

# Quality Assurance for Partnered Care: Guidance

# Acknowledgements

## Authors

Partnering for Outcomes National Quality Hub

## Acknowledgements

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

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# Quality Assurance for Partnered Care

## Overview

The Quality Assurance function within Partnering for Outcomes will support practice quality and learning across Partnered Care. It will also have a role in confirming new care partners<sup>1</sup>.

The way we work with care partners is aligned with the intent and aspirations of the National Care Standards and wider commitments such as Section 7AA. We are committed to a collaborative approach of working together that is focused on meeting our collective obligations, continuous improvement, and achieving better outcomes for children and young people in care.

The Quality Assurance approach is relational. We focus on building partnerships and understanding the experiences of the children, young people, carers, and whānau or family involved in care. The function was designed with a collaborative approach between care partners and Oranga Tamariki. It will continue to develop, evolve and be further refined over time as we learn together as a sector.

## Purpose

The Quality Assurance function has been developed with the intent to support care partners and Oranga Tamariki to:

- embed the National Care Standard and Related Matters Regulations 2018 (National Care Standards)
- focus on experiences and outcomes for children and young people in care
- focus on collaborative approaches, including continued external input from care partners, and other parties including iwi and Māori organisations

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

- understand the quality of practice across Partnered Care responses, from Oranga Tamariki and care partners' own contexts, services and kaupapa
- identify the information and evidence we need to bring together as partners to be assured we are collectively supporting meeting the needs of the tamariki, carers and family or whānau involved in Partnered Care
- identify elements in the wider operating environment that could either enable or hinder effective practice for tamariki, caregivers and whānau.
- enable a highly configurable Partnered Care model that will enable care partners to increase autonomy over time.

## Guiding principles

Continuous improvement and collaboration are some of the foundational principles that have been agreed between care partners and Oranga Tamariki. These and several more principles have shaped the development of the Quality Assurance function and continue to be the focus guiding our mahi.

Together, we committed to upholding these guiding principles to ensure the Quality Assurance function for partnered care:

- focuses on the primacy of outcomes for tamariki
- facilitates continuous improvement that shares and builds on strengths
- promotes openness and transparent practice, informed by feedback loops
- embeds mana tamaiti, whakapapa, and whanaungatanga principles
- enables a collaborative approach between partners and Oranga Tamariki
- provides independent practice judgment on quality
- minimises duplication of effort for all parties
- shares mutually beneficial information, valued and used by both parties
- provides timely, robust advice to inform decision-making
- clarifies lines of accountability for all parties
- ensures a consistent approach to Quality Assurance and provides an integrated view of care.

# Quality Assurance Cycle

## What is the Quality Assurance Cycle?

The Quality Assurance function for Partnered Care will rely on a combination of quantitative and qualitative information to understand that Partnered Care provides safe, quality care responses and to ensure we meet our respective obligations.

The Quality Assurance Cycle involves regular engagements throughout the year which are regionally and nationally led and supported by communities of practice. Throughout the Quality Assurance Cycle, care partners and Oranga Tamariki will gain deeper insights into how the partnership is working and understand the experiences of tamariki, carers, and whānau or family.

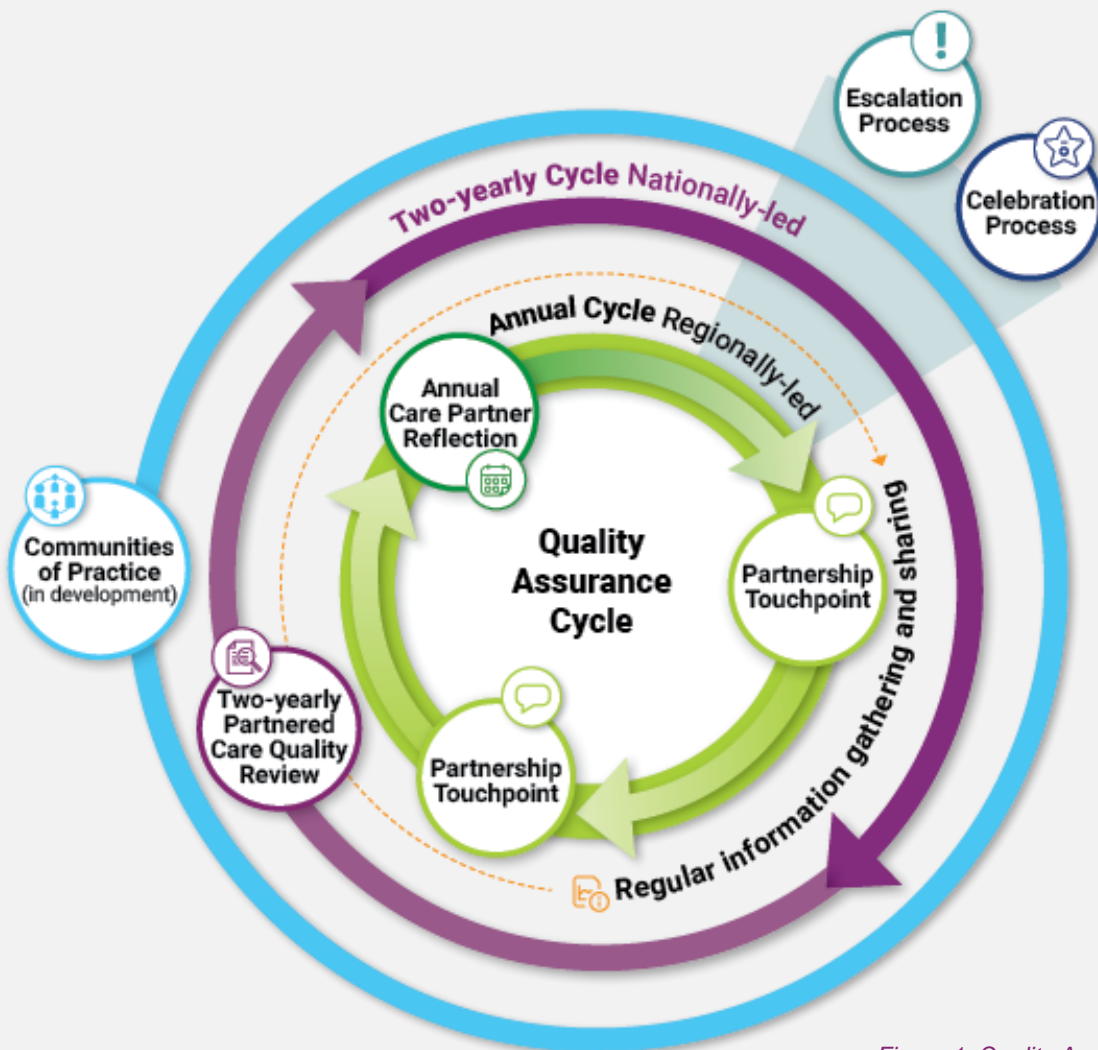


Figure 1: Quality Assurance Cycle

Quantitative information collected through Data Exchange will be supplemented by much richer information shared during locally-led reflective conversations and during discussions with other stakeholders including frontline staff.

Insights from the information collected will be brought together and shared during engagements across the Quality Assurance cycle, including:

- regular Partnership Touchpoints
- Annual Care Partner Reflection
- within Communities of Practice to generate and share best practice knowledge

Each of the components of the Quality Assurance Cycle are described in the **Components** section on pages 12 - 24, along with associated guidance and supporting documents, tools and templates. A larger version of the Quality Assurance cycle and components is found in **Appendix A**.

## What will be the focus of the engagements?

The focus of the engagements throughout the Quality Assurance cycle will be around the information and evidence relating to the Quality Assurance Framework for Partnered Care and System Enablers.

### Quality Assurance Framework

The Quality Assurance Framework for Partnered Care was designed by care partners and Oranga Tamariki. The 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
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A simplified image representing the Quality Assurance Framework is depicted on the next page. Please note there are tamariki and carer experience statements that correspond to each area of need depicted in the purple triangles and concentric arrows. To view these statements and the complete version of the Quality Assurance Framework, see **Appendix B**.

