



**ORANGA
TAMARIKI**
Ministry for Children

New Zealand Government

Trauma Informed Learning & Support for Caregivers

Service Specification

Acknowledgements

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1. About this service specification

1.1 Who is this service specification for?

This service specification is for partners contracted by Oranga Tamariki—Ministry for Children (Oranga Tamariki) to provide Trauma Informed Learning and Support for Caregivers.

1.2 What is the purpose of this service specification?

This service specification forms part of your contract with Oranga Tamariki, along with the Outcome Agreement and the Terms and Conditions. The service specification sets out the mandatory requirements for Trauma Informed Learning and Support for Caregivers.

The ways you meet these requirements will depend on your philosophy, kaupapa, your unique strengths as a provider, and the needs of the tamariki, caregiving whānau and families you support.

The Outcome Agreement, including this service specification, must be interpreted in a way that is consistent with the obligations of the Chief Executive of Oranga Tamariki under the Oranga Tamariki Act 1989 (the Act).

1.3 Roles and responsibilities

Partners and Oranga Tamariki bring valuable expertise to their working relationship. Both parties should work together in accordance with the relationship principles described in the Terms and Conditions of your contract.¹ These include:

- acting honestly and in good faith
- communicating openly and in a timely manner
- working in a collaborative and constructive manner
- recognising each other's responsibilities
- encouraging quality and innovation to achieve positive outcomes

¹ These Terms and Conditions are set by the Ministry of Business, Innovation and Employment, and can be accessed at <https://www.procurement.govt.nz/assets/procurement-property/documents/2nd-edition-framework-terms-conditions.pdf>.



Oranga Tamariki must carry out its roles and responsibilities in accordance with its operational policy, which Trauma Informed Learning and Support programme providers are welcome to view on the Oranga Tamariki Practice Centre.²

2. About Trauma Informed Learning and Support for Caregivers

2.1 What is Trauma Informed Learning and Support for Caregivers?

Trauma Informed Learning and Support for Caregivers is a holistic trauma-informed learning and support programme. It is designed to be delivered in a bi-cultural manner, with regard to mana tamaiti, and must authentically incorporate Matuaranga Māori. Providers of this programme will be responsible for delivering an intensive multi-week trauma-informed learning opportunity to support caregivers who are caring for tamariki.

2.2 Who is this service for?

Trauma-Informed Learning and Support for Caregivers is targeted at primary caregivers of tamariki who are in the care or custody of the Chief Executive of Oranga Tamariki. While the main focus is on primary caregivers, where possible other members of their whānau could be supported as well, including tamariki and rangatahi, to ensure a strong network of support for tamariki in care. Caregivers who are supported directly by Oranga Tamariki are the primary audience for this service. Other caregivers who are supported by S396 care providers may have access to this learning at the discretion of the regional Caregiver Recruitment and Support Manager at Oranga Tamariki.

2.3 How are caregivers referred to this programme?

Oranga Tamariki is responsible for making referrals to the programme. The Trauma-Informed Learning and Support provider will be responsible for providing a programme overview to Oranga Tamariki staff to ensure they are familiar with the programme kaupapa. Once Oranga Tamariki staff make a referral to the programme, the provider will have responsibility for engaging directly with caregivers. Providers

² <https://practice.orangatamariki.govt.nz/>

of this service will actively engage with Caregiver Social Workers at the local Oranga Tamariki site(s) and will ensure all parties are clear on the programme kaupapa, intended outcomes, key contacts, the process for making referrals, and how to provide feedback.

There is a requirement for Oranga Tamariki staff to be updated on the progress of caregivers through the programme. This enables reinforcement of programme content during regular discussions with caregivers and gives an opportunity for any new learning needs to be identified.

2.4 What is this programme seeking to achieve?

This service will deliver the following outcomes for caregivers and tamariki;

- Tamariki in care are provided with safe, stable and trauma-informed care
- Caregivers will gain a holistic understanding of trauma and its impact on people's lives (including tamariki and their own lives)
- Caregivers will be equipped to offer a trauma-informed response to meet the needs of tamariki
- Caregivers will develop an appreciation for the importance of their own hauora
- Caregivers will learn techniques to support themselves as caregivers and members of their whānau as part of trauma-informed caregiving
- Caregivers will be assisted to build community connections to help them in their caregiving role and to help them gain confidence to participate actively in decisions about tamariki in their care.

3. What does delivery of this programme involve?

Providers delivering this service will be responsible for delivering holistic, intensive multi-week trauma-informed learning opportunities to support caregivers. The programme must be delivered in a holistic and participatory way that is focused on te ao Māori and Pacifica values and principles, that can be adapted to the needs of the wider community, and must also be inclusive of the following;

- Sensitive to the ways in which the needs of tamariki are understood in the context of trauma. This learning will be trauma-informed and will support caregivers to view tamariki distress and its associated behaviours through a trauma-informed lens
- Meet the needs of Māori caregivers by drawing on te ao Māori, tikanga, and key principles such as whanaungatanga and manaakitanga.



- Aimed at providing intensive support to upskill caregivers to further strengthen the stability of care
- Delivery is fluid, able to respond authentically to situations in ways that resonate with and affirm the culture of the caregivers and tamariki
- Able to provide ongoing support to embed the knowledge after the intensive learning component of the programme is completed.

4. Mandatory programme elements

This section describes mandatory programme elements that contribute to effective learning and support for caregivers.

The objective of this programme is to provide learning opportunities for caregivers that extend beyond caregiving skills to building resilience and strengthen the wellbeing of caregivers.

Mandatory programme elements are as follows:

- Addressing the effects of trauma on tamariki brain development
- Addressing the various stages of brain development
- Helping caregivers to understand challenging behaviours, and assisting caregivers to respond
- Offering empowering techniques that help caregivers respond to tamariki distress and its associated behaviours that result from experiencing trauma
- Facilitate the development of support networks for caregivers to provide them with emotional support and a way to share experiences with each other
- Strong use of the concepts of whanaungatanga, whakapapa
- Strong use of the concepts of trauma-informed care
- Contribute to caregivers healing from their own experiences of trauma
- Identify how these concepts are used to empower caregivers to provide safe, stable, understanding, and loving homes for tamariki in care
- The programme will be delivered with regard to;
 - Oranga Tamariki Treaty-based obligations through the Oranga Tamariki Act 1989, Section 7AA; specifically, obligations to tamariki Māori³

³ <https://orangatamariki.govt.nz/about-us/reports-and-releases/section-7aa/section-7aa-quality-assurance-standards/>



- Oranga Tamariki National Care Standards and Related Matters Regulations; specifically, Section 62-65 Caregiver Support and Capability Building
- Regularly review programme content and delivery to ensure service design and delivery continues to meet participants needs and contributes to ongoing development and improvement.

5. Social Sector Accreditation Standards

Providers delivering Trauma-Informed Learning and Support for Caregivers are required to meet Level Four of the Ministry of Social Development (MSD) Social Sector Accreditation Standards.

6. Reporting

During the term of this Outcome Agreement you will need to send the following reports about the provision of this service to the contract manager on the due dates set out in the Outcome Agreement;

- Provider Return Report – including statistical and narrative reporting (refer to the agreement for the reporting frequency)
- The provider also agrees to participate in any evaluation of the Trauma Informed Learning and Support for Caregivers service that is undertaken by Oranga Tamariki provided the design of these evaluations are agreed by the provider and Oranga Tamariki.