

need 2 know



ISSUE 132 - THURSDAY, 4 FEBRUARY 2010

The Victims Feedback Process

The Victims Feedback Process is to be launched on 1 February. This process is based on the principle that the engagement of victims during the FGC process is crucial to effective restorative youth justice practice.

The feedback process comprises two Victim's Feedback Forms; one for attendees and one for non-attendees. These quick, two minute questionnaires are a simple way of identifying barriers to attendance at Family Group Conferences and areas of victim dissatisfaction. We can then moderate and improve our practice. This will increase victim participation and satisfaction with the FGC process.

Further information will be loaded to our intranet and internet sites on Wednesday 3 February. Victims Feedback Forms will also be made available for ordering through KEA, details will be sent to the site champions this week.

For more information

If you have any questions please contact your Youth Justice Regional Practice Advisor in

9(2)(a)

Determining 'Objectives met' field in CYRAS

Some confusion has existed about filling out the 'Objectives met' field in CYRAS when reviewing YJ FGC plans. The Practice Centre has been updated to include information on determining whether to enter yes or no - see the following link:

<http://cyf-practice-centre.ssi.govt.nz/policy/seeking-solutions-the-family-group-conference/key-information/making-it-work-monitoring-and-reviewing-the-youth-justice-fgc.html>

For more information

need 4 know

If you have any questions please contact your Youth Justice Regional Practice Advisor in 9(2)(a)

Celebrating Children's Day 2010

The 10th anniversary of Children's Day will be celebrated on Sunday 7 March. The day is marked by hundreds of events throughout New Zealand and these are registered off www.childrensday.org.nz. Fuller background about the day will be provided at the first Wednesday brief for the year on Wednesday 10 February.

This year we are really encouraging sites to get active in their communities by coordinating or partnering in an event for Children's Day. This may involve collaborating with NGO stakeholders on an event for the day, or having simple site-based activities to honour the day, such as inviting caregivers and children to the office, or trying to get the local cinema to provide free passes for them on the day.

You can find out if an event is being organised in your area by checking the 'what's on' section of the Children's Day website. Free Children's Day resources and Everyday Gear is available for your events. See www.childrensday.org.nz/events/free_resource.html to view the resources.

To order the free Children's Day and Everyday Gear resources, send the following order form to 9(2)(a) by 17 February. To ensure only one order is placed per site, we suggest these are coordinated by your site champions.

Order form for free Children's Day resources (please copy into a word document)

Provide here a description of your event, number of staff you think will volunteer to help and how many members of the public you think will attend		
Item	Code number	Quantity
Children's Day activity booklet	n/a	
Children's Day scrapbook	n/a	
Children's Day balloons	n/a	
Children's Day star tattoos	n/a	

need 2 know

Children's Day sticker sheets	n/a	
Everyday Gear t-shirts (sizes will be random)	CYF336/339/613/614	
Whānau time interactive posters	CYF597	
Pencil cases	CYF604/605	
Rulers	CYF603	
Drink bottles	CYF373/374	

For more information

9(2)(a)

Training Opportunities

There are a variety of training opportunities available for staff in February 2010 in different locations. Take a look through the following courses, and if you'd like to enrol in any, please email an application form to LearningandDevelopment@cyf.govt.nz or fax to the contact person for your region:

9(2)(a)

NORTHERN

Course Title	Location	Date	
Presentation Skills for Managers	Otahuhu	Feb	2 - 3
Care and Permanency	Otahuhu	Feb	9 - 10
Family Violence	Otahuhu	Feb	11 - 12

need 4 know

Care and Protection Law	Otahuhu	Feb	15 - 16
Resilience and Children	Otahuhu	Feb	23
TRIM	Otahuhu	Feb	23 - 24
Towards Wellbeing	Otahuhu	Feb	24
Non Violence Crisis Intervention REFRESHER	Otahuhu	Feb	25

MIDLANDS

Course Title	Location	Date	
Youth Justice Law	Hamilton	Feb	4 - 5
FGC Process in Practice	Hamilton	Feb	23
Dynamics of Sexual Abuse	Tauranga	Feb	23 - 25
Child Centred and Young Person Focused Practice	Hamilton	Feb	24 - 25
Supervision for Supervisees	Hamilton	Feb	26

CENTRAL

Course Title	Location	Date	
Service Excellence	Porirua	Feb	2
Presentation Skills for Managers	Porirua	Feb	2 - 3
Family Violence	Porirua	Feb	4 - 5
Facilitation	Porirua	Feb	8
Dynamics of Sexual Abuse	Masterton	Feb	8 - 10

need 2 know

Law and Process for C & P Co-ordinators	Hastings	Feb	9
Towards Wellbeing	Porirua	Feb	9
Dangerous Dynamics	Porirua	Feb	10
Law and Process for YJ Co-ordinators	Hastings	Feb	10 – 11
Towards Wellbeing	Epuni	Feb	16
Non Violent Crisis Intervention	Hawera	Feb	16 – 17
Non Violent Crisis Intervention	Hawera	Feb	18 – 19
Te Pounamu	Porirua	Feb	22 – 23
Child Centred & Young Persons Focused Practice	New Plymouth	Feb	24 – 25
Presentation Skills for Managers	Porirua	Feb	24 – 25
Care and Permanency	Hawkes Bay	Feb	25 – 26
Foafoa	Porirua	Feb	26

SOUTHERN

Course Title	Location	Date	
Towards Wellbeing	Christchurch	Feb	2
Facilitation	Christchurch	Feb	9
Intervention with Children Who Offend	Christchurch	Feb	10
Family Violence	Greymouth	Feb	11 – 12
Presentation and Facilitation Skills	Christchurch	Feb	15 – 16
Presentation and Facilitation Skills	Nelson	Feb	18 – 19

need 2 know

Non Violent Crisis Intervention	Christchurch	Feb	18 - 19
P Issues	Christchurch	Feb	22
Dynamics of Sexual Abuse	Christchurch	Feb	23 - 25
Supervision for Supervisees	Christchurch	Feb	26
Care and Permanency	Greymouth	Feb	TBA

For more information

For more information, please email LearningandDevelopment@cvf.govt.nz.

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to

9(2)(a)

RELEASED UNDER OFFICIAL INFORMATION ACT

need 2 know



ISSUE 133 – MONDAY, 8 FEBRUARY 2010

Brainwave Trust training opportunities March 2010

Learning and Development has coordinated a training opportunity with Brainwave Trust to upskill our staff and caregivers. Workshops will be held in March on the long-term impact of violence, trauma and neglect on children, their early brain development, social and emotional development and the long-term negative life outcomes such as violence, crime and mental health. This is a great opportunity that will assist us in working more effectively with children, young people and their families.

Topics covered in the presentation include:

- how the brain develops
- the effects of drugs, alcohol and stress on the unborn baby's brain
- how brain connections are formed
- critical periods for learning skills
- how experience's shape the infant's brain
- how abuse, trauma and neglect change the brain's architecture
- the importance of secure attachment
- how to promote healthy brain development and secure attachment
- the importance of early intervention.

Each workshop will run for two hours, with sessions being held at 2pm and 6pm. To register for a workshop in your area please email Learning & Development at ld_course_application@cvf.govt.nz.

Brainwave presentations

Northern region - contact

- Whangarei - 11 March
- Taupo - 11 March
- Otahuhu - 18 March

Central region - contact

- Whanganui - 11 March

-
- Porirua (Wellington) - 11 March
 - Masterton - 18 March
 - Napier - 18 March

Southern region - contact 9(2)(a)

- Oamaru - 4 March
- Christchurch - 11 March
- Dunedin - 11 March
- Balclutha - 18 March
- Greymouth - 6 May

For more information

If you have any questions, please email Learning & Development at ld_course_application@cyf.govt.nz or call your local contact person.

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to

9(2)(a)

need 2 know



ISSUE 134 – MONDAY, 15 FEBRUARY 2010

Health and safety scheduler

The February health and safety scheduler and health, safety and wellbeing newsletter are now available on doogle.

The scheduler tasks for February are:

- Elect a health and safety representative
- Three monthly hazard check
- Health and safety training – introduction to health and safety
- SOSHI2 review
- Induction of new and/or transferring staff

For more information

9(2)(a)

Engage Survey

You will soon be invited to take part in the Engage survey, happening across the Ministry from 17-31 March. The survey is for all staff, and it is a way to find out how people feel about their work place, identify team strengths, and the things we can do to help build a strong and rewarding workplace.

The Engage survey is run by independent research company, Gallup, and was first undertaken by other parts of the Ministry of Social Development in 2008. As we had a lot going on at that time, a decision was made that we would not be involved. Since then, we have conducted a pilot survey in the Midlands region, which you may have heard about.

This is a great chance for you to have your say. The survey is completely confidential and should only take a few minutes to complete online.

There will be more information in coming weeks, and a Wednesday briefing about the survey is scheduled for 10 March. In the meantime, you can check out information on doogle - <http://doogle.ssi.govt.nz/working-here/working-for-us/the-way-we-work/>

need2know MANAGERS

For more information

If you have any queries, please contact the 'Engage Champion for your area, listed on doogle <http://doogle/working-here/working-for-us/the-way-we-work/who-you-can-talk-to.html>

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to

9(2)(a)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need 2 know



ISSUE 135 – MONDAY, 22 FEBRUARY 2010

Respite care camps for kids in care

Applications are open for the April respite care camps delivered by Children's Health Camps. These free, recreational camps are for children aged between five and twelve years, who have been living with caregivers for at least 12 months. As well as being safe and fun for the kids, they are a great way to give our deserving caregivers a break where they can work, relax, or catch up with friends and family.

There are several camps happening around the country, so if you know of a caregiver who might be interested, please refer them to information and application forms on the Kidz a Kool Adventures website, <http://www.healthcamps.org.nz/kidzacoool.html>.

The application form requests details about the child's behaviour, to help determine the level of support required, and whether the camp will be suitable for their level of needs. Please feel free to contact the camp managers directly to discuss any behavioural concerns, and whether the child is likely to be eligible.

Applications for the April 2010 programme close on **5 March**, and can be sent directly to the camps.

Programme dates, locations and contact details for April 2010 camps

Whangarei - Maunu Children's Health Camp 9(2)(a) 12 -16 April	Auckland - Pakuranga Children's Health Camp 6 – 9 April and 12 -16 April
Rotorua - Princess of Wales Children's 9(2)(a) 12 -16 April	Gisborne -Te Kainga Whaiora Children's 6 – 9 April and 12 -16 April
Otaki Children's Health Camp. Otaki 9(2)(a) 6 – 9 April and 12 -16 April	Christchurch - Glenelg Childrens Health Camp 9(2)(a) 6 – 9 April and 12 -16 April
Roxburgh Children's Health Camp, Roxburgh 9(2)(a) 6 – 9 April and 12 -16 April	

need 2 know

For more information

More information is available on the Children's Health Camp website, <http://www.healthcamps.org.nz/kidzacoool.html>, or contact your local Children's Health

9(2)(a)

New policy requirement

As at Monday 22 February 2010, a new requirement for the Engagement and Safety Policy (Care and Protection) will come into effect, and all social work staff need to be aware of this addition. The policy now states that where a report of concern has been received for a child whose caregivers have previously had a child removed from their care due to safety concerns, a Safety Assessment will be required. A 'Key Information' sheet, developed to help guide practice around this subject, is located on the Practice Centre: <http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/index.html>.

For more information

9(2)(a)

Harassment Policy

As part of the ongoing programme to merge the Ministry of Social Development and Child, Youth and Family human resources policy, there is now a merged Harassment Policy.

This merged policy replaces the outdated documentation, and can be accessed via the following link: <https://google/resources/helping-staff/policies-standards/hr/workplace-harassment-policy.html>

For more information

9(2)(a)

Contributing to Need 2 Know

need to know

9(2)(a)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need 2 know



ISSUE 136 - MONDAY, 1 MARCH 2010

Health and safety scheduler

The March health and safety scheduler for sites, health and safety scheduler for national office and health, safety and wellbeing newsletter are now available on doogle.

