the centre of tamaiti experience and the backbone of achieving good outcomes for all tamariki in care.

Tamaiti experience



Identity

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.



Health

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.



Emotional & Behavioural Needs

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.



Play, recreation and community

I enjoy being part of my community and doing things I like doing, taking part in celebrations and events and playing with my friends.



Education and learning

I am engaged in learning and know that I can ask for the help I need to achieve and thrive.



Safety

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.



Planning for purposeful care

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.



Whānau Connection

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.



Preparing for change

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.



Cultural identity

My whānau, hapū and iwi help me understand where I come from and where I belong.

Carer experience

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.

We support tamaiti to manage their health and well-being now and into the future.

We know about the challenges tamaiti has faced in life and are enabled to support them with any impact this has had.

We encourage and support tamaiti to play and take part in activities, celebrations and opportunities they enjoy and are important to them.

We support tamaiti to engage in a range of learning opportunities – in life, culture and education.

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.

Our expertise is valued. We learn a lot from living with tamaiti and are involved in understanding and planning how best to support them.

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.

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.

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.

Quality Assurance Framework

About the Quality Assurance framework

What is the framework?

The Quality Assurance Framework will be used to assess practice quality and learning across partnered care.

The Quality Assurance Framework helps Oranga Tamariki to understand the quality of care through three lenses:

- the Care Standards and other legislative requirements
- the experiences of tamariki, whānau or family and carers in Partnered Care
- our commitment to the principles of mana tamaiti, whakapapa and whanaungatanga

The Quality Assurance Framework for Partnered Care has been designed by care partners and Oranga Tamariki. The framework design has been developed and guided by a working group of 13 care partners across the country.

How will the framework be used?

The Framework will rely on a combination of quantitative and qualitative information gathered through conversations, case reviews, and directly from the systems of Oranga Tamariki and care partners. Oranga Tamariki will need to use this information to demonstrate the meeting of our obligations under legislation.

Care partners will have their own internal quality assurance and monitoring processes, which they will use to satisfy themselves that the quality of their care and support meets the expectations of the tamariki, whānau or families and the communities they work with, and satisfies formal accountabilities to their iwi, Board or related governance structures.

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

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

Organisations involved in framework design