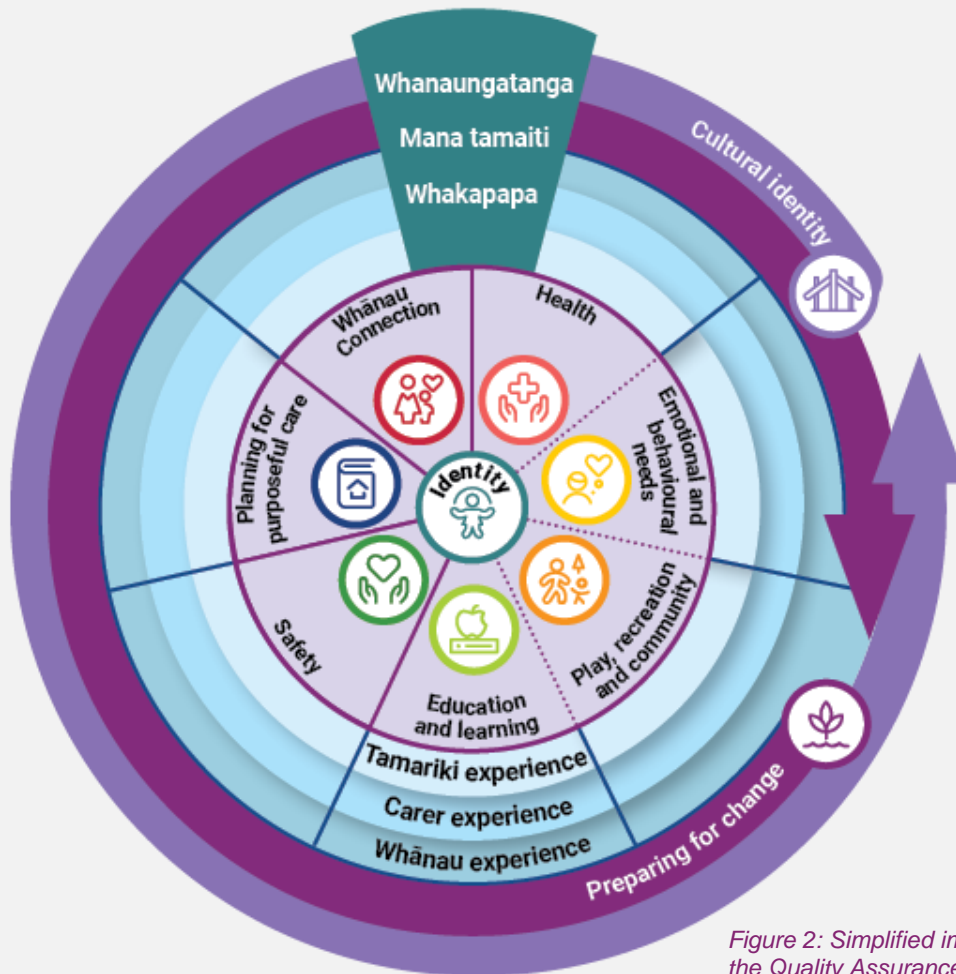


Figure 2: Simplified image representing the Quality Assurance Framework

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

Care partners will have their own internal quality assurance and monitoring processes. Oranga Tamariki recognises that care partners already use these processes 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 to satisfy formal accountabilities to their iwi, Board or other 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 meeting agreed conditions and, therefore, supporting Oranga Tamariki to comply with the Care Standards. 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.

### System Enablers: How is the partnership working?

System Enablers allow us to understand the wider context within which Partnered Care is delivered and how this supports or influences the quality of practice. Four specific high-level areas have been identified to support these reflections – community, capacity, capability, and culture.

A simplified image representing the System Enablers is depicted on the next page. Please note there are prompting questions that correspond to each of the four specific areas depicted by the icons. To view these prompting questions and the complete version of System Enablers, see [Appendix C](#).

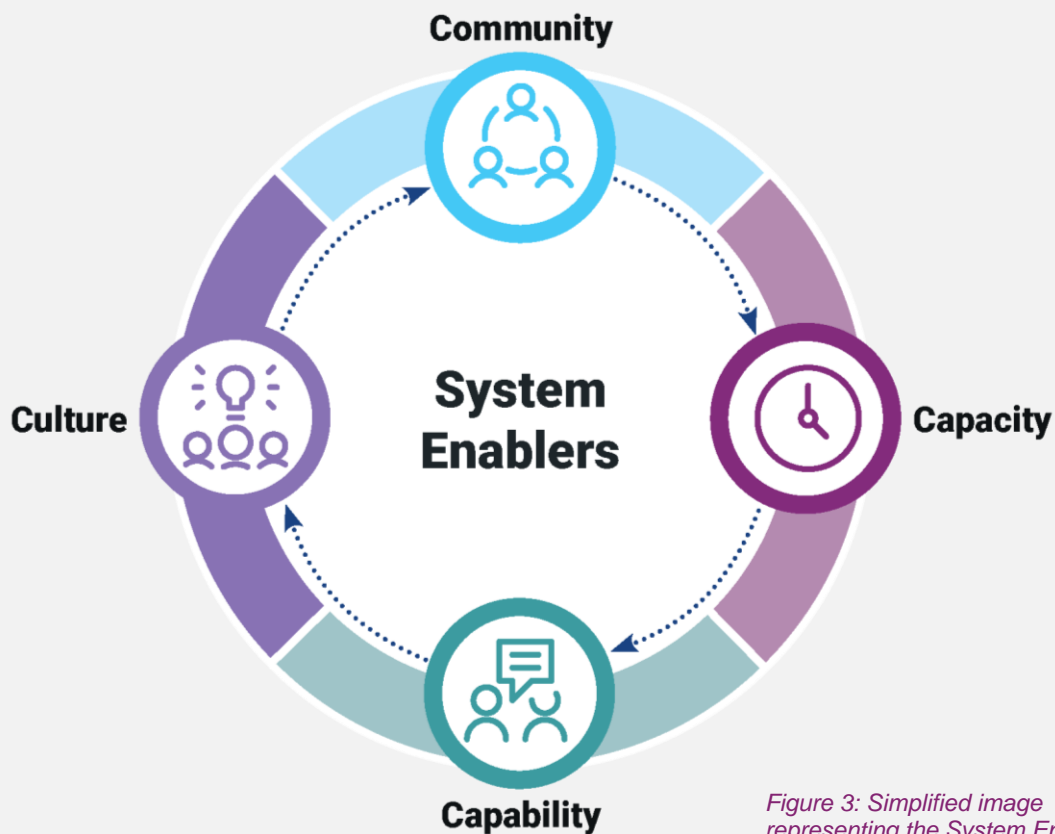


Figure 3: Simplified image representing the System Enablers

## When we will engage

The frequency and timing of the components of the Quality Assurance Cycle can be tailored to suit the context of each care partner, and the partner has the opportunity to invite or involve others as desired (e.g. key Oranga Tamariki roles, care partners, iwi, other government agencies).

## What we are still developing

The following components of the Quality Assurance Cycle came into effect 1 July 2021:

- Regular information gathering and sharing
- Partnership Touchpoints
- Escalation and Celebration Processes
- Annual Care Partner Reflections

The following components of the Quality Assurance Cycle will be developed with care partners post 1 July 2021:

- Partnered Care Quality Review
- Communities of Practice

## Roles and responsibilities

There will be various people involved at the different engagements throughout the Quality Assurance cycle. The partner has the opportunity to invite or involve others as desired (e.g. key Oranga Tamariki roles, care partners, iwi, other government agencies).

The relevant people involved will play varying roles at different engagements. It is important to acknowledge that some roles and activities are set and will be consistent with those mentioned below, but other roles may vary across partners and regions.