The scheduler tasks for March are:

- health and safety induction training
- SOSHI2 Review
- health and safety site committee meeting

For more information

9(2)(a)

Online booking for learning and development workshops

From **1 March**, an online booking system will be used for learning and development classroom based workshops and programmes. This is accessible for staff on MSD eLearn (also known as *Moodle*). To enter the site, copy and paste the following link into your web address bar: <https://elearn/course/view.php?id=9722>. Any external applications will be managed by the learning and development administration staff.

How it works:

- The National Training Calendar on Everyday will have links to workshop applications held on MSD eLearn.
- Staff members will apply using these online application forms.
- Applicants will receive an automated email confirming receipt of their application. A copy will also be sent to their line manager.
- All applicants will be placed on a reserved list and will be notified of their enrolment at least two weeks prior to the
- start of the workshop. Any pre-course tasks or information will be included in this email.
- Staff enrolled into the Practice Induction will be expected to enrol into workshops identified in their individual learning plan. Learning and development will assist the staff through this process.

need 2 know MANAGERS

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need to know



ISSUE 107 - TUESDAY, 9 MARCH 2010

Foster care allowance

The foster care allowance, or board rates, will increase by 1.96% from 1 April 2010, to reflect the change in the consumer price index. There is also an increase in the pocket money, clothing, birthday and Christmas allowances that are paid in addition to board rates.

Also from 1 April, the Orphan's Benefit and Unsupported Child's Benefit weekly rates will go up by the same amount.

The updated rates will be available on the practice centre and on our website from 1 April, and caregivers will be advised in the next issue of Care Matters, due out at the end of March.

Foster care Allowance and clothing rates as at 1 April 2010:

Age of child/young person	Weekly rate	Weekly pocket money - included in board rate	Birthday and Christmas allowance (half the weekly board rate)	Clothing allowance quarterly rate
0-4 years	\$134.91	\$1.97	\$67.46	\$236.03
5-9 years	\$156.56	\$5.95	\$78.28	\$267.47
10-13 years	\$172.77	\$8.91	\$86.39	\$330.30
14+ years	\$188.88	\$13.70	\$94.45	\$396.49
Family Home caregivers	\$176.12	Rates as above but paid in addition to board rates	\$88.06	Rates as above

For more information

9(2)(a)

need 4 know

2010 Influenza Season

Influenza is not just a bad cold, it can be serious. Don't get it and don't give it!

The Ministry of Health advises that the 2010 seasonal influenza immunisation programme will commence in March, which will be a month or so earlier than it has been in previous years. This will enable people who get the injection to build up immunity before the flu season starts. Remember, it can take two weeks to build up immunity following the injection.

This years' seasonal influenza immunisation will also help protect you from swine flu (H1N1 Influenza A) and for many people it is free. Consult your GP or health provider.

Remember that practising good hygiene is still one of your best defences against influenza:

- Cover your coughs and sneezes
- Wash your hands regularly
- Where possible Stay away from sick people
- Stay home if you are sick
- Seek health advice if you feel unwell.

For more information

For further information follow the link <http://doogie/working-here/health-safety/emergency-management/pandemic/influenza-staff-information.html>

Support young people in the Relay for Life

On 13 and 14 March, young people and staff at the Lower North Youth Justice Residence, Palmerston North are taking part in the annual Relay for Life, a 24-hour fundraising event to raise money for those with, or affected by, cancer.

Lower North was the first residence worldwide to participate in the Relay for Life. In 2005 the residence successfully piloted this event, and members of the community and national office came and walked laps with the young people.

The event resulted in a sizeable donation to the Cancer Society of New Zealand, and the young people and staff are keen to build on last year's success by seeing if they can raise at least \$100 for each young person in the residence, i.e. a target of \$3000.

If you would like to show your support to the young people and our staff by donating to this very worthy cause please contact the residence directly. Staff and families who are close by are also invited to come to the residence and share in the celebration of this event.

need 2 know

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need 2 know



ISSUE 138 – MONDAY, 15 MARCH 2010

Places still available for April KidzaCool adventure camps

The close off for the April respite care camps, delivered by Children's Health Camps, has been extended as there are still plenty of places available at the following camp sites: Auckland, Rotorua, Gisborne, Otaki, Christchurch and Roxborough. The Whangarei camp is now full.

These free, recreational camps are for children aged between five and twelve years, who have been living with caregivers for at least 12 months. KidzaCool are also making places available for children with disabilities, so think about children and young people whose abilities still allow them to participate in activities and be very much part of what's going on at the camps. There may be some flexibility around the eligibility criteria, so contact your local Children's Health Camp to discuss further.

As well as being safe and fun for the kids, they are a great way to give our deserving caregivers a break where they can work, relax, or catch up with friends and family.

Applications can now be submitted at any time to go on the selection list for the next available camp. Please refer to Need 2 Know issue 135 for more information about the camps and how to access application forms.

For more information

More information is available on the Children's Health Camp website, <http://www.healthcamps.org.nz/kidzacoool.html>, or contact your local Children's Health

9(2)(a)

Military-style activity camp (MAC) programme places available

The second MAC programme is due to begin on 12 April 2010. It will be based in our Christchurch youth justice residence, Te Puna Wai ō Tuhinapo, and is open to ten young men who have been sentenced to a Supervision with Residence Order by the Youth Court.

If you're working with a young man who is likely to receive a Supervision with Residence Order in the near future, and you think he would benefit from taking part in the MAC programme, please call 9(2)(a) for more information.

The MAC programme is a partnership between Child, Youth and Family and the New Zealand Defence Force. It aims to reinforce self discipline, personal responsibility and community values, while also helping to address the underlying causes of offending.

The programme involves two phases:

- a residential-based phase that includes a wilderness camp run jointly by the NZ Army and residence staff, a structured residence-based programme including therapeutic and educational interventions including mentoring, literacy and numeracy skills, targeting criminogenic needs, and drug and alcohol treatment.
- a community-based phase where a social-services provider will continue to offer support for up to six months to help the young person as they settle back into the community.

For more information

9(2)(a)

programme is also available on our website.

Training schedules for visiting brochure

Training sessions for the 'When we visit' brochure are underway. Central region practice leaders completed their training last month, and training dates for the other regions are detailed below. The practice leaders will then provide training to site social workers, ahead of the brochure's launch on 1 April.

The 'When we visit' brochure gives families an easy to understand introduction to Child, Youth and Family, and will be given to parents as part of our initial visit with them. It tells parents what they can expect from us, what happens next, their rights, and what they can do if they have questions or want someone else to talk to. It also refers people to the new 0508 ASK CYF number which will be up and running from 1 April.

The visiting brochure was one of the recommendations of the recent review relating to the 'Section 59' repeal, and is intended to complement the existing brochures.

Training schedule

Southern Region - Christchurch 17 March
CYF Regional Office
Avon Room

Level 4
7 Winston Ave, Papanui
Christchurch

Northern Region – Auckland 18 March
CYF Regional Office
Level 2
19-21 Como Street, Takapuna
North Shore City

Midlands Region - Rotorua 18 March
CYF Site
FGC Room
1207 Pukuatua Street
Rotorua

For more information

9(2)(a)

Contributing to *Need 2 Know*

9(2)(a)

Need 2 know



ISSUE 139 - MONDAY, 22 MARCH 2010

Engage Survey

On 16 March, everyone was sent an invitation to complete the Gallup Survey, along with a link to the survey and a personal access code. You can have your say by responding to this survey anytime before 30 March 2010.

The survey is a great way for us to find out how people feel about their workplace, and help identify team strengths. It is completely confidential and only takes a few minutes to complete

For more information

If you have any questions, please contact your regional Engage champion, listed in the Wednesday briefing Engage presentation

http://cvfintranet/reddot/Files/AboutUs/wednesdaybriefing_10march.ppt

Contributing to Need 2 Know

9(2)(a)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

need to know



ISSUE 140 – TUESDAY, 30 MARCH 2010

Section 59 recommendations update

Pamphlet and training around working with families

Frontline social workers should now have received their training for the 'When we visit' brochures, which will arrive in sites by 30 March. Please do not use the brochures ahead of the 1 April launch, when the parent helpline comes into effect.

Parent helpline

A new parent helpline will begin operating from the Contact Centre from 1 April. This new helpline will provide parents who are unsure around what is happening after a visit from a social worker or the police, or have questions about the process, to speak directly to someone who can provide them with advice and information. The new number of 0508 ASK CYF

Public access to the practice centre

From 1 April the practice centre will be available on its own website, www.practicecentre.cyf.govt.nz. There will also be a link from our website from 1 April. This will allow families and members of the community to have access to our policy and practice guidelines and clear information around what to expect when we are working with them. This is a great opportunity to re-familiarise yourself with the content on the practice centre.

Capturing information on smacking cases

From 1 April there will be a new functionality in CYRAS that allows us to capture information around cases where smacking is cited as part of the concerns for a child.

A new item of 'concerns include smacking' has been added into the 'other type' field on the Notifier/Referral Details of the Notification record. You should select this item when concerns around smacking are a part of the notification information.

The screenshot shows a software window titled "Notification/Referral". The menu bar includes "File", "Edit", "Navigation", "Approval", "Reports", "Narrative", "Reminders", "Actions", and "Help". Below the menu bar, there are tabs for "Intake Details", "Notifier/Referral Details", and "Participants". The main content area is divided into two sections. On the left, there is a box labeled "No Case". On the right, there is a form titled "Notifier Details". The form includes fields for "Name", "Address Type", "Address", "City/Town", "Post Code", and "Country". There are also fields for "Role/Relationship", "Profession/Agency", and "Reasons (optional)". A checkbox labeled "Confidentiality requested" is also present. At the top right of the form area, there is a dropdown menu with "Section 15 Other types" selected and "Concerns include smacking" displayed.

Remember Child, Youth and Family are concerned with reports of abuse or neglect, and light smacking in the absence of any other concerns will not require a notification or response from us. The Key Information The Smacking Issue assists in understanding how to manage these cases

For more information

9(2)(a)

Emergency caregiver assessments

Contact with family is required when an emergency placement is to be made with someone who is not a family member. In June, changes will be made to the CYRAS Assessment Checklist screen of the caregiver records. The changes will include the addition of a drop down option to confirm contact with family has occurred. The changes will also remove the necessity for filling in two boxes for referee checks as these are no longer required for emergency caregiver assessments.

Until these changes occur, you will need to:

- use the Referee date fields to enter the date of the contact with family
- write a clear case-note verifying that contact with family has occurred (date, who and how) and state that referee checks are no longer required for an emergency assessment, however, they will be completed if the placement becomes ongoing.

For more information

9(2)(a)

Care Matters

Care Matters, our newsletter for foster parents, will be at sites by the end of the week. This issue looks at:

- Children's Day and takes an in-depth look at this year's theme, 'Praise and Encouragement'
- a foster parent who has taken permanent care of triplet girls shares her story
- KidzaCool respite camps
- updated board rates.

For more information

9(2)(a)

Bureaucracy vehicle maintenance responsibilities

One of our bureaucracy busting ideas was to clarify who is responsible at sites for car maintenance, Warrant of Fitness inspections, recording mileage and other maintenance.

It is the responsibility of each site manager to decide who will look after maintenance of the site cars, and each site may be different. Generally the site manager will make sure that vehicles are serviced regularly and have a current Warrant of Fitness. Car drivers are responsible for recording mileage in the logbook and refuelling when necessary.

For more information

For more information, please refer to the [Motor Vehicles Section on Doodle](#) and article [C02.5 Fleet Maintenance](#) in our [Financial Procedures document](#).

If you have more ideas for busting bureaucracy, please email Bureaucracy_Busting@cvf.govt.nz.

CYRAS payments over Easter

As Easter falls on Friday 2 April and Monday 5 April, the provisions for making payments will be changed. Please note the following:

- Board payments **must be approved by Thursday 1 April** to ensure that caregivers receive the payment at the usual time.
- If there are any urgent payments due around the Easter weekend, they should be approved early next week.
- There will be no KEA 4:30pm processing on Friday 2 April or Monday 5 April.

Payments that are authorised on Thursday 1 April will be created in KEA but cheques will **not** be posted and direct credits **not** processed until Tuesday 6 April.

For more information

Please contact 9(2)(a) for further information.

Health and safety scheduler

The April health and safety scheduler and health, safety and wellbeing newsletter are now available on doogle.

The scheduler tasks for April are:

- SOSH12 Review
- Health and safety induction training
- Trial Emergency Evacuation (procedure)
- Early Intervention Programme for pain & discomfort
-

For more information

9(2)(a)

Change to return address on remittance advices and cheques for client related expenses

There will be a change to the return address information printed on remittance advices and cheques issued for client related expenses from CYRAS, effective from 29 March.

The change is as follows:

- When the payment is **not** for board or clothing, the return address will be:

*Ministry of Social Development - NAC
Private Bag 3050
ROTORUA 3046
Ph: 07 921 9954*

- When the payment is for board or clothing, then the return address will be the site where the vendor record is established (i.e. the current rules will apply).

If a remittance advice or cheque is returned with an incorrect address to a site, the caregiver social worker or their supervisor needs to be informed as soon as possible, so they can investigate the situation, update CYRAS records, and initiate a vendor maintenance form if necessary.

To find out more about the current Chart of Accounts, please refer to KEA and CYRAS financial codes 2009/10 at http://cyfintranet/reddot/5863_ENG_HTML.htm.

Board and clothing nominals are:

- 15721 – CYF Caregiver Board
- 15722 – Board Accruals
- 15723 – Family Whanau Caregiver Board
- 15725 – Family Home Board
- 15727 – Care: Other Placements Board
- 15728 – Board: back payments & recover
- 15729 – Other Board Allowances
- 15740 – Clothing

For more information

9(2)(a)

Awahi Mai Awahi Atu

From this month, *Awahi Mai Awahi Atu* will now be distributed quarterly to staff as well as stakeholders, and we will no longer have *Panui*. This decision was made as the two newsletters had very similar stories, and we now have several mechanisms in place for communicating with staff (eg Wednesday briefings, the practice centre, regional newsletters and Need 2 Know).

We'll keep the stories relevant and interesting to you, plus you'll be getting the same information as our stakeholders. We're always interested in your thoughts, so let us know if you have any story ideas or feedback.

The March issue of *Awahi Mai Awahi Atu* will arrive in sites this week. This issue looks at:

- our focus on finding a 'home for life for children in care', including one family's story.
- a Fresh Start update, focussing on the Innovation Fund and MAC programme
- our response to the recommendations from the section 59 review, including the new visiting brochure
- launch of the Pacific Action Plan
- an update on the vulnerable children programme, including a reminder that people can put their ideas forward via the Ideas Bank
- a story of a collaborative supported living initiative recently introduced in Lower Hutt, aiming to support and strengthen at-risk families with young children
- a snapshot of Children's Day activities from around the country.

For more information

9(2)(a)

Seasonal flu vaccinations for children

The Ministry of Health has extended the eligibility for free flu vaccinations to Maori and Pacific children, and those from high deprivation areas who are aged 6 months to 5 years. This means the seasonal flu vaccination will be free to many of the children who come to the attention of Child, Youth and Family.

Social workers should encourage parents and guardians to get their children vaccinated. This year's seasonal flu vaccination includes the swine flu, which is expected to return to New Zealand this winter.

Parents and guardians will need to contact their local GP to discuss their children's eligibility for free vaccination.

For more information

If you have any enquiries, please email

Contributing to Need 2 Know

RELEASED UNDER THE OFFICIAL INFORMATION ACT

need to know



ISSUE 141 - MONDAY, 12 APRIL 2010

Caregiver social worker assessment and approval training

In our Strengthening the Frontline blueprint document, one of the things we said we'd do is move some of the delegations currently held by supervisors to caregiver social workers, so they can feel more ownership for their work, and so that decisions occur as close to the clients they work with as possible.

To support this move, we have developed a one day caregiver assessment and approval workshop for all caregiver social workers and their supervisors which will occur over the next six weeks. Details of workshops will be organised through each region.

For more information

9(2)(a)

Resolution of complaints system go-live

The new complaints system can be used from Wednesday 14 April. Staff who need to access the system have all been trained over the last month. To access the system, use the following link: <http://cvfcomplaints.ssi.govt.nz/login>. To log in, use your normal user name (eg jblog001) and the password that you use to open your email/calendar.

The system is being implemented in stages. This is the first stage, which means that only sites and national office can enter and edit complaint information. Regional and operations unit users can view complaints. Reviewers need to continue to use the complaint report template on the intranet, and hard copy files still need to be kept.

If you are unable to log in, please contact 9(2)(a) and let her know which site/s you need access to.

The system manual, a fact sheet and other resources can be found on the [complaints management](#) page of the intranet, from Monday 12 April.

For more information

9(2)(a)

questions, or would like to talk through the first complaint you enter.

if you have any

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to

9(2)(a)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need 2 know



ISSUE 142 – TUESDAY, 20 APRIL 2010

New Child Protection Protocol

The Child Protection Protocol, our new agreement with Police on the management of serious child abuse, was signed last week. It replaces the SAT CAT protocol and comes into effect on 10 May. Joint training with Police on the new protocol starts on 19 April, and will include training on the CYRAS changes. Please consult your regional practice advisor if you have any questions about the training.

The protocol will be the subject of this week's Wednesday briefing, and will also be available on the intranet from this date.

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to

9(2)(a)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

100
101
102
103
104
105
106
107
108
109
110
111
112
113
114
115
116
117
118
119
120
121
122
123
124
125
126
127
128
129
130
131
132
133
134
135
136
137
138
139
140
141
142
143
144
145
146
147
148
149
150
151
152
153
154
155
156
157
158
159
160
161
162
163
164
165
166
167
168
169
170
171
172
173
174
175
176
177
178
179
180
181
182
183
184
185
186
187
188
189
190
191
192
193
194
195
196
197
198
199
200

need to know



ISSUE 143 – MONDAY, 26 APRIL 2010

Health and safety scheduler

The May health and safety scheduler and health, safety and wellbeing newsletter are now available on doogle.

The scheduler tasks for May are:

- SOSHI2 Review
- Health and safety induction training
- Three-monthly hazard check
- Health and safety representative training
- Managers completing health and safety training need to login in to <http://elearn/> (copy and paste into your address bar).

For more information

9(2)(a)

PSA annual member meetings 2010

The PSA annual member meetings will take place during the month of May 2010. PSA site delegates will be in touch with managers shortly to arrange suitable times and places for these to be held. Because of staffing arrangements in some sites, it might be necessary to hold two or three separate meetings.

National office meetings are being held as follows:

Bowen State Auditorium:

- Tuesday 4 May 10.00am to 11.30am
- Thursday 6 May 1.30pm to 3.00pm

Randstad Building:

-
- Wednesday 5 May 12.00pm to 1.30pm

For more information

If you have any queries, please get in touch with your HR Consultant.

Social Work Now

The latest issue of our practice journal, Social Work Now, will be distributed to your offices this week and will also be available on our intranet and website in the publications section.

This 'new-look' issue is dedicated to the issues of collaboration, and articles include:

- social work and the law
- community partnerships in the District of Columbia's child welfare system
- working together to improve outcomes for children and young people with disabilities
- working together to support families of vulnerable children
- innovative practice in family violence
- collaboration the Pacific way.

For more information

If you are receiving too many, or not enough, copies of Social Work Now, please contact

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to

9(2)(a)

need 2 know



ISSUE 144 - MONDAY 3 MAY 2010

Fresh Start update

A series of Fresh Start presentations for stakeholders have been held around the country over the last few weeks. The presentations provide an overview of the initiatives we are introducing or expanding, in response to the Fresh Start youth justice reforms which come into effect 1 October 2010.

Service specifications for the Fresh Start programmes are now available on our website. A number of the programmes are currently being concept tested, for example mentoring and parenting education programmes, and there may be minor amendments at the end of this trial period.

Applications for the first round of the Innovation Fund, a Fresh Start initiative aimed at grass roots organisations to provide local solutions to youth offending, closed on 26 March. A selection panel will assess the applications and recommend programmes to be funded. A second funding round, for the 2010/2011 financial year, will open on 7 June.

As Fresh Start is a key area of work for our organisation, there are project managers to oversee the implementation of Fresh Start in the regions. They are:

- Northern
- Midlands
- Central
- Southern

9(2)(a)

Check out the [website](#) for more information, or to see the latest e-newsletter update, sent to stakeholders this week.

For more information

If you have any questions, or would like a copy of the Fresh Start presentation for stakeholders, please contact your local youth justice manager or regional project manager.



Child Protection Protocol

The Child Protection Protocol (CPP) will come into effect on 10 May and a new CPP record will be released into CYRAS. Cases will go onto a new CPP list when the new record is opened. This list will help us to monitor cases with Police.

All cases with an open investigation phase at 10 May should have a CPP record opened so that these cases go on the CPP List. Therefore, all social workers should review their case load and open a new CPP record under the investigation phase for all open investigations as soon as possible after 10 May 2010. If there are questions about whether the investigation should be a CPP case, please ask the CPP Supervisor or Regional Practice Advisor for advice on how to proceed.

Cases that are still the subject of discussion with Police at the CPP meeting for instance but have a closed investigation phase will remain on the paper lists. CPP Supervisors should check with Police at their next monthly meeting if the case should still be on the list.

For more information

9(2)(a)

Staff changes

The residential services team at national office have recruited a new staff member who is responsible for the admission of children and young people into a care and protection

9(2)(a)

Contributions to Need 2 Know

If you have an article for Need 2 Know, please email it to

9(2)(a)

need 2 know



ISSUE 146 - WEDNESDAY, 12 MAY 2010

Child Protection Protocol

Access to the CPP Case List and managing the transition

Here is a tip to help manage the transition for existing open investigation phases and displaying them on the CPP case list:

If you have a CPP meeting with Police before you have created a CPP record, you can use Report 81 to get a list of open investigations to take to the meeting. To print this list off for your site, open the report from Te Pakoro and select your site(s) and print report. Remember to select landscape first so that all columns are showing. Alternatively you can select your site(s) and download into excel and print from here.

Below is a link to the temporary CPP case list that will be available from 10 May http://dcwvs001/about/business/reporting/temporary.html/temp_reports.html. The list will build up as CPP records are opened and will be replaced by a permanent report later in the year.

For technical assistance with the new CPP record or list please contact your CPP supervisor or 9(2)(a)

CPP referrals to Police - approved Police email addresses

All CPP referrals are to be emailed to Police. If you phone first, please follow up with the emailed referral to the Police email address for your area. If you are unsure which Police area covers your site, ask your CPP supervisor.

The following Police email addresses have been created for referrals under the Child Protection Protocol. The geographical location identifier indicates the whereabouts of the CPT / CIB office that are to receive the CPP referral.

Each email address starts with 'cpp.' then the location, followed by @police.govt.nz.

For example:

cpp.kaitakea@police.govt.nz

cpp.palmerstonnorth@police.govt.nz [Note: there is no '.' between Palmerston and North; the same applies for North Shore, Counties Manukau, Te Awamutu and New Plymouth.]

Police CPP location 'Identifier'		
Kaitakea	Tauranga	Nelson
Kaikohe	Whakatane	Blenheim

Dargaville	Rotorua	Greymouth
Whangarei	Tokoroa	Rangiora
Orewa	Taupo	Christchurch
North Shore	Hastings	Ashburton
Henderson	Napier	Timaru
Auckland	Gisborne	Oamaru
Counties Manukau	Dannevirke	Dunedin
Hamilton	Taumarunui	Balclutha
Te Kuiti	Levin	Gore
Huntly	New Plymouth	Alexandra
Te Awamutu	Hawera	Queenstown
Morrinsville	Wanganui	Invercargill
Thames	Palmerston North	
Waihi	Wellington	

For more information

If you have any questions, please contact **9(2)(a)**

SKIP

The new-look SKIP (Strategies with Kids - Information for Parents) website was launched last week, offering information and inspiration to those who work alongside parents of babies and young children.