### Partnering for Outcomes Regional Team

- manage relationship with partner as first point of contact
- co-lead Partnership Touchpoint engagements
- co-ordinate regional Communities of Practice (in development)
- participate in the Quality Assurance cycle

### Care partner

- share insights and information at Partnership Touchpoints and Annual Care Partner Reflections
- co-lead Partnership Touchpoint engagements
- manage provision of information through Data Exchange
- participate in the Quality Assurance cycle
- play potential peer-review Quality Assurance role in the sector

### Tamariki and whānau

- have their voices and experiences heard throughout the cycle
- *detail of role within Quality Assurance cycle still in development / to be determined*

### Iwi Māori

- define outcomes within rohe for tamariki and whānau Māori
- Guide understanding of local tikanga
- play potential role in cultural responsiveness, escalation, analysis
- *detail of role within Quality Assurance cycle still in development / to be determined*

## Oranga Tamariki site staff

- Frontline practice is critical to positive outcomes for tamariki in care and the relevant frontline roles will be involved in various aspects of the Quality Assurance cycle such as case file analysis, Communities of Practice, etc.
- *detail of role within Quality Assurance cycle still in development / to be determined*

## Partnering for Outcomes National Quality Hub

- provide system leadership on the quality assurance of Partnered Care and support others' roles in Quality Assurance activity
- develop tools and resources to support the delivery of the Quality Assurance function
- collate information, develop insights, and generate reports for all Quality Assurance activity across Partnered Care

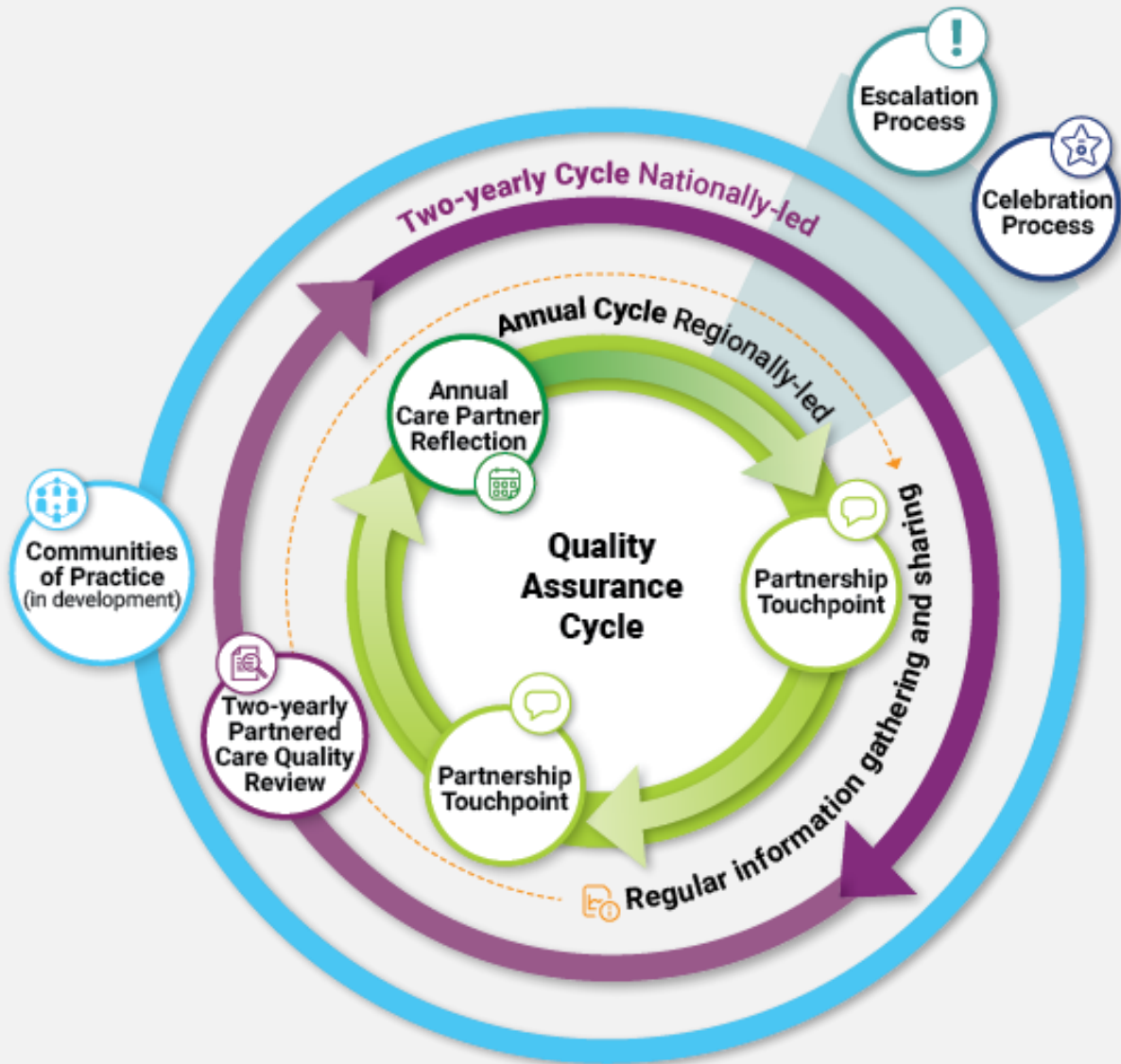
## Te Kāhui Kāhu

- From 1 July 2021, Te Kāhui Kāhu (formerly known as Social Services Accreditation) will focus on assessing a potential care partners' business processes and systems against their core Level 1 Standards.
- However, Te Kāhui Kāhu will no longer perform the role of reviewing partners against their Specialist Care Standards. The Partnering for Outcomes (Pfo) National Quality Hub will be taking over this function – using a new Quality Assurance Framework that has been developed with existing care partners.
- Oranga Tamariki will actively work to ensure the connection to Te Kāhui Kāhu is proactive and reduces duplication.

## Other stakeholders

- Other stakeholders could include additional Oranga Tamariki teams such as:
  - Professional Practice Group (PPG) Practice and Services for Children and Families: Communities of Practice
  - High Needs Services, Voices Teams, Business Information, Infrastructure teams: to provide regular information

# Components of the Quality Assurance Cycle



*The Quality Assurance Cycle involves regular engagements that enable care partners and Oranga Tamariki to gain insights into how the partnership is working and understand the experiences of tamariki, carers, and whānau or family.*



## Regular information gathering and sharing

### Overview

Regular information gathering and sharing will occur throughout the Quality Assurance cycle. The Quality Assurance function will rely on a combination of quantitative and qualitative information that may be gathered through conversations and directly from the systems of Oranga Tamariki and care partners.

**When does this occur?** Regular information gathering and sharing occurs on an ongoing basis throughout the cycle.

**Who is involved?** Care partners, PfO regional teams and National Quality Hub, and other relevant Oranga Tamariki teams

**What is the focus of this component?** Sharing quality information to ensure we are meeting the needs and achieving good outcomes for tamariki and rangatahi in care and meeting our collective obligations.

### Guidance

The Shared Care Service Specification lists the baseline quantitative information that Oranga Tamariki will need to collect (and combine with our own data) to demonstrate that we are meeting our legal obligations. This information will be collected through the Data Exchange, which supports the secure, private and safe exchange of data between partners and Oranga Tamariki. For more information, please refer to the [Data Exchange page](#) on the Oranga Tamariki website.

The quantitative information will be supplemented by much richer information shared during locally led reflective conversations and during discussions with other stakeholders including frontline staff.

Insights from the information collected will be brought together and shared at agreed times across the Quality Assurance cycle, including:

- regular Partnership Touchpoints
- Annual Care Partner Reflection
- within communities of practice to generate and share best practice knowledge

It is both a principle agreed with care partners and a core data protection principle that we only collect the information required to satisfy contractual or legislative accountabilities. This means asking only what we need to know, not what we might want to know in the future. One of our guiding principles is that we work as much as possible to reduce duplication and utilise internal processes to access information

that has been previously supplied by a care partner to another team or unit within Oranga Tamariki.

***Where can I find the quantitative information requirements that partners need to collect from 1 July 2021?***

The table of quantitative information requirements is located in *Table 11: Information requirements* in the [Shared Care Service Specification from 1 July 2021](#).

***When will care partners be onboarded to the Data Exchange?***

Care Partners will be set up with Data Exchange in a phased way from 1 July 2021 through to June 2022. 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 Data Exchange, discuss the data that is being shared, and support partners throughout the onboarding process. For more information, please visit the [Data Exchange page](#) on the Oranga Tamariki website.