There are a number of free resources available. Some are designed specifically for parents, caregivers and families, while others are aimed at helping community groups conduct workshops and training.

SKIP pamphlets are available in different languages, including Arabic, Chinese simplified, Chinese traditional, Farsi, Hindi, Japanese, Korean, Māori, Samoan, Spanish Latin America and Tongan.

Check out the website <http://www.skip.org.nz>

Youth Wee:

Youth Week runs from 22-28 May. The week highlights the amazing things young people do all year, and is about encouraging young people's participation and connections to their communities. Each year, during Youth Week there are events organised by young people, and those who work with young people, all over New Zealand.

For more information

To find out more about events in your area, or order some of the free resources, check out the [Youth Week website](#).

Youth Parliament

Youth Parliament 2010 is happening again on 6 and 7 July 2010. This major initiative, led by the Ministry of Youth Development, takes place in the Parliament Buildings, where around 130 young people from across New Zealand meet to discuss key issues for them and their peers.

While they're here, the Ministry of Youth Development is looking to billet young people with Ministry staff based in Wellington. They will mostly be aged between 16-18 years of age and will need a bed, breakfast and dinner from the night of Tuesday 6 July to the morning of Thursday 8 July.

Youth Parliament provides a great opportunity for Members of Parliament, government officials and the public to hear the ideas, hopes and aspirations of young people and for young people to see first-hand how our parliamentary system works.

For more information

If you are able to host a young person, please contact the Youth Parliament project team on beheard@youthparliament.govt.nz for further information.

Kamo-Whangarei office is moving

From Monday 17 May the Kamo-Whangarei office of Child, Youth and Family will be located at:

Level 2, Walton Plaza Building
Walton Street
WHANGAREI 0148

Postal address:
Private Bag 8007
Whangarei Mail Centre 0148
WHANGAREI

Phone contacts will remain the same: 09 983 5000 for reception

New fax numbers:

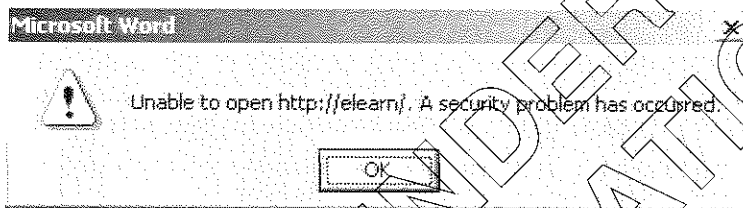
Site 09 430 1111

Intake 09 430 1110

Legal 09 430 1112

Health and safety training for managers – security error message

Some managers have received the following security error message when using the hyperlink in the May health and safety scheduler to complete the health and safety training for managers in Moodle.



The way to work around this is to paste the address (<http://elearn/>) into your browser in Google. This should take you through to Moodle without invoking the error message.

For more information

If you have any questions, please contact **9(2)(a)**

Child abuse reporting by member National Collective of Independent Women's Refuges and Child, Youth and Family

The protocol for the reporting of child abuse by member refuges of the National Collective of Independent Women's Refuges (NCIWR) to Child, Youth and Family has been reviewed and signed off by our respective agencies. This replaces the original one signed in 1996.

The protocol has been placed on Everyday: http://cyfintranet/reddot/4133_ENG_HTML.htm and 'Women's Refuge' has been added to the list of notifiers on CYRAS so that data about their S.15 notifications can be collated.

NCIWR will distribute the protocol to each member refuge with their new Child Advocacy Manual. They are planning a national training package on the manual and the protocol. Their member refuges may contact us to access our expertise on identifying and managing child abuse, and to access relevant local Learning and Development courses.

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



ISSUE 146 - MONDAY, 17 MAY 2010

Social Work Registration

Renewal of Annual Practicing Certificates

A reminder to registered social workers that the Social Work Registration Board (SWRB) will be sending out invoices this month for renewal of your Annual Practicing Certificates (APCs). These are sent to home addresses, so if this has changed please advise the Social Work Registration Board of your new address. These forms need to be signed by the social worker, their manager and then forwarded to the SWRB. It is helpful to undertake this transaction in a timely manner so staff are issued new APCs from 1 July 2010. The SWRB invoices the Manager Professionalisation at national office for the costs of APCs.

Competency Assessments

Those social workers who are not yet registered because they need to undertake a competency assessment now have two routes to gaining competency certification. The Aotearoa New Zealand Association of Social Workers (ANZASW) continues to offer a face to face panel assessment, and has recently introduced a paper based assessment option. The ANZASW offers these services to members and non members. Their website is: www.anzasw.org.nz

The SWRB also offers a paper based competency assessment service. Their website is www.swrb.org.nz

Re-certification of Competency

A competency assessment certificate is valid for five years, and needs to be renewed if registered social workers wish to maintain their eligibility to hold an APC. There will be a number of staff who will need to renew their competency certification. It is important to start the recertification process before your current certificate expires. There are two re-certification options available to registered social workers:

The ANZASW undertakes the recertification of social workers. This is a paper based exercise for social workers who hold a current competency certificate and are seeking re-confirmation of their competency. Tangata Whenua candidates have the additional option of electing the Niho Taniwha process, where the panel assessing your application will be made up of Tangata Whenua members only, and references may be provided verbally.

There is no cost for re-certification for those candidates who have been continuous members of ANZASW for five years, but there is a fee of \$150.00 for non-members. These costs are met by professionalisation at national office. The necessary forms can be down loaded from the ANZASW website www.anzasw.org.nz

The SWRB also offers a competency re-certification assessment process at a cost of \$150, which are met by professionalisation at national office. The necessary forms can be down loaded from the SWRB website www.swrb.org.nz

For more information

For further information contact the registration advisor 9(2)(a)

PDS evaluation

The Pay and Development System (PDS) Monitoring Group are currently undertaking an evaluation of PDS. The purpose of this evaluation is to review the implementation of the system and make recommendations for improvements to the Executive Committee.

For more information on the evaluation follow this link:

http://cyfintranet/reddot/Files/AboutUs/Evaluation_Proposal_for_Intranet.doc

It's anticipated that many of the enhancements agreed by both parties will be able to be implemented for the forthcoming performance year.

You will be briefed as soon as recommendations for change are agreed.

For more information

If you have any queries please contact 9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

need 2 know



ISSUE 147 – MONDAY, 24 MAY 2010

Changes to Residential Services roles

9(2)(a)

For more information

9(2)(a)

When we visit brochure

The 'When we visit' brochure has generated a lot of interest since its launch on 1 April, and we have received requests for supplies of the brochures from a number of organisations, including Citizens Advice Bureaux, MP electorate offices, and NGOs such as CPS.

The brochure was developed to be given out as part of our initial conversation with parents. However, due to the high level of interest, we are now placing the brochure in our brochure stands, making them freely available to the public and stakeholders.

You may want to include the brochures in your stakeholder packs or take them along to your stakeholder meetings, as they are a great illustration of the way we engage with families.

For more information

If you have any questions, please email 9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

need to know



ISSUE 148 - TUESDAY 1 JUNE 2010

Innovation challenge... final days

If you haven't got your great, innovative idea in yet, don't worry. There's been so much interest we've decided to give you a wee extension, to the end of Wednesday 2 June.

Remember this challenge is about opening your mind to possibilities, and telling us about that thing you think will give a better service, or do more for the children, young people and families we work with.

We want to hear about:

- something you're proud of and would like to share with the rest of us
- something you've heard about and would like to try in your team
- a creative way of wrapping support around the families you work with
- a burning idea about the best way to find permanent, loving homes for kids who need one.

We'll back every good idea, and the top three are up for national recognition. Please get your ideas into 9(2)(a) by Wednesday 2 June. You can use the template on the intranet to help structure your idea.

For more information

For further information email 9(2)(a)

Renewal of Annual Practising Certificates

A reminder to registered social workers that the Social Work Registration Board (SWRB) will be sending out invoices this month for renewal of your Annual Practising Certificates (APCs). These are sent to home addresses, so if this has changed please advise the Social Work Registration Board of your new address. These forms need to be signed by the social worker, their manager and then forwarded to the SWRB. It is helpful to undertake this transaction in a timely manner so staff are issued new APCs from 1 July 2010. The SWRB invoices the Manager Professionalisation at national office for the costs of APCs.

For more information

For further information contact the registration advisor 9(2)(a)

Youth services strategy rehabilitation programme

All rehabilitation applications that have approved funding for F10 are required to be concluded on or before 20 June 2010. This is to ensure they are complete for the end of the current fiscal year.

It is critical that all vendors that have not put their invoices in for purchased services are reminded to do so.

If circumstances have changed and the funding is no longer required, or the plans have altered and the approved amount will not be committed by 20 June 2010, it is essential that you contact National Programmes as soon as possible. Contact 9(2)(a)

For more information

9(2)(a)

Youth justice coordinators' forums

Each region is holding a two-day forum for youth justice coordinators, which looks at ways we can enhance our work with young people. Coordinators play a key role in helping young people make positive changes in their lives, particularly in the preparation work ahead of an FGC, which enables participants to make informed decisions and develop appropriate responses.

The forums will look at the Fresh Start reforms, what this means for practice, and the increase in options available to support young people to get on track. Youth justice practice advisors are arranging the forums, and all youth justice coordinators will receive an invitation which provides venue details and includes an agenda of the forum.

Where	When	Contact
Northern (North Shore)	10-11 June	9(2)(a)
Midlands (Rotorua)	24-25 June	
Central (Wellington)	8-9 June	
Southern (Christchurch)	17-18 June	

Beginning in August, Fresh Start training packages will be delivered to all youth justice staff, across the organisation.

For more information

Please contact your regional youth justice practice advisor if you have any questions.

William Wallace nominations open

It's that exciting time of year again, when we have the opportunity to nominate young people for the William Wallace Awards 2010. Nominations are now open and you can access a nomination form on the intranet.

These awards honour exceptional young people in care and provide scholarships that help them pursue their dreams of tertiary, vocational or leadership training.

In the past four years, social workers have done a fantastic job of nominating young people, and helped the Awards become a prestigious event. Being nominated is a meaningful message to our young people that we support them, so please make a nomination.

The nomination form includes helpful information on making effective nominations. You can also read about previous winners, and how the Awards have helped them pursue their dreams.

Nomination forms will be available on the intranet from next week.

For more information

For more information, please contact 9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday

need to know



ISSUE 149 – TUESDAY, 8 JUNE 2010

Every site to make a William Wallace nomination

Nominations for the William Wallace Awards 2010 are now open. This year we are asking every site to make a nomination – and of course, you are welcome to make more than one!

Think of a young person in your area who stands out to you because of their achievements, their attitude, or the adversity they have overcome. If your young person has dreams of doing further study or pursuing their vocational dreams, or you think they would benefit from a leadership course, a William Wallace Award could really benefit them.

Applications close on 9 August 2010, and it's a good time to begin gathering information now. The more effort put into the nomination, the more likely the young person is to be successful.

Being nominated is in itself an achievement for young people and shows that we support them. We hope this is a fun and rewarding experience for you and the young person that you nominate.

A nomination form and guidance on making great nominations is attached. Examples of nominations are also available on the intranet.

For more information

For more information, please contact **9(2)(a)**

Safe, Strong Practice

Safe, Strong Practice is our new training curriculum for all frontline operations staff.

Safe, Strong Practice will:

- strengthen practice consistency across the organisation
- provide an opportunity to focus on practice and re-engage through resources such as the practice centre
- build on existing knowledge to keep us at the leading edge of professional practice
- provide the opportunity to extend professional skills and knowledge and contribute to registration and our professional development logs.

Safe, Strong Practice workshops began on 24 May with the first two workshops for practice leaders and supervisors being offered around the country.

Workshops for caregiver and adoptions social workers, care and protection and youth justice social workers (including contact centre social workers) and care and protection and youth justice co-ordinators begin on 9 June.

Attendance at the four workshops that are relevant to your role is mandatory.

Bookings for all four workshops are now open. To book your place, please click on the link below and follow the directions for your role and region.

<https://elearn/course/view.php?id=12001&topic=6>

Some workshops have mandatory pre-course tasks. It is important you enrol early so you can be allocated your pre-course tasks as soon as possible.

It is expected sites will co-ordinate enrolments to ensure an even spread of attendance and ongoing site coverage.

For more information

For further information about Safe, Strong Practice click here:

<https://elearn/course/view.php?id=12001>, or call 9(2)(a)

Investigation phase and the CPP countdown - 325 to go!

You are doing a great job of moving cases with an open investigation prior to 10 May onto the CPP list! As at Friday 4 June there are only 325 to go.

Please remember that you need to check all cases that had an open investigation phase on 10 May and either open a CPP record or shift to a CFA. This process must be completed by the end of June 2010.

Check with Police if you are not sure whether they should be CPP.

If you want to find out which cases your site has with an open investigation as at 10 May look at the Open Investigation tab on the CPP list report.

For more information

If you have any questions, please contact 9(2)(a)

Contact Centre number for Child, Youth and Family staff

There is a special number for all Child, Youth and Family staff to ring when you need services at our national Contact Centre.

This number is **43000** and is operational on both your landline and staff mobile.

Call this number if you:

- have a power outage
- have an enquiry for our intake social workers or supervisors about a report of concern
- need a Terralink search for a site boundary
- have a question about after hours operations
- have any general enquires about the services provided by the Contact Centre for sites.

For more information:

9(2)(a)

Fresh Start update

The latest [Fresh Start newsletter update](#) for stakeholders is available on our website. It includes details about the Innovation Fund, listing the successful applicants for the first round, as well as a reminder that applications for the second round open on 8 June and close on 2 July.

For more information:

If you have any questions, please contact your local youth justice manager or regional project manager.

Youth justice assessment tools

A new assessment tool has been designed to support social workers in their work with at-risk young people, aged 12-17. The TRAX assessment tool takes a holistic approach to assessing the strengths, risks and needs of young people and identifies the level of offending related risks.

To make sure the TRAX tool meets the needs of both practitioners and the young people being assessed, we have been consulting with a range of groups to make sure we have the content right and to get a frontline perspective.

The tool has been well received, and will be introduced to all youth justice staff across the organisation at the Fresh Start training sessions beginning in August. The substances and choices scale (SACS) screening tool, used to identify alcohol and other drug use in child and young offenders, is currently being piloted in a number of youth justice sites and will also be covered in the training sessions.

For more information:

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need to know



ISSUE 150 - MONDAY, 14 JUNE 2010

Investigation phase and the CPP - countdown - 253 to go!

You are doing a great job of moving cases with an open investigation prior to 10 May onto the CPP list! As at Friday 11 June there are only 253 to go.

Please remember that you need to check all cases that had an open investigation phase on 10 May and either open a CPP record or shift to a CFA. This process must be completed by the end of June 2010.

Check with Police if you are not sure whether they should be CPP.

If you want to find out which cases your site has with an open investigation as at 10 May look at the Open Investigation tab on the CPP list report.

For more information

If you have any questions, please contact [9\(2\)\(a\)](#)

Student Aide Support (SAS) Term 2 invoices

Term 2 SAS invoices are required at NAC by 21 June 2010. As it is the end of the financial year, there will be no extensions on this timeframe, so please remind schools who have SAS approvals of this due date.

Please also note that goods receipting needs to occur on all SAS invoices. If this is being done by social work resource assistants, please check with social workers prior to goods receipting to ensure to prevent any overpayments.

For more information

Any queries please contact [9\(2\)\(a\)](#)

Renewal of Annual Practising Certificates

A reminder to registered social workers that the Social Work Registration Board (SWRB) will be sending out invoices this month for renewal of your Annual Practising Certificates (APCs). These are sent to home addresses, so if this has changed please advise the Social Work Registration Board of your new address. These forms need to be signed by the social worker, their manager and then forwarded to the SWRB. It is helpful to undertake this transaction in a timely manner so

staff are issued new APCs from 1 July 2010. The SWRB invoices the Manager Professionalisation at national office for the costs of APCs.

For more information

For further information contact the registration advisor

Every site to make a William Wallace nomination

Nominations for the William Wallace Awards 2010 are now open. This year we are asking every site to make a nomination – and of course, you are welcome to make more than one!

Think of a young person in your area who stands out to you because of their achievements, their attitude, or the adversity they have overcome. If your young person has dreams of doing further study or pursuing their vocational dreams, or you think they would benefit from a leadership course, a William Wallace Award could really benefit them.

Applications close on 9 August 2010, and it's a good time to begin gathering information now. The more effort put into the nomination, the more likely the young person is to be successful.

Being nominated is in itself an achievement for young people and shows that we support them. We hope this is a fun and rewarding experience for you and the young person that you nominate.

A nomination form and guidance on making great nominations is attached. Examples of nominations are also available on the intranet.

For more information

For more information, please contact

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to by 12pm on Thursday.

Need 2 Know



ISSUE 151 - TUESDAY, 22 JUNE 2010

CPP and open investigations - only 19* to go!

Please check the open investigations list tab under the CPP case list. You can find this list on Everyday, by selecting information management reports (an everyday link on the homepage) / test environment / temporary reports (under quick links) / Child Protection Protocol report. The open investigation sheet is on a separate tab.

Please review the cases on the open investigation list and either open a CPP record or move to CFA. You have until 30 June to complete this.

For more information

If you have any questions please contact 9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

need to know



ISSUE 152 – MONDAY, 28 JUN 2010

Safe, Strong Practice – transfer of learning

A key component of the Safe, Strong Practice curriculum is the transfer of learning that follows your workshop attendance. This is critical to ensure that your learning from each workshop is applied to your everyday practice.

Transfer of learning is an ongoing process. Those conversations should begin following completion of the first workshop and continue as you complete the remaining three workshops. It is expected that a final transfer of learning sign off will take place by 30 November 2010. Upon completion of the four workshops and the transfer of learning, you will receive a certificate which will be presented to you by your manager.

Transfer of learning can be evidenced through critique of observations, professional conversations and feedback to your managers from discussion with others. Much of it should occur within the usual supervision and bi-monthly meeting process.

Transfer of learning is overseen as follows:

- caregiver and adoptions social workers – supervisors
- care and protection and youth justice social workers – supervisors
- supervisors – practice leaders
- practice leaders – site managers, together with regional practice advisors
- care and protection coordinators – site managers, together with practice leaders
- youth justice coordinators – youth justice managers, together with practice leaders

Transfer of Learning Guides for each role will be on the elearn site:

<https://elearn/course/view.php?id=12001&topic=4>. Practice leaders and supervisors are currently on the elearn site and the remainder will follow shortly.

For more information

9(2)(a)

Young People's Reference Group

The Children's Commissioner is looking for new members for their Young People's Reference Group and would like to invite young people in our care to apply for the 2011 group.

The Young People's Reference Group is one way the Children's Commissioner hears first hand what it's like being young in New Zealand. The group provides their views and looks at potential solutions to key issues affecting New Zealand.

Take a look at the following link to read more about the group and who should apply:

<http://www.occ.org.nz/yprg>

If you know of any young people who may be interested in applying for the 2011 reference group, please encourage them to send in an application form. This can be downloaded at http://www.occ.org.nz/yprg/how_to_apply, or you can request an application form by ringing 0800 22 44 53 ext 808, or emailing children@occ.org.nz.

Applications close at 5pm on Friday 31 July.

For more information

For more information, follow this link <http://www.occ.org.nz/yprg> or call the Office of the Children's Commissioner on 0800 22 44 53.

Improvements to the complaints management system

There will be some improvements made to the complaints management system on Monday 5 July. The changes include:

- regional users will be able to enter and edit complaints
- operations users will be able to enter and edit complaints
- all users will be able to record comments
- all users will be able to pull reports off the system.

Details and examples will be available on the complaints management page of the intranet from Friday 2 July.

For more information

For further information please contact 9(2)(a)

Health and safety scheduler

The July [health and safety scheduler](#) and [health, safety and wellbeing newsletter](#) are now available on doogle.

The scheduler tasks for July are:

-
- SOSHI2 Review
 - Health and safety induction training
 - Health and safety committee meeting
 - ACC Partnership Programme Audit.

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

need 2 know



ISSUE 153 - TUESDAY 6 JULY 2010

Awhi Mai Awhi Atu

The June issue of *Awhi Mai Awhi Atu* has been distributed to sites, offices and residences. This issue looks at:

- how the residences are linking up with employees to help young people into employment, job training or education
- mentoring programmes for young offenders, including a partnership with the Chiefs, and training opportunities for mentors and providers
- the TV celebrity who helped our foster care recruitment efforts
- netball match tickets for kids in care
- William Wallace Award nominations open
- the first of the supervised group homes opens in Lower Hutt
- how Project Cactus is helping young people develop confidence, leadership qualities, and set goals for themselves
- CPS training workshops

For more information

If you have any questions, or you are receiving too many or not enough copies of *Awhi Mai Awhi Atu*, please contact 9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.



ISSUE 154 - TUESDAY, 13 JULY 2010

INFORMATION FOR ALL STAFF

CYI / S national applications folder

Three new templates have been added to the National Applications folder. They are:

- Application for Admission to Te Poutama Arahi Rangatahi
- IDEA Services Out of Home Agreement
- IDEA Services Reasonable Needs Budget.

Please note that apart from caregiver vendors, all other vendor types are created by National Accounting Centre staff. A vendor form can be found on the Forms tab on Everyday.

Click on the following link for further information about the process or to view the computer based training for new vendor records: <https://elearn>

For more information

9(2)(a)

MSD Output Plan 2010/2011

This year some changes have been made to Child, Youth and Family's performance measures in the MSD Output Plan 2010/2011. To find out more, check out the following link on Doogle:

<http://doogle.ssi.govt.nz/documents/business-groups/helping-staff/corporate-governance/what-we-do/planning-purchasing-governance/msd-output-plan-2010-11.pdf>

The new Child, Youth and Family performance measures are clearly marked in the Vote Social Development section of the Output Plan 2010/2011, starting on page 17.

CYRAS changes

CYRAS changes have been added to the CYRAS home page, in anticipation of the changes to the output plan and the subsequent impact on recording. They have also been provided to CYRAS expert users, for relaying to site staff.

The changes resulting from the new Output Plan measures include:

Court/FGC

The following case note has been added to Court and FGC record within the intervention phase:

- Visit to child/young person in care

This case note is to be used for our 'at a minimum' eight weekly visits to children in care. One case note may be used for two or more siblings in the same placement, however the information needs to be child specific and not about the siblings as a group. If there are siblings who are in different placements, and it is not appropriate to have them under the same case note, one case note per sibling would be required.

FGC

The following case notes have been added to FGC record:

- FGC YP & Key Family/Whānau consulted to convene
- FGC Victim/s consulted to convene

These case notes should be used to reflect any consultation you have with the young person/family/whānau and victims during the convening of the youth justice FGC.

The following case notes have been removed from the FGC record:

- FGC YP & Family/Whanau consulted to convene face to face
- FGC YP & Family/Whanau consulted to convene indirectly-not face to face
- FGC Victim consulted to convene indirectly-not face to face
- FGC Victim consulted to convene face to face

Adoptions

- A new application checklist type has been added to the Adoptive Applicant record to indicate the point a final assessment commences. This new type has the description "Confirm proceed to final assessment".
- A new case note has been added to the adoptive applicant record to capture those times where delays to assessments are caused by the Adoptive Applicants themselves. This new case note is of type "Applicant Delay to Assessment".

For more information

Please contact 9(2)(a) if you have any questions about performance measures in the output plan, or 9(2)(a) if you have any questions about the CYRAS changes.

Keeping personal information secure

It is really important that we all think about how we keep our own personal information private and secure. You will be aware of recent activity around privacy on social networking sites, and it is important for you to be aware of how your personal information can be viewed and shared with others.

This is a reminder for those that have profiles on social networking sites to check your privacy settings, and ensure that your personal information is secured.