**Supporting resources**

- [Shared Care Service Specification from 1 July 2021](#) (See *Table 11: Information requirements*)
- The [Data Exchange page](#) on the Oranga Tamariki website



## Partnership Touchpoints

### Overview

Partnership Touchpoints are intended to build partnership and create regular opportunities throughout the year for care partners and Oranga Tamariki to:

- reflect on how the partnership is going
- talk about different aspects of care practice in relation to the Quality Assurance Framework
- share successes or address any concerns as early as possible in the spirit of continuous improvement
- begin to collect or collate information for the Annual Partnered Care Reflection

**When does this occur?** Partnership Touchpoints occur throughout the year, at intervals appropriate to the partnership (but no less than twice yearly).

**Who is involved?** These engagements will be co-led by the care partner and Partnering for Outcomes key contact. Partners may choose who else they would like to be involved.

**What is the focus of this engagement?** Telling the story around the information and evidence relating to the Quality Assurance Framework and System Enablers. The nature of these conversations will vary depending on the needs and context of the partnership. Conversations should always be strengths-based and focused on continuous improvement.

### Guidance

The Partnership Touchpoints should always be centred around the Quality Assurance Framework, but these conversations can be adapted depending on the context of the care partner. For example, some suggestions for mapping the Partnership Touchpoint conversations to the domains (i.e. the areas of need) within the Quality Assurance Framework may include:

- Select two or three domains to discuss and focus on at each Partnership Touchpoint conversation, covering all domains over the course of the year.
- Apply the Framework at an individual level, focusing and evidencing information pertaining to specific tamariki and whānau.
- Consider a 360° approach to understand the quality and experience of all people involved in providing Partnered Care.



The **Partnership Touchpoint Record** (See **Appendix D**) has been developed to help facilitate and capture the Partnership Touchpoint conversations and reflect on what has been happening throughout the year.

The Partnership Touchpoint Records are primarily for the care partner to keep as a record of progress throughout the year and incorporate within their internal Quality Assurance processes. Any information collected here can also later be used to feed into the Annual Partnered Care Reflection. A copy of the Partnered Touchpoint records will be kept and stored by the PfO Advisor.

It is important that all Partnership Touchpoint conversations capture key points from the conversation and outline any mutually agreed actions. This is a living record, and each Partnership Touchpoint will build on previous conversations. Various sources of information can be drawn on to complete the Partnership Touchpoint Record (e.g. partner-owned internal assurance data, a of summary information provided by the Partnering for Outcomes National Quality Hub, etc.).

***Will the Partnership Touchpoints replace the regular Partnering for Outcomes monitoring visits or will they occur in addition to these?***

The introduction of the Quality Assurance cycle provides an opportunity to shift current monitoring visits to more of a quality focus, but we want to streamline this. We do not want to add any more engagements on top of what is already in place – we want to understand what is already working in the regions and will look to adapt existing conversations to include discussions on quality of Partnered Care.

***In the Partnership Touchpoint conversations, is there an expectation that partners will be able to feed back on Oranga Tamariki as well?***

Yes, the partnership touchpoint conversations will be focused on understanding how the partnership is working, including what is working well and what we need to work on together. One of the benefits of having a National Quality hub is the ability to bring together themes discussed at various Partnership Touchpoint conversations and ensure that any issues are resolved at the appropriate level.

***Are the funding conversations between Partnering for Outcomes and partners going to be separate from the Partnership Touchpoints or will these occur at the same time?***

We would see these conversations as part of the same Partnership Touchpoint process. The Partnership Touchpoint conversations include discussion around the quality of experience of tamariki, carers of whānau, having clarity on roles and responsibilities in the Service Specifications, and whether the funding support enables partners to meet the needs aligned to partners' care models.

The Partnership Touchpoint conversations are an opportunity to reflect on the whole service, thinking about questions like:

- *How is the partnership is working?*
- *Do we understand the quality of the support tamariki are receiving?*
- *Do we have the resources we need to meet the needs of tamariki?*
- *Are there any risks or roadblocks that together we can work through and resolve?*

***Is there a centralised approach to how we can learn from the Partnership Touchpoint conversations occurring across the country?***

The Partnering for Outcomes National Quality hub will be looking at themes across the country and sharing this back with care partners. In addition, one of the components of the Quality Assurance function will be communities of practice, which are regular learning forums to share insights, learnings, challenges and work towards a joint approach to quality in partnered care.

**Supporting resources**

- Partnership Touchpoint Record (**Appendix D**)



## Annual Care Partner Reflection

### Overview

The Annual Care Partner Reflection provides a formal opportunity for care partners and Oranga Tamariki to come together once a year and:

- celebrate positive outcomes for tamariki, whānau, and carers
- discuss the quality of practice and success of the partnership
- identify pockets of excellence and/or areas for continuous improvement.

**When does this occur?** The Annual Partnered Care Reflection occurs once a year.

**Who is involved?** The Annual Care Partner Reflection is led by the care partner and supported by the Partnering for Outcomes contact.

**What is the focus of this engagement?** Reflecting together to create a picture of the quality of care and partnership over the previous year. Annual Care Partner Reflections are conversations centred around the Quality Assurance Framework for Partnered Care and The Systems Enabler Statements. For this engagement, all 10 domains of the Framework should be discussed and recorded.

### Guidance

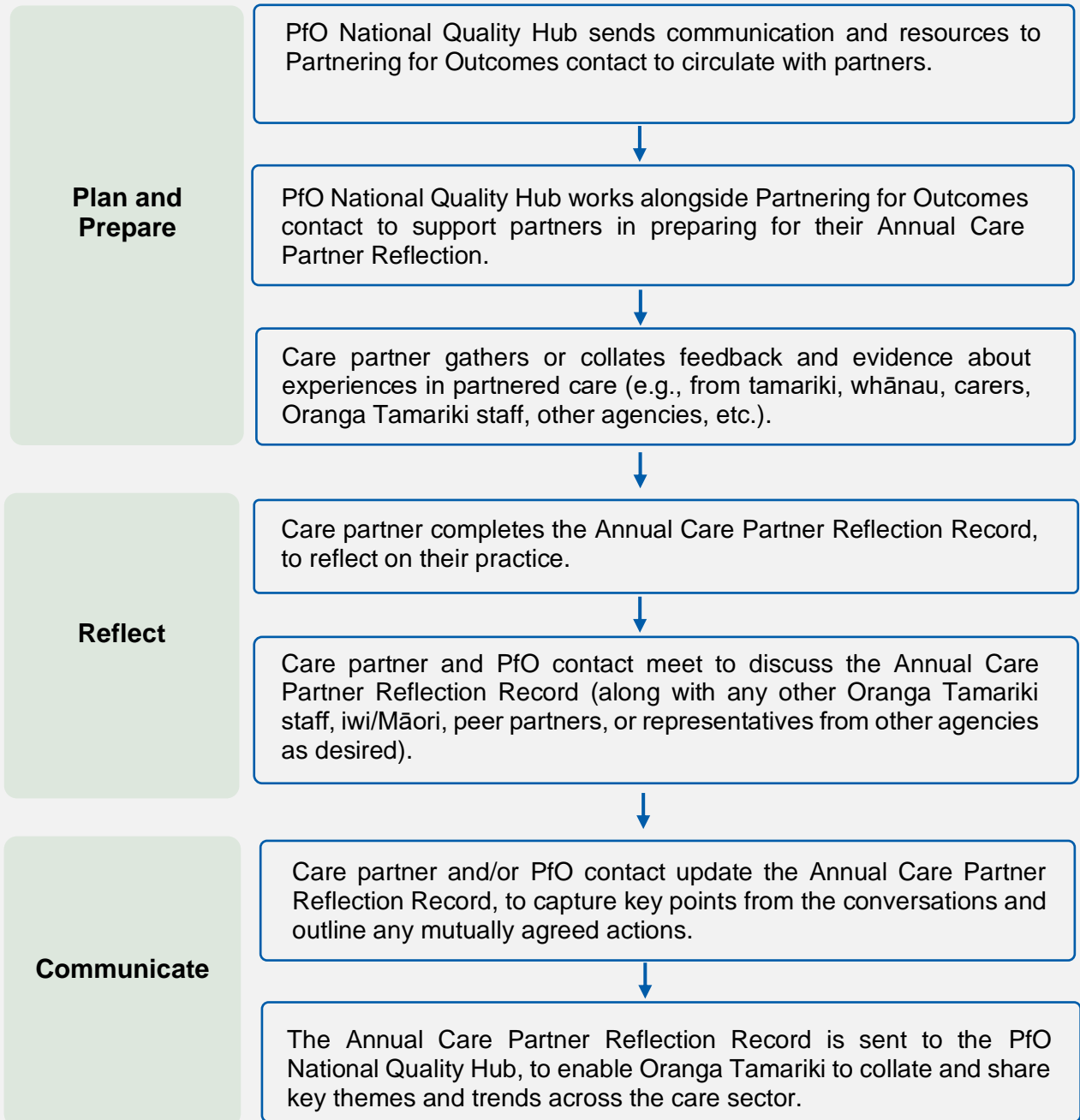
The evidence and insights collected during this process will vary, but will likely include both qualitative and quantitative data, and will incorporate information collected during the Partnership Touchpoints throughout the year.

The Annual Care Partner Reflection Record (See [Appendix E](#)) has been developed to help support care partners to reflect on the previous year and map evidence of their practice.

### Supporting resources

- Annual Care Partner Reflection Record (See [Appendix E](#))

**Annual Care Partner Reflection Process**





## Escalation process

### Overview

The escalation component of the Quality Assurance cycle was developed to ensure all individuals and organisations involved in Partnered Care have an avenue to express, raise and escalate concerns to resolve issues as early as possible.

**When does this occur?** The escalation process can be triggered at any point throughout the Quality Assurance Cycle if any party has concerns.

**Who is involved?** Care partners and Oranga Tamariki

**What is the focus of this engagement?** Resolving issues and concerns as soon as possible in the spirit of continuous improvement.

### Guidance

It is critical we work together to ensure that tamariki receive quality care. Discussions and decisions need to happen in a timely manner to ensure that the needs of tamariki can be met without delay. As outlined in the Shared Care Service Specification, our principles for engagement will always be:

- Acting honestly and in good faith
- Communicating openly and in a timely manner
- Working in a collaborative and constructive manner

At times situations may arise within the Quality Assurance cycle where the care partner and Oranga Tamariki have questions or concerns relating to the experiences of tamariki, whānau, and carers, or the quality of care or in regard to the system in which care occurs. Ideally this can be handled promptly at a local level by discussing directly with the people involved or local managers and supervisors, using the above principles for engagement. Partnership Touchpoints are also a good opportunity to raise less urgent matters for continuous improvement by either party.

When a concern does arise, partners and Oranga Tamariki should work collectively using a strengths-based, solutions focused approach to resolve challenges. However, it is acknowledged there may be some situations which need to be escalated to help resolve a situation and collectively construct a solution.

Escalation provides a way to get additional support to deal with a complicated challenge or risk. This may include communicating to your manager, or someone

specific in your organisation who will be able to help provide a solution or address the risk.

*Note: This guidance relates specifically to escalation within the Quality Assurance Cycle. It is not intended to replace any other existing care practice or escalation processes. For the management of critical and serious incidents, please refer to the roles and responsibilities outlined in the Service Specifications.*

### **When should I escalate?**

Timeframes for when to escalate will vary depending on the individual circumstances of the situation, i.e. decisions that affect being able to provide the support required to meet immediate needs of tamariki may need to be escalated sooner than others. The decision to escalate a situation can be initiated by either party.



If the care partner or Oranga Tamariki has a question or concern about the safety of anyone involved in care, this should be raised and handled **immediately**. For the management of critical and serious incidents, please refer to *Appendix G* in the Shared Care Service Specification.

Care partners and Oranga Tamariki should use their professional judgement as/when concerns arise. Partnership Touchpoints are also a good opportunity to raise less urgent matters for continuous improvement by either party.

### **Roles and responsibilities**

We all have a responsibility to raise anything that makes us feel worried or uncomfortable to ensure the best outcomes for tamariki. Ideally, concerns are handled promptly by the relevant people at a local level. But care partners and Oranga Tamariki can escalate a concern if they are unable to solve it together at the local level, and the PfO National Quality Hub is available to provide support whenever necessary.

### **Recording concerns and solutions**

If a concern is raised, it is important the situation and any background information is recorded appropriately according to each organisation's processes (e.g. adding to an issues log, a risk register, reporting through governance structures, etc.). This may be discussed at various points within the Quality Assurance cycle, such as during the Partnership Touchpoints or when the PfO National Quality Hub provides support to address a concern.

### **Escalation and Resolution Process**

A concern is raised by either the care partner or Oranga Tamariki and recorded in the regional Partnering for Outcomes issues log.



Ideally this will be handled promptly at a local level by discussing directly with the people involved using the principles for engagement. Any mutually agreed decisions and outcomes should be recorded in the Oranga Tamariki issues log.



If there is no agreement between the people involved, the issues can be escalated to the relevant people at a local level (e.g., relevant managers and supervisors). Any mutually agreed decisions and outcomes should be recorded on the issues log.



If there is still no agreement between the care partner and Oranga Tamariki about how to proceed, the issue can be escalated by either the care partner or Oranga Tamariki to the PfO National Quality Hub for support.



A PfO National Quality Lead will work with the care partner and PfO to develop a plan to address the concern



PfO National Quality Hub will continue to provide support as required until the concern is properly addressed, with all decisions and outcomes recorded on the issues log.

### **Supporting resources**

[Shared Care Service Specification from 1 July 2021](#)



## Celebration process

### Overview

The Celebration Process is an opportunity to share successes and highlight positive experiences and quality practice.

**When does this occur?** The celebration process can occur at any point throughout the Quality Assurance Cycle.

**Who is involved?** Care partners and Oranga Tamariki.

**What is the focus of this engagement?** Celebrating successes and positive stories in the spirit of continuous improvement.





## Partnered Care Quality Review

### Overview

The Partnered Care Quality Review is a component of the new Quality Assurance approach, which was developed in partnership with the care partner Quality Assurance working group.

The original thinking was that this review would provide a holistic, semi-independent assessment of the quality of Partnered Care and would integrate and build upon all the information gathered and shared throughout the Quality Assurance cycle.

As we complete the first cycle of the Quality Assurance function for Partnered Care, we will be able understand the robustness of information collected through the cycle and determine any gaps that may exist. This will inform the ongoing continuous improvement of the Quality Assurance function as well as any future design of the Partnered Care Quality Review.

*This component is still being considered. More information and guidance will be provided as and when it becomes available.*



## Communities of Practice

### Overview

Communities of Practice are regular learning forums to share insights, learnings, challenges and work towards a joint approach to quality in partnered care.

These forums are an opportunity contribute to sector-wide learning and lifting the quality of care across Partnered Care.

*This component is still in development. More information and guidance will be provided as and when it becomes available.*

# Becoming a Care Partner

## Overview

A 'care partner' is an organisation that provides care for a child in state care<sup>2</sup>. This guidance provides information on the process that organisations go through to become a care partner and the support that is available.

There are four phases in the process:

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

## Contact

If your organisation is considering becoming a care partner, please get in touch with your local Partnering for Outcomes contact.

Please visit the [Becoming a Care Partner page](#) on the Oranga Tamariki website for more information.

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<sup>2</sup> A child in state care will be in custody under the Oranga Tamariki Act. The National Care Standards apply.

# Appendices

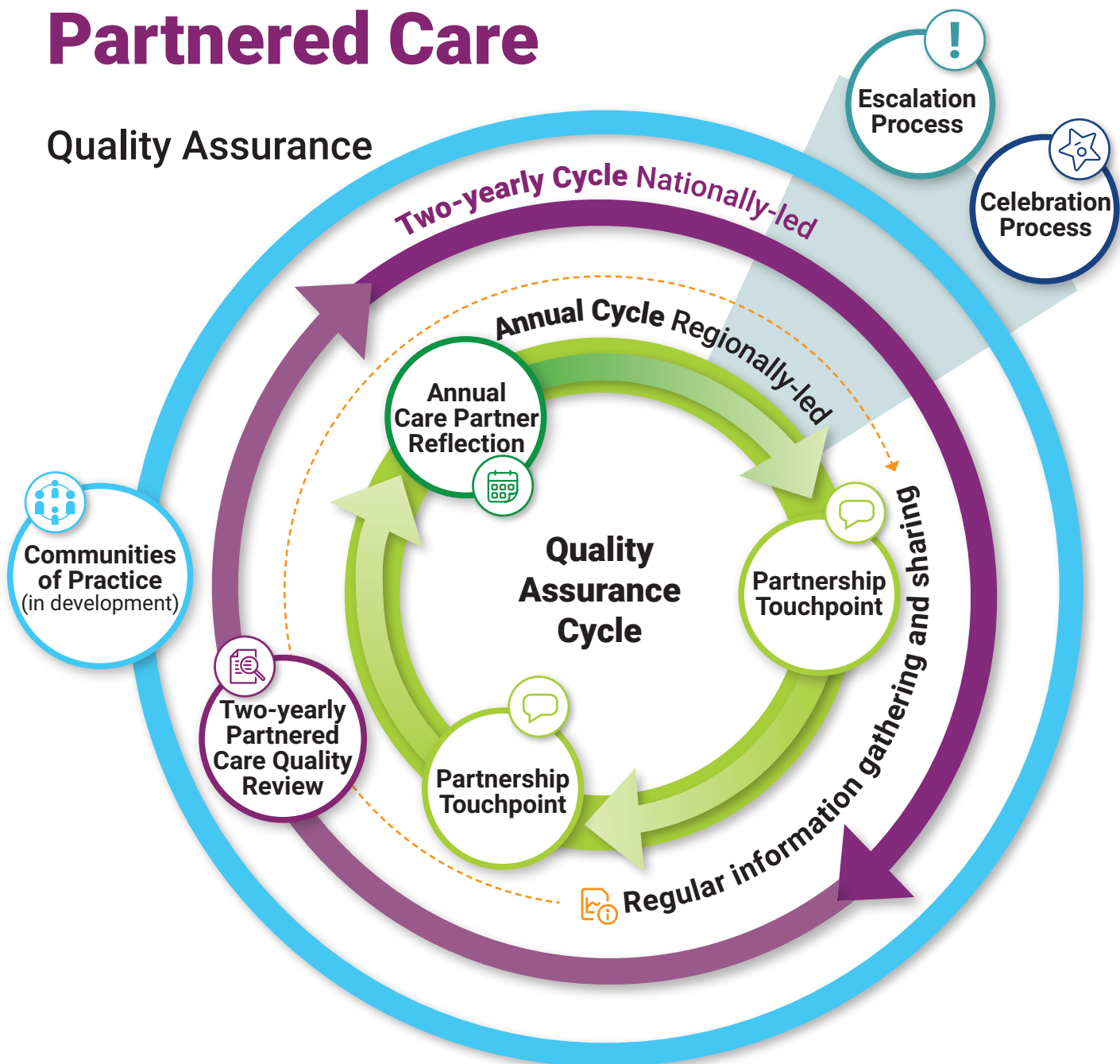



# Appendix A: Quality Assurance Cycle





# Partnered Care


## Quality Assurance





 **Annual Care Partners Reflections** are intended to create space once a year for care partners and Oranga Tamariki to celebrate positive outcomes, discuss the quality of practice, successes, pockets of excellence, and areas for continuous improvement.


 **Partnership Touchpoints** occur throughout the year and are intended to create regular space for care partners and Oranga Tamariki to reflect on how the partnership is working, discuss practice related to the Quality Assurance framework, share successes, and address any concerns as early as possible.

 **Regular information gathering and sharing** will occur throughout the Quality Assurance cycle. The Quality Assurance function will rely on a combination of quantitative and qualitative information that may be gathered through conversations and directly from the systems of Oranga Tamariki and care partners.

 **The Partnered Care Quality Review** will involve a holistic assessment on the quality of practice and the system across partnered care on a two-yearly basis. This will inform the care partner confirmation process.

 **Communities of Practice** are regular learning forums to share insights, learnings, challenges and work towards a joint approach to quality in Partnered Care.

 **The Escalation Process** was developed to ensure all individuals and organisations involved in Partnered Care have an avenue to express, raise and escalate concerns to resolve issues as early as possible. This process can be triggered at any point throughout the Quality cycle.

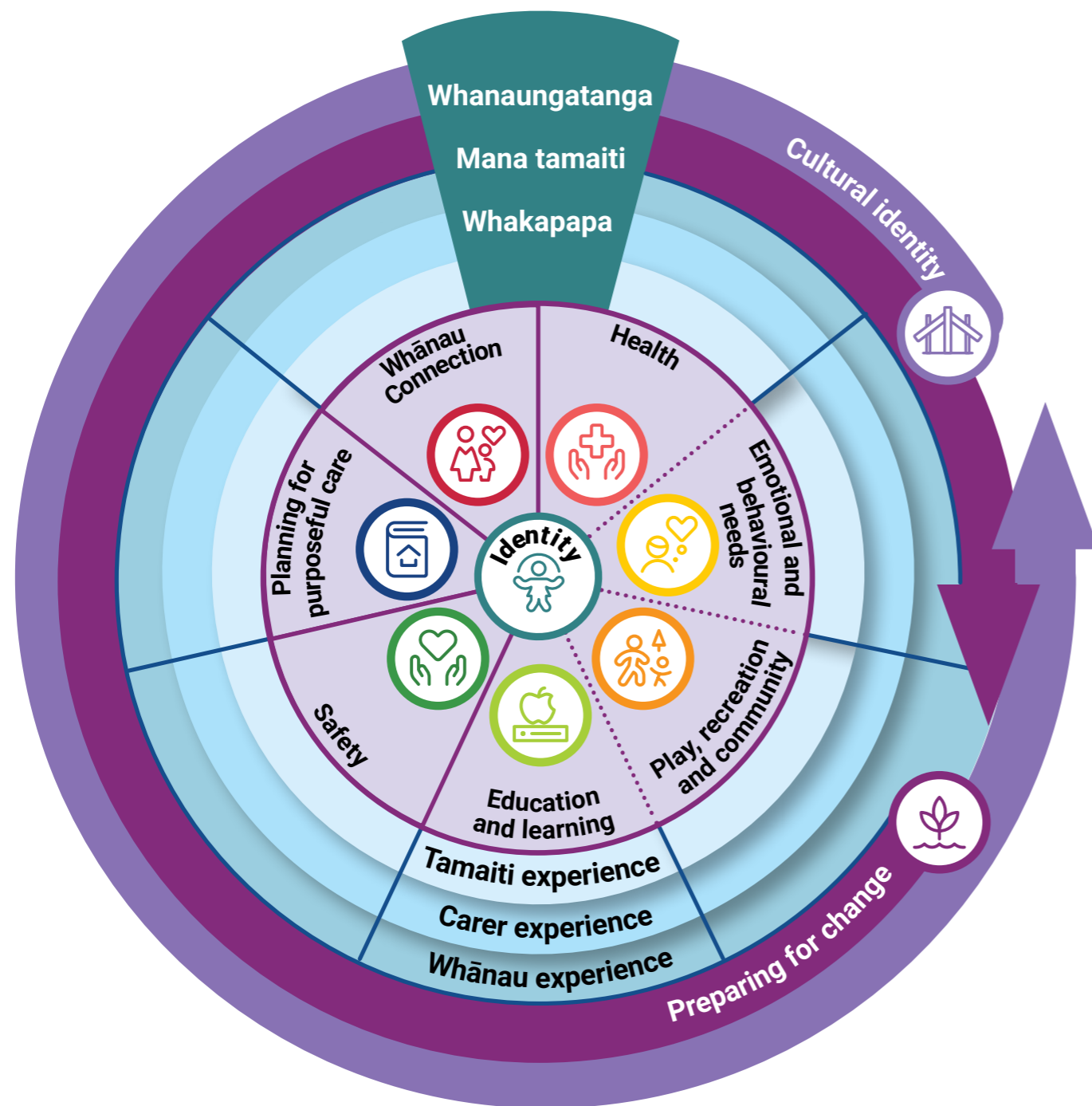
 **The Celebration Process** is an opportunity to share successes and highlight positive experiences and quality practice.

# Appendix B: Quality Assurance Framework



# 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



# Appendix C: System Enablers: How is the Partnership Working?

# System Enablers: How is the Partnership Working?

System enablers drive partnered care quality practice.