For more information

Please check with your social networking site to clarify your settings. You can also discuss this with your manager if you have any concerns.

Fresh Start update and training

The latest Fresh Start e-newsletter update has gone out to youth justice stakeholders. It includes information on the latest round of the Innovation Fund, as well as details about how providers can apply for preferred provider status for the following Fresh Start programmes:

- Youth Court ordered mentoring programmes
- Youth Court ordered parenting education programmes
- Court supervised camps
- Community youth programmes

The newsletter and preferred provider application guidelines are available on our [website](#)

Fresh Start training will begin in August for all youth justice staff. Training will be held in 13 locations around the country and more information about dates and venues will be available in Need 2 Know next week.

For more information

If you have any questions, please contact 9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

need to know



ISSUE 156 - TUESDAY, 20 JULY 2010

INFORMATION FOR ALL STAFF

CPP Case List and Open Investigations completed

The process of moving the pre 10 May cases from the investigation pathway to either the CPP investigation pathway or CFA pathway is now complete. This process has gone really well. Thank you to all staff involved in this part of the implementation of the new CPP agreement.

For more information

If you have any queries please call **9(2)(a)**

IDEA Services

There's new information available on the intranet for social workers about IDEA Services, who provide care placements for children and young people with disabilities. IDEA Services is a disability service provider who has a national bednight contract with Child, Youth and Family. Visit http://cvfintranet/redot/4123_ENG_HTML.htm to find out how to make a referral for an Out of Home Placement and to complete the Reasonable Needs Budget form.

For more information

For more information you can contact your Disability Advisor, based in each Regional Office to discuss children and young people with disabilities in care."

Open afternoon at Te Hāhāona o Parekarangi Youth Justice Residence

To coincide with the official opening ceremony the new youth justice residence in Rotorua will be holding a community afternoon, on Saturday 24 July 2010, from 2.00pm - 4.30pm.

This will be a rare opportunity for the community to tour the new residence and to see some of the programmes and activities young people will take part in during their stay. We'd like to extend this invitation to our staff in the region to come along with your family on the day to have a look.

There will be many other activities on the day including community displays, a sausage sizzle, refreshments and entertainment for all ages.

Te Maioha o Parekarangi youth justice residence is located approximately five kilometres south of Rotorua, on State Highway 30.

Youth Services Strategy Rehabilitation Fund (YSS Rehab)

Due to heavy demand, we are introducing a budget management strategy to ensure that the YSS Rehab fund continues to be distributed fairly throughout the year by the four regions. Please note that from 10 July 2010:

- applications for under \$1,000.00 gst excl will be ineligible
- the total amount allocated for any application will not exceed \$7,800 gst excl
- no funding approval will be given for any care service payments
- client financial plans must be completed within ONE WEEK of funding approval being granted
- the first order must be raised within ONE MONTH of funding approval or the approval will be cancelled
- applications received after the current quarterly allocation is committed will be queued and processed as soon as funding becomes available. Applicants will be informed of any delay.

These criteria have been agreed with GM Operations (and regional directors) and finance. Please talk to your site manager to ensure your applications meet the criteria before submitting to national programmes.

For more information

9(2)(a)

Corporate business material

Sites and residences are currently in the process of ordering the refreshed ID cards for all staff members who are out and about, or who have face to face dealings with clients and stakeholders. The ID card refresh brings them in line with the rest of our look and feel, and supports the 'when we visit' brochure and our focus on good service and transparency. As advised earlier this week, the deadline for sites and residences to send in their refresh orders to AbNote is 30 July.

The next step is a refresh of our corporate material, including business cards, letterhead, corporate pads and compliment slips, name plates and badges. New designs have been developed, to make this material establish a warmer and more professional look, and better reflect that we are a caring

agency that works with children, young people and their families. The refreshed material will be phased in over the next few weeks, as existing stock is depleted.

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

need to know



ISSUE 156 - TUESDAY, 27 JULY 2010

INFORMATION FOR ALL STAFF

Health and safety scheduler

The August health and safety scheduler and health, safety and wellbeing newsletter are now available on doogle.

The scheduler tasks for July are:

- SOSHI2 Review
- Health and safety induction training
- Three-Monthly Hazard Check
- Emergency management training for Wardens and First Aid

For more information

9(2)(a)

PDS Evaluation

A Pay and Development System (PDS) evaluation has taken place over recent weeks with recommendations for improvements going to the Executive Committee on 14 July.

Agreed improvements include:

- Increasing understanding of PDS
- Refocusing PDS on development
- Reducing frequency of meetings to four per year
- Re-energising the merit process
- Streamlining and clarifying recording expectations

Your manager will be briefing you on the outcomes of this evaluation in the near future.

need 2 know

In addition detailed information, including the updated agreement form and guidelines for completing this form, will be provided in your 'setting the scene' meeting for the 2010/2011 performance year.

For more information

9(2)(a)

CYRAS release notes

Please note that there are CYRAS changes being implemented on August 2nd 2010. Details of the changes, which include full Contact Record functionality, will be available under the CYRAS release notes section of the CYRAS home page on the intranet.

In order for your PC to pick up the changes it will be necessary for you to restart your PC at the end of your last day of work before the weekend, Friday 30 July. When you first log back in to your PC after the weekend allow 10 minutes before accessing CYRAS.

For more information

If you have questions about restarting your PC please contact MSD IT Help on *777.

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

need to know



ISSUE 157 - WEDNESDAY, 4 AUGUST 2010

William Wallace nominations close on 9 August

Nominations for the William Wallace Awards 2010 will be closing on 9 August. We have only received a few nominations so far, but I know many of you are considering making nominations and working hard on them.

This year we are asking every site to make a nomination – and of course, you are welcome to make more than one! Fill out the nomination form and check out the guidance on making great nominations on our intranet. Examples nominations are also available on the intranet.

For more information

Please contact 9(2)(a) or email cyf_williamwallaceawards@cyf.govt.nz

Contact Records on CYRAS

Contact Records are a new development as part of CYRAS, to help record work received at the Contact Centre that does not become a Report of Concern. From August 2, some contacts will remain only as a Contact Record, some will become Case notes on open cases, and the remainder will be uploaded to CYRAS as an Intake/Report of Concern.

You will already have seen some Contact Records, recording the information that is received at Family Violence Interagency Response Meetings. Contact Records are being used to record the 40,000 Pol FVIRS that do not require further action from CYF or are referred out to a Family Violence Provider. These will no longer be recorded as NFA's or Reports of Concern on CYRAS.

For more information

9(2)(a)

need 2 know

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by

12pm on Thursday.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need 2 know



ISSUE 118 - TUESDAY, 10 AUGUST 2010

INFORMATION FOR ALL STAFF

Youth Justice Learning Centre launch

We are pleased to announce that the new Youth Justice Learning Centre website (www.youthjustice.co.nz) was officially launched on 19 July. The centre is an open access web-based youth justice 'college', targeted at youth justice and youth workers. The website provides access to training events, online learning materials and research articles for anyone working in the New Zealand youth justice sector.

The website is a collaborative initiative between Child, Youth and Family and partner agencies, including the New Zealand Police, Ministry of Justice, the Werry Centre for Child and Adolescent Mental Health, and the Youth Workers Network Aotearoa. Principal Youth Court Judge, Andrew Becroft, describes it as *"the most significant development within the youth justice sector in the last twenty years"*.

We invite you to take the time to visit the site. There is a Contact Us page on the site where we welcome your feedback and comments. Also, if you would like to share information about any training events, conferences or seminars that you feel should be placed on the site's calendar, we are always happy to hear from you.

For more information:

9(2)(a)

Confidential Listening and Assistance Service

The Confidential Listening and Assistance Service (CLAS) is a small independent agency, administered by the Department of Internal Affairs, established as part of the whole-of-government response to historical claims.

CLAS is open to people who, prior to 1992, were admitted to a psychiatric hospital or ward, stayed at a health camp, were wards of the state (in foster care or a children's home), or lived in a special education boarding school.

need 4 know

Client-centred and recovery-focused, the Service operates as a forum where individuals present their stories to a panel of people from significant, respected positions in the community familiar with state care in New Zealand.

The Service offers people a confidential, respectful opportunity to express their concerns and any legacies present – even after many years – without being criticised or cross-examined. People can then be assisted towards resolution and reconciliation.

Please help CLAS help those in need and spread the word among other community workers including councillors, lawyers, medical practitioners, Work and Income staff, psychologists, probation/prison officers, NGOs, kaumatua and kura.

For more information

To find out more, please phone 0800 356 567 or visit www.listening.govt.nz

Military-style activity camp (MAC) programme places available

The next MAC pilot programme is scheduled to commence on 11 October 2010. It will be based in our Christchurch youth justice residence, Te Puna Wai ō Tuhinapo, and is open to 10 young men who have been sentenced to a Supervision with Residence Order by the Youth Court.

If you're working with a young man who is likely to receive a Supervision with Residence Order in the near future, and you think he would benefit from taking part in the MAC programme, please call 9(2)(a) [redacted] for more information.

The MAC programme is a partnership between Child, Youth and Family and the New Zealand Defence Force. It aims to reinforce self discipline, personal responsibility and community values, while also helping to address the underlying causes of offending.

The programme involves two phases:

- a residential-based phase that includes a wilderness camp run jointly by the NZ Defence Force and residence staff, a structured residence-based programme including therapeutic and educational interventions including mentoring, literacy and numeracy skills, targeting criminogenic needs, and drug and alcohol treatment
- a community-based phase where a social-services provider will continue to offer support for up to six months to help the young person as they settle back into the community.

need to know



ISSUE 159 - TUESDAY, 17 AUGUST 2010

INFORMATION FOR ALL STAFF

IASD's Integrity Week!

A Ministry wide Integrity Week begins on 16 August. Integrity Services will deliver new information and resources to all MSD staff via doogle, including who they are, what they do and how they can help you.

There's also a professional development opportunity up for grabs for one lucky staff member – so make sure you get involved and check out the doogle homepage during August.

Shining Star nominations open soon

It's that time of the year again, when you get the chance to acknowledge colleagues who go 'above and beyond' by nominating them for our annual Shining Star awards. These will be run in each region and National Office, and winners will be announced on National Social Workers Day, 22 September.

These awards are a great opportunity to formally recognise some of the wonderful people that help make a real difference. If you know someone who's passionate about their work, is inspirational and supportive to those around them, provides fantastic service or goes that extra mile to get things done, take the time to acknowledge them by filling in a nomination form.

National office and the regions are each running their own awards, and your regional communications advisor will advise you soon of opening and closing dates in your region.

For more information

9(2)(a)

need to know

Brainwave – Trust training presented on:

The Brainwave Trust are offering course for our staff, NGO's and caregivers, on the long-term impact of violence, trauma and neglect on children. This is a great opportunity that will help us work more effectively with children, young people and their families.

Topics covered in the presentation:

- > how the brain develops
- > the effects of drugs, alcohol and stress on the unborn baby's brain
- > how brain connections are formed
- > critical periods for learning skills
- > how experience's shape the infant's brain
- > how abuse, trauma and neglect change the brain's architecture
- > the importance of secure attachment
- > how to promote healthy brain development and secure attachment
- > the importance of early intervention

There will be two presentations held at each location. Each workshop will be two hours duration and will cater for the following target groups:

- > 2.00pm to 4.00pm – CYF and NGO professional staff
- > 6.00pm to 8.00pm – Foster Carers, Parents and professional staff who have not been able to attend the day time session.

Brainwave Presentation – October / November 2010			
North Island	Date	South Island	Date
Otahuhu (Auckland)	14 Oct	Invercargill	7 Oct
Takapuna (Auckland)	14 Oct	Ashburton	12 Oct
Hamilton	14 Oct	Nelson	21 Oct
Taumarunui	14 Oct	Cromwell	4 Nov
Rorirua	14 Oct		
Rotorua	28 Oct		
Tauranga	4 Nov		

need to know

For more information

You can register for this training online using the 'Online eLearn Booking System' or contact our Learning & Development administrators:

- > North / Midlands Region:
- > Central Region:
- > Southern Region:

9(2)(a)

Alternatively, you can email your interest to: ld_course_application@cyf.govt.nz

H1N1 influenza Virus

Some areas in New Zealand are currently experiencing an increase of the H1N1 (2009) influenza virus. The Ministry of Health advises us that this is part of the seasonal flu, and that it's important we continue to:

- get vaccinated against seasonal influenza which includes protection against H1N1 (swine flu).
- wash and dry hands frequently, covering coughs and sneezes and staying at home if you are sick.
- phone for medical advice early (GP or Healthline on 0800 611 116) for anyone with symptoms of influenza, particularly if they have underlying health conditions. This is also important for pregnant women, who appear to be at particular risk of more severe illness.

William Wallace Awards

A big thank you to all those sites who submitted nominations for the William Wallace Awards. The nominations panel will meet in September to review the 40 high quality nominations received, and we will keep you informed of outcomes.

For more information

For more information please contact 9(2)(a) or email cyf_williamwallaceawards@cyf.govt.nz

need 2 know

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need 2 know



ISSUE 160 - 24 AUGUST 2010

INFORMATION FOR ALL STAFF

ACC changes to counselling for sexual abuse

ACC recently announced major changes to its process for the provision of counselling for victims of sexual abuse. People are now able to access 16 hours of counselling without specialist assessment. After 16 hours of funded counselling, the counsellor will need to provide evidence that the person has a mental injury and that further counselling is required.

This reverses ACC's announcement in late 2009, which required a child or young person to have a mental injury diagnosed using a DSM-IV diagnosis before ACC would fund any counselling. This effectively meant that the child or young person needed to see a psychologist or psychiatrist before ACC would fund therapy.

ACC is continuing to work on a specific pathway for children, but this change will help children who come to the attention of Child, Youth and Family with a history of sexual abuse, to access counselling without the barrier of having a specialist assessment. The counsellor or a health practitioner will still need to complete an ACC45 form to lodge the claim with ACC. The counsellor or psychologist needs to be registered with ACC in order to access ACC funding.

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

need to know



ISSUE 101 - 31 AUGUST 2010

INFORMATION FOR ALL SITES

Child Protection Protocol (CPP) - CYF Reports

You can now find three reports on the CPP in Te Pakoro. It is recommended that supervisors and managers are familiar with Report 100 and Report 071 in particular.

The CPP List - report 100 in the Case Activity Folder

This is the list of all CPP cases and can now be printed off by site to take to the CPP meeting with Police. You should provide this report to Police if they request it (as agreed in the Child Protection Protocol).

Police cases open for 6 months or longer - report 101 in the Case Activity Folder

This is the list of CPP cases open with the Police for longer than six months - you can use this report as a reminder to check on progress and provide it to Police at the CPP meeting.

CPP timeframes - report 071 in the Notification folder

This reports on compliance with the CPP timeframes for completion of the initial investigation plan. The first three steps of the CPP process are refer/consult and agree initial investigation plan with Police within the following timeframes:

- critical and 48 hours cases - refer/consult and agree initial investigation plan with Police within 24 hours of report of concern (CPP Immediate)
- even day cases - refer/consult and agree initial investigation plan with Police within two working days of report of concern (CPP 2 working days)

All cases since 10 May should meet these timeframes as agreed in the Child Protection Protocol. The timeframe will show as completed when the CPP record shows the date the investigation plan is agreed. The key elements that should be covered in the agreement with police are listed in the protocol. You can find the CPP protocol on the Practice Centre.

All these reports are located in the 'current' view of reports and Report 071 will also appear in the 'monthly' view in September.

need 4 know

For more information

If you have any questions please contact 9(2)(a)

The next MAC pilot programme is scheduled to commence on 11 October 2010. It will be based in our Christchurch youth justice residence, Te Puna Wai o Tuhinapo, and is open to ten young men who have been sentenced to a Supervision with Residence Order by the Youth Court.

If you're working with a young man who is likely to receive a Supervision with Residence Order in the near future, and you think he would benefit from taking part in the MAC programme, please call 9(2)(a) for more information. The MAC aims to reinforce self discipline, personal responsibility and community values, while also helping to address the underlying causes of offending.

The programme involves two phases:

- a residential-based phase that includes a wilderness camp run jointly by the NZ Defence Force and residence staff, a structured residence-based programme including therapeutic and educational interventions including mentoring, literacy and numeracy skills, targeting criminogenic needs, and drug and alcohol treatment.
- a community-based phase where a social-services provider will continue to offer support for up to six months to help the young person as they settle back into the community.

For more information

9(2)(a)

Planning for transition times

Transition planning guidelines are now available for young people accepted for a Youth Services Strategy (YSS) or National Bednights placement, who need a transition plan for when their placement ends.

need to know

The guidelines are also useful for transition planning for other children and young people in care. The transition plan template and guideline can be applied to planning for a return home, into a community care placement, supported living, or a transition from care to independence.

The guideline is available on the intranet http://cyfintranet/reddot/4133_ENG_HTML.htm and you can find the transition plan template in CYRAS under Intervention Phase/Practice Tools.

For more information

9(2)(a)

New Human Resource delegations

New Human Resource delegations were recently signed off by the Chief Executive, and can be accessed via the following link: http://cyfintranet/reddot/5131_ENG_HTML.htm

Health and safety scheduler reminder

The national office health and safety scheduler reminder for September 2010, and the latest health and safety newsletter, are now available on doogle:

<http://doogle/working-here/health-safety/scheduler-and-audits/scheduler-tasks.html#HealthandSafetySchedulerremindersMonthlyTasks2>

<http://doogle/working-here/health-safety/scheduler-and-audits/scheduler-tasks.html#MonthlyHealthandSafetyNewsletters3>

For more information

If you have any questions, please contact 9(2)(a)

need to know

Care Matters

Care Matters, our newsletter for foster parents, will be delivered to sites this week. This issue looks at:

- celebrating the successes of our young people and those who care for them
- introducing new faces in the foster care world
- the neat things PT, Grace and Philip are up to
- helping teens grow into adults
- the home for life 'pass it on' challenge

For more information

9(2)(a)

Home for Life: newsletter and 'we will' booklet

The first Home for Life newsletter, available on the [intranet](#) provides you with a regular update on how the home for life project is progressing. (if link doesn't work copy and past the following address http://cyfintranet/reddot/7029_ENG_HTML.htm) This issue covers:

- ways to care training
- 0508 Carers Line
- 'ways to care' regional representatives
- Home for life Q&As

This week, all staff members will also receive a copy of the Home for Life 'We will booklet, which outlines our commitment to ensuring children and young people have a home for life, which includes providing:

- every child with a home for life within their timeframe
- a strong package of support for foster carers to support them in their journey towards a home for life
- consistent support throughout the country, which will remove uncertainties and provide confidence in our service

need to know

- an ongoing package of support for three years after a child has been given a home for life
- confidence that we are here to help and that our doors will be open to home for life parents.

For more information

If you have any questions, please contact your 'Ways to Care' regional representatives

Fresh Start: 'We will' booklet

This week, every staff member across the organisation will receive a copy of the booklet 'Fresh Start for young offenders', to help ensure there is a joined-up approach to our work with children and young people who offend. The booklet outlines each of our priority areas, and sets a single direction and set of expectations for our staff working in the youth justice area. It focuses on:

- responding to community needs and expectation
- strengthening family group conference decision making
- actively managing family group conference plan
- teaming up to achieve, working closely with our care and protection and residence colleagues, partner agencies, and NGO providers
- helping create a better and brighter future for each young person, by addressing the underlying causes of their offending behaviour and engaging them in, education, training or employment
- ensuring victims are engaged and supported in the FGC process.

For more information

9(2)(a)

need 2 know

Consolidated Children, Young Persons, and Their Families Act 1989

A revised edition of the (unofficial) Consolidated Children, Young Persons, and Their Families Act 1989 has been produced, and copies will be delivered to all sites and offices this week. If you require additional copies, your site champion will be able to order these for you via the Bluestar 'Orderware' system. The stock code is CYF082

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

need 2 know

MANAGERS



ISSUE 162 - 3 SEPTEMBER 2010

INFORMATION FOR ALL STAFF

GST increase from 1 October 2010 - CYRAS changes

On 1 October 2010, the current goods and services (GST) tax rate of 12.5% will increase to the new GST rate of 15%. This will impact CYRAS financials, in particular special cost orders, invoices and financial items.

To minimise the work required to be done at sites as a result of this change, IT will increase the value of all open special cost orders by 2.5%, on the evening of 30 September 2010. Financial item amounts will be altered accordingly.

Please do not make any adjustments to open orders or financial items that were created prior to 30 September.

When raising new financial items and orders from 1 October 2010, please make sure the amounts raised are sufficient to cover the new GST rate of 15%.

For more information

For more information, please contact 9(2)(a)

Military style activity camp (M/AC) programme places available

The next MAC pilot programme, based in our Christchurch youth justice residence, Te Puna Wai ō Tuhinapo, is scheduled to commence on 11 October 2010. If you're working with a young man who is likely to receive a Supervision with Residence Order in the near future, and you think he would benefit from taking part in the MAC programme, please call

9(2)(a) for more information.

For more information

9(2)(a)



need 2 know

Ordering foster care handbooks and journals

Sites have now received the new foster care handbook and we know that you will be enjoying providing this useful resource to foster parents in your area.

You can order more handbooks free of charge through the Bluestar Orderware system, via our intranet. Your site champion has access to this and will be able to order these for you.

You can also order the foster care journal (CYF155) separately. You may want to do this if you have foster parents with more than one child in their care.

Just a reminder, also, that you can order the following items **free of charge** for children and young people:

- The memory book - CYF332
- Backpacks for children and young people coming into care:
 - Green –CYF331G
 - Navy –CYF331N
 - Black – CYF331B

For more information

Talk to your site champion if you would like to order any of these items, or if you have any further queries call 9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

need 2 know



ISSUE 163 - 14 SEPTEMBER 2010

INFORMATION FOR ALL

'Why you should care' document

Last month, Minister Paula Bennett released the booklet 'Why You Should Care'. This document tells a very comprehensive story about Child, Youth and Family's business, where we've come from, some of the things we want to focus on over the next while, and the things we do everyday to keep kids safe.

It's available on our [website](#) if you'd like to have a read.

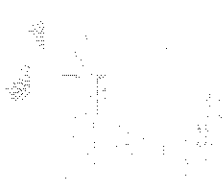
For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE OFFICIAL INFORMATION ACT



www.cdf.govt.nz

need to know



ISSUE 144 17 SEPTEMBER 2014

INFORMATION FOR ALL STATES

Brainwave Trust training presentations

Learning and Development has coordinated a training opportunity with Brainwave Trust to upskill our staff and caregivers. Workshops will be held in October and November on the long-term impact of violence, trauma and neglect on children, their early brain development, social and emotional development and the long-term negative life outcomes such as violence, crime and mental health. This is a great opportunity that will help us work more effectively with children, young people and their families.