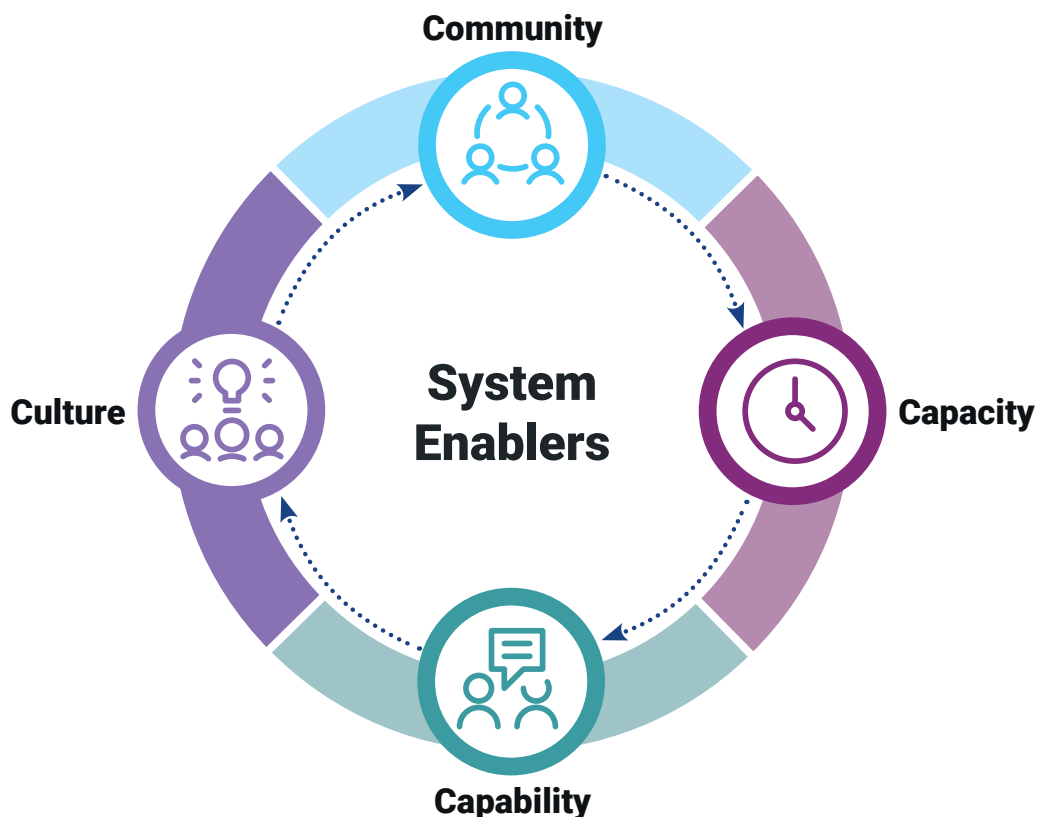
## Community

- We engage and operate in communities of practice 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.



## Capacity

- 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.



## Culture

- 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.



## Capability

- We support our staff to learn and grow.
- We provide supervision, coaching and relevant support to meet the needs of our staff.
- We are active in raising cultural competency and bicultural practice in particular working effectively with tamariki and whānau Māori.



# Appendix D: Partnership Touchpoint Record

# Partnership Touchpoint Record

Partner Name

## RECORD OF ENGAGEMENT AND PARTICIPANTS

Date

Location

Present

Apologies

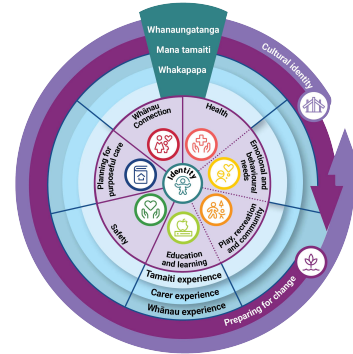
**Please note:** To download an editable, Microsoft Word document version of this template, please visit the [Quality Assurance page](#) on the Oranga Tamariki website.



## PURPOSE OF THE PARTNERSHIP TOUCHPOINT RECORD

Partnership Touchpoints are intended to build partnership and create regular space for care partners and Oranga Tamariki to:

- pause and reflect on how the partnership is going,
- talk about different aspects of care practice in relation to the Quality Assurance Framework,
- provide an opportunity to share successes, or address any concerns as early as possible in the spirit of continuous improvement, and
- where desired, begin to collect or collate information for the Annual Partnered Care Reflection.



Partnership Touchpoints are one component of the Quality Assurance cycle that occur throughout the year, co-led by the care partner and Partnering for Outcomes contact.

The nature of these conversations will vary depending on the needs and context of the partnership at that time, however these engagements should always be strength-based and authentic. These conversations will be captured in this **Partnership Touchpoint Record**.

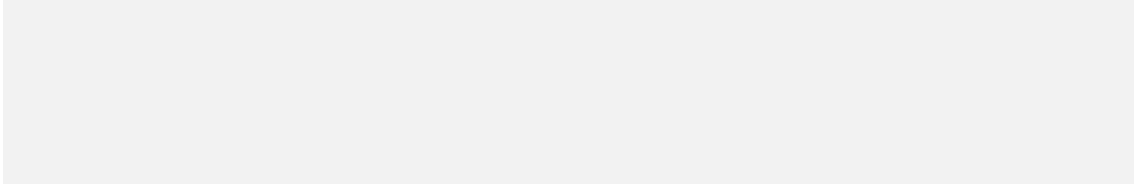
The Partnership Touchpoint Records are primarily for the care partner to keep as a record of progress throughout the year and incorporate within their internal Quality Assurance processes. Any information collected here can also later be used to feed into the Annual Care Partner Reflection.

For more information about the Partnership Touchpoint, please refer to the Partnership Touchpoint Guidance (within the Quality Assurance for Partnered Care Guidance).

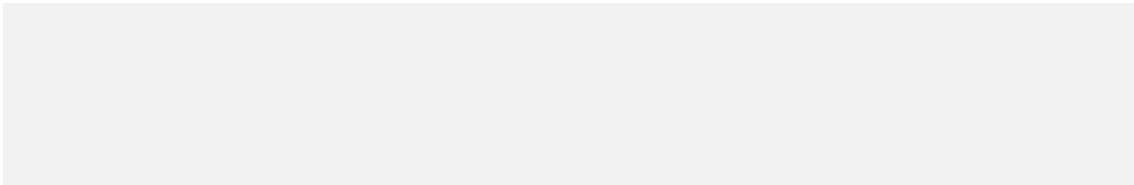
## SUMMARY, ACTIONS, SUPPORT AND CONCERNS

*This section is a summary of all information collected in the engagement, so this should be completed after all other sections are complete.*

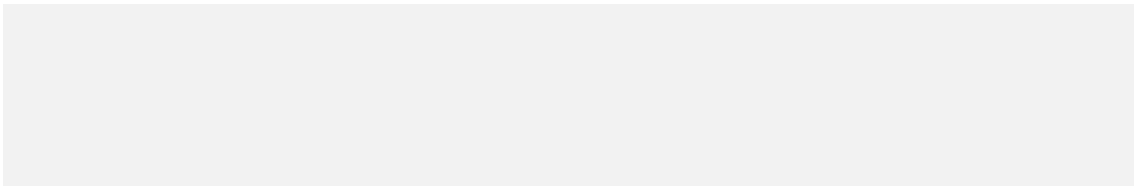
**What is going well?**



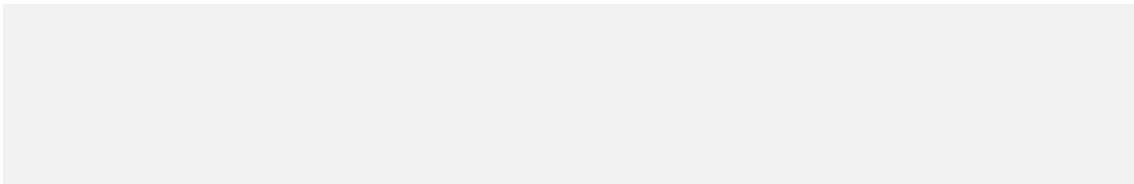
**What are we working on?**



**What do we need support with?**



**Any risks or matters to be escalated/addressed?**



# System Enablers: How is the partnership working?



## CULTURE

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.

### Care Partner

What is happening and what are we doing?

What could enable or enhance this further?

### Wider Care System

What is happening and what are we doing?

What could enable or enhance this further?



## COMMUNITY

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.

**Care Partner**

What is happening and what are we doing?

[Empty text box for Care Partner response]

What could enable or enhance this further?

[Empty text box for Care Partner response]

**Wider Care System**

What is happening and what are we doing?

[Empty text box for Wider Care System response]

What could enable or enhance this further?

[Empty text box for Wider Care System response]



**CAPABILITY**

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, particularly in working effectively with tamariki and whānau Māori.

**Care Partner**

What is happening and what are we doing?

[Empty text box for Care Partner response]

What could enable or enhance this further?

[Empty text box for Care Partner response]

[Redacted]

**Wider Care System**

What is happening and what are we doing?

[Redacted]

What could enable or enhance this further?

[Redacted]



**CAPACITY**

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.

**Care Partner**

What is happening and what are we doing?

[Redacted]

What could enable or enhance this further?

[Redacted]

**Wider Care System**

What is happening and what are we doing?

[Redacted]

What could enable or enhance this further?

[Redacted]



## CELEBRATIONS & CHALLENGES

An opportunity to reflect on the things to celebrate and the challenges which present opportunities of focus, support and continuous improvement.

### Celebrations

### Challenges



## CONTRACT

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.

How does the actual usage compare to the contracted number of 24-hour periods?

Is the care partner able to effectively manage the unders and overs to meet the needs of tamariki within their current service funding?

Have any complaints, incidents, or allegations been reported since the last Partnership Touchpoint? If so, have they been managed and resolved?

# Quality Assurance Framework for Partnered Care

*At each Partnership Touchpoint, select one or more domains to discuss the experiences of tamariki, whānau, and carers. You may wish to ensure that all domains are covered across the year. Please copy the next two pages if you would like to record information about multiple domains during this Partnership Touchpoint.*

**DOMAIN NAME**

Choose an item.

**Provide a summary about how you ensure the experience statements of this domain are met for tamariki, carers, and whānau in your context.**

**Tamaiti experience**

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Carer experience**

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

## **Whānau experience**

*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.*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

## **Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

*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 this domain of the Quality Assurance Framework.

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

## Quality Assurance Framework Experience Statements

	Tamaiti experience	Carer experience	Whānau
 <p>Cultural identity</p>	<p>"My whānau, hapū and iwi help me understand where I come from and where I belong."</p>	<p>"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."</p>	TBC
 <p>Whānau connection</p>	<p>"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."</p>	<p>"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."</p>	TBC
 <p>Identity</p>	<p>"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."</p>	<p>"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."</p>	TBC
 <p>Planning for purposeful care</p>	<p>"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."</p>	<p>"Our expertise is valued. We learn a lot from living with tamaiti and are involved in understanding and planning how best to support them."</p>	TBC
 <p>Preparing for change</p>	<p>"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."</p>	<p>"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."</p>	TBC
 <p>Play, recreation &amp; community</p>	<p>"I enjoy being part of my community and doing things I like doing, taking part in celebrations and events and playing with my friends."</p>	<p>"We encourage and support tamaiti to play and take part in activities, celebrations and opportunities they enjoy and are important to them."</p>	TBC
 <p>Safety</p>	<p>"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."</p>	<p>"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."</p>	TBC
 <p>Emotional &amp; behavioural needs</p>	<p>"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."</p>	<p>"We know about the challenges tamaiti has faced in life and are enabled to support them with any impact this has had."</p>	TBC
 <p>Education &amp; learning</p>	<p>"I am engaged in learning and know that I can ask for the help I need to achieve and thrive."</p>	<p>"We support tamaiti to engage in a range of learning opportunities – in life, culture and education."</p>	TBC
 <p>Health</p>	<p>"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."</p>	<p>"We support tamaiti to manage their health and well-being now and into the future."</p>	TBC

# Appendix E: Annual Care Partner Reflection Record



# Annual Care Partner Reflection Record

Partner Name

## RECORD OF ENGAGEMENT AND PARTICIPANTS

Date

Click or tap to enter a date.

Location

Present

Apologies

**Please note:** To download an editable, Microsoft Word document version of this template, please visit the [Quality Assurance page](#) on the Oranga Tamariki website.

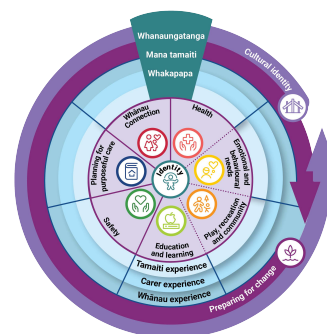




## PURPOSE OF THE ANNUAL CARE PARTNER REFLECTION RECORD

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.**

## 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.*



### CULTURE

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.

#### Care Partner

What is happening and what are we doing?

What could enable or enhance this further?

#### Wider Care System

What is happening and what are we doing?

What could enable or enhance this further?



## COMMUNITY

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.

### Care Partner

What is happening and what are we doing?

What could enable or enhance this further?

### Wider Care System

What is happening and what are we doing?

What could enable or enhance this further?



## CAPABILITY

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.

**Care Partner**

What is happening and what are we doing?

What could enable or enhance this further?

**Wider Care System**

What is happening and what are we doing?

What could enable or enhance this further?

**CAPACITY**

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.

**Care Partner**

What is happening and what are we doing?

What could enable or enhance this further?

**Wider Care System**

What is happening and what are we doing?

What could enable or enhance this further?



## CELEBRATIONS & CHALLENGES

An opportunity to reflect on the things to celebrate and the challenges which present opportunities of focus, support and continuous improvement.

### Celebrations

### Challenges



## CONTRACT

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.

How does the actual usage compare to the contracted number of 24-hour periods?

Is the care partner able to effectively manage the unders and overs to meet the needs of tamariki within their current service funding?

Have any complaints, incidents, or allegations been reported since the last Partnership Touchpoint? If so, have they been managed and resolved?

## Quality Assurance Framework for Partnered Care

*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.*



### CULTURAL IDENTITY

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

*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.

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?





## WHĀNAU CONNECTION

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

*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.

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?



## IDENTITY

**Provide a summary about how you ensure the experience statements of Identity are met for tamariki, carers, and whānau in your context.**

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.*

What are we doing?

How do we know?

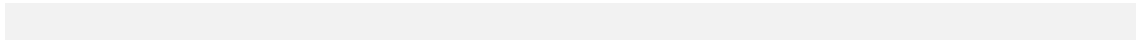
What support do we need in the spirit of continuous improvement?

**Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

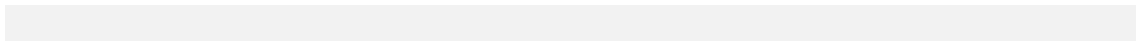
*This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*

Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for the Identity domain.

What are we doing?



How do we know?



What support do we need in the spirit of continuous improvement?





## PLANNING FOR PURPOSEFUL CARE

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

*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.

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?



## PREPARING FOR CHANGE

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

*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.

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?





## PLAY, RECREATION AND COMMUNITY

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

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

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

*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.

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?



## SAFETY

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

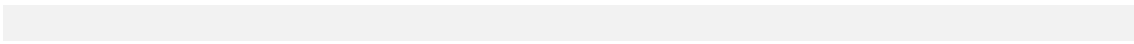
*This section provides an opportunity to discuss the experiences of tamariki, whānau, and carers in line with section 7AA of the Oranga Tamariki Act 1989.*

Please provide a summary below about how you align your practice with the principles of whanaungatanga, mana tamaiti, and whakapapa for the Safety domain.

What are we doing?



How do we know?



What support do we need in the spirit of continuous improvement?





## EMOTIONAL AND BEHAVIOURAL NEEDS

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

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

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

*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.

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?



## EDUCATION AND LEARNING

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Carer:** *“We support tamaiti to engage in a range of learning opportunities – in life, culture and education.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

*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.

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?





## HEALTH

**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.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Carer:** *“We support tamaiti to manage their health and well-being now and into the future.”*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**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.*

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?

**Improving outcomes for tamariki Māori, their whānau, hapū and iwi:**

*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.

What are we doing?

How do we know?

What support do we need in the spirit of continuous improvement?