Topics covered in the presentation include:

- How the brain develops
- The effects of drugs, alcohol and stress on the unborn baby's brain
- How brain connections are formed
- Critical periods for learning skills
- How experiences shape the infant's brain
- How abuse, trauma and neglect change the brain's architecture
- The importance of secure attachment
- How to promote healthy brain development and secure attachment
- The importance of early intervention

There will be two presentations held at each location. Each workshop will be two hours duration and will cater for the following target groups:

2.00pm to 4.00pm – CYF and NGO professional staff

6.00pm to 8.00pm – foster carers, parents and professional staff who have not been able to attend the day time session.

need 2 know

Brainwave Presentation – October / November 2010			
North Island	Date	South Island	Date
Otahuhu (AKL)	14 Oct	Invercargill	7 Oct
Takapuna (AKL)	14 Oct	Ashburton	12 Oct
Hamilton	14 Oct	Nelson	21 Oct
Taumarunui	14 Oct	Cromwell	4 Nov
Porirua	14 Oct		
Rotorua	28 Oct		
Tauranga	4 Nov		
Whangarei	25 Nov		

You can register for this training online using the 'Online eLearn Booking System' or one of our friendly Learning and Development administrators can assist you:

- North / Midlands Region: 9(2)(a)
- Central Region:
- Southern Region:

Alternatively, you can email your interest to: ld_course_application@cyf.govt.nz

For more information

9(2)(a)

Te Poutama Arahi Rangatahi joint protocol update

Child, Youth & Family, Te Poutama Arahi Rangatahi and the community based treatment providers (SAFE, WELLSTOP and STOP) recently updated the Joint Admission to Discharge Protocol, which you can find on the Intranet under Interagency Agreements, Care Placements, and Transition planning section

Te Poutama Arahi Rangatahi is a therapeutic residential treatment programme for adolescent males who have engaged in high risk harmful sexual behaviour, managed by Barnardos in Christchurch. A young person may be placed at Te Poutama Arahi for up to 30 months to undergo the treatment programme. The Protocol outlines admission procedures and also what is required by involved agencies to work together to develop a transition plan for the young person (at least six months prior to discharge from Te Poutama) to successfully reintegrate back into the wider community.

need 2 know

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

need 2 know



ISSUE 165 - 28 SEPTEMBER 2010

INFORMATION FOR ALL SITES

GST increase and completion of outstanding open orders

As part of the work we are doing for the GST increase, sites should review open orders, and complete any that are older than three months, or any that are no longer required.

Please do not make any adjustments to open orders or financial items that were created prior to 30 September.

MSD IT will make the GST adjustments on the evening of 30 September. It is important that all staff are logged out of CYRAS by 5:15pm on Thursday 30 September, as any information entered after 5:15pm will not be saved.

For more information:

If you have any questions please contact [9\(2\)\(a\)](mailto:9(2)(a)@msd.govt.nz)

Legislation changes affecting board payments and access to Work and Income benefits

The key legislation changes affecting board payments and access to Work and Income benefits from 1 October are:

- an increase in foster care allowance to offset the GST rate increase
- Work and Income can pay benefits to parents with children when the CE still has custody
- new Work and Income part-time work obligations affecting caregivers.

Board rate changes

From 1 October, the rates for foster care, birthday and Christmas allowances will change as a result of the Budget 2010. There is no change to the clothing allowance or pocket money rates. The new rates have been incorporated into CYRAS. Caregivers have been informed of these changes through their handbook, the *Care Matters* newsletter, and the website.

Foster care allowance and clothing rates as at 1 October 2010				
Age of child/young person	Weekly rate	Weekly pocket money	Birthday & Christmas allowance (half the weekly board rate)	Clothing quarterly rate
0 - 4 years	\$137.64	\$1.97	\$68.82	\$236.03
5 - 9 years	\$159.72	\$5.95	\$79.86	\$267.47
10 -13 years	\$176.26	\$8.91	\$88.13	\$330.30
14 + years	\$192.70	\$13.70	\$96.35	\$396.49
Family home caregivers	\$179.69	Rates as above (paid in addition to board rates)	\$89.85	Rates as above

Parents accessing Work and Income benefits

Legislation change allows parents to access Work and Income payments for children returned to them, even if the CE has legal custody. This applies to any parent of the child, regardless of where the child was living previously.

Any board payments to parents will mean that the Work and Income eligibility is lost. Sites will therefore need to identify any parents who are receiving board payments or other financial support, and actively engage with the parent and Work and Income, to ensure future financial support for the child's living costs are met by Work and Income.

Part-time work obligations for caregivers

There are new part-time work obligations for people on benefits. We are working with Work and Income to determine how these obligations will affect caregivers. Social workers may be approached by Work and Income if a caregiver is having their potential part-time work obligations followed up. We will provide further information when available.

For more information

If you would like more information or advice, please contact 9(2)(a)

need 2 know

11/23/2011

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to

9(2)(a)

by 12pm on Thursday.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need to know



ISSUE 166 - TUESDAY, 5 OCTOBER 2010

Te Aratiatia 2011 applications are now open

Applications for the 2011 Te Aratiatia programme for Māori and Pacific emerging leaders are now open. This programme will start in the week beginning 21 February 2011.

The aim of the programme is for participants to further develop the necessary skills to become effective leaders.

This programme is specifically targeting staff that would be considered for promotion to a manager role if there were a suitable manager's position available now. The programme is open to 16 participants.

Applications need to be with your regional director / business unit manager by **20 October 2010**.

Applications need to be supported and signed off by the candidate's immediate line manager, and should include evidence of:

- high performance in the current role (eg last performance appraisal)
- effective teamwork
- opportunities taken to lead people both professionally and/or in communities
- strong identification with culture.

For more information

Further information on the application process can be found on doogle at <http://doogle/working-here/learning-development/leadership-development/te-aratiatia-leadership.html>

9(2)(a)

Te Puaruru hau chi d protection training

Learning and Development has worked in partnership with the Puawaitahi multi-agency centre to provide the Te Puaruru hau workshop for Child, Youth and Family staff. The workshop aims to explore child abuse from a health perspective, focuses on enabling social workers to understand the health / statutory interface as it relates to children and young people exposed to abuse and neglect, and emphasises effective collaboration to ensure best outcomes for our shared client group.

This workshop will be delivered in Auckland on **18 - 19 October**, 8:45am - 4:30pm both days, and will be available to supervisors, senior practitioners and any practice leaders who missed the previous training in June. Please note that there are only 20 seats available to attend this workshop.

Topics covered in the workshop are:

- roles of He Kamaka Oranga and Pacific family support
- child protection in a statutory setting
- physical abuse and non-accidental injury
- family violence screening at ADHB
- brain development in the first 3 years
- failure to thrive and developmental delay
- induced illness
- sexual abuse
- forensic examinations
- hymens and virginity.

For more information

Anyone interested in this training can enrol online using the following link:

<https://elearn/course/view.php?id=9722>. Alternatively you can phone our northern learning & development unit on 09 917 5524 or email your interest to ld_course_application@cvf.govt.nz.

Health and safety scheduler

The October health and safety scheduler and health, safety and wellbeing newsletter are now available on doogle.

The scheduler tasks for October are:

- SOSHIS review
- health and safety induction training
- new managers to complete training at <http://elearn/> (select Welcome to MSD / Health & Safety Online Learning)
- Deliver training on the Trial Emergency Evacuation Procedure.

For more information

9(2)(a)

Complaints management system problem now fixed

The issue that has been stopping people from recording extensions and entering outcomes for overdue complaints has been fixed. Please go through your overdue complaints and update them if required.

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

need 2 know



ISSUE 167 – TUESDAY, 12 OCTOBER 2010

Get Ready Week 10-16 October 2010

Get Ready Week is a Civil Defence awareness week that aims to raise the profile of the importance of preparing for emergencies, and encouraging people to "Get Ready". Emergencies can happen at any time and at any place. We spend most of our day at work, so it is important to be prepared here as well as at home.

This week your managers will take the opportunity to discuss with you how your team would respond in an emergency.

Also, take the opportunity to ensure you have all the essential survival items at your home. To help you do this, you can use the Civil Defence sheet 'household emergency plan' which can be found at www.getthru.govt.nz.

You will also find helpful information on health and safety and emergency management on doogle: <http://doogle/working-here/health-safety/emergency-management/index.html>.

Here are some helpful tips from Canterbury about surviving an earthquake:

- put shoes on yourself and your children as there is a lot of broken glass around
- forget about candles – they shake during the earthquake and the aftershocks
- never keep your torch in a cupboard or on a top shelf where it will be covered by fallen objects and hard to find in the dark
- keep cell phones and laptops charged - they both have access to radios and up-to-date news.

For more information

If you have any questions, please contact

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to by 12pm on Thursday.

need 2 know



ISSUE 168 – TUESDAY, 19 OCTOBER 2010

CYRAS payments over Labour weekend

There will not be any overnight processing of CYRAS payments on Monday 25 October, Labour Day. If you have any urgent payments please get them authorised early this week.

Payments authorised on Friday 22 October will be created in KEA, but cheques will not be posted and the direct credit file will not go to Westpac bank until Tuesday 26 October.

For more information

If you have any questions, please contact [9\(2\)\(a\)](mailto:9(2)(a)@ke.govt.nz)

Fresh Start

The latest Fresh Start e-newsletter update for stakeholders is available on our [website](#). It includes information on:

- the latest round of the Innovation Fund
- regional preferred providers lists
- Supervision with Activity and Supported Bail programme,
- the recent Fresh Start implementation launch.

Supervision with Activity and Supported Bail providers are outlined below. A compiled list of preferred providers will be completed shortly, and we'll provide details in Need 2 Know of where you can access this. In the meantime, please contact your local funding and contacting advisor for more information.

Supervision with Activity providers

- Ngapuhi iwi Social Service (Kaikohe)
- Tirohanga Hou Mo Nga Rangatahi (Auckland)
- Foundation for Youth Development (Auckland)
- Te Rununga o Te Whanau - Mauri Tu (East Coast)
- Hillcrest Home (Hamilton)
- Life Skills For Life (Rotorua)
- Raukura Waikato Social Services (Waikato)
- Te Rununga o Turanganui (Gisborne)
- START Taranaki (Taranaki)
- Premier Youth Training (Hawkes Bay)

need 2 know

- Maata a Waka (Blenheim)
- Whakatu Marae (Nelson)
- Youth and Cultural Development (Christchurch)
- Canterbury Youth Development Programme (Canterbury)
- Barnabas Christian Trust (Timaru)
- Te Hou Ora Otepoti (Dunedin)
- YMCA Invercargill (Invercargill)

Supported Bail contracted providers

- Ngapuhi Iwi Social Service (Kaikohe)
- Otangarei Trust (Whangarei)
- Youthlink Family Trust (Auckland)
- Raukura Waikato Social Services Trust (Waikato)
- Te Roopu A Iwi O Te Arawa Charitable Trust (Rotorua)
- Te Runanga O Turanganui O Kiwa (Gisborne)
- Te Ikaroa Rangatahi Social Services Inc (Hawkes Bay)
- Mahia Mai A Whai-Tara Trust (Taranaki)
- Challenge 2000 (Wellington)
- Maataa Waka Ki Te Tau Ihu Trust (Blenheim)
- Whakatu Marae Committee Incorporated (Nelson)
- The Youth and Cultural Development Society Inc (Canterbury)
- Barnabas Christian Trust South Canterbury (Timaru)
- Te Hou Ora Otepoti (Dunedin)
- Te Runaka O Awarua Charitable Trust (Invercargill)

For more information

Please contact your local youth justice manager if you have any questions, or if you would like details on preferred providers in your area, please contact your local funding and contracting manager.

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to by 12pm on Thursday.

need to know



ISSUE 169 – TUESDAY, 26 OCTOBER 2010

Changes to Child Protection Protocol (CPP)

The Police are introducing a new centralised point, the Crime Reporting Line (CRL), to help support the capture of initial referrals of incidents of serious abuse. The CRL will receive referrals directly from National Call Centre (NCC), create a file in the National Police database, then assign that file to the relevant Police district, where it will be assessed and investigated.

The introduction of the CRL will slightly change our practice on site. Information will be sent out to Practice Leaders soon to ensure staff are aware of the changes. This will include a requirement for everyone to complete a refresher protocol training.

The key changes are:

- When the NCC sends you a notification, they will also send it to the Police CRL. The CRL will filter the referral to the appropriate Police district child protection team. This takes care of the referral for you.
- The NCC will also enter the referral acceptance email - which will include the Police file number - into CYRAS. You do not need to double handle.
- If agreed it is a CPP case, you will need to enter the file number in to the CPP record when you open this on CYRAS.
- You must then telephone or have a face to face meeting with the Police to consult on whether the referral fits the criteria for an investigation. Once this is confirmed, do the joint investigation plan and give a copy to the Police.

The way police refer to us will not change. The Child Protection Team (CPT) will refer directly to the NCC. If you receive a referral directly from another section of the Police, enter it as you do now but make sure you tell your CPT colleagues about it and they will follow up internally. After hours will carry on as normal.

For more information

9(2)(a)

Police vetting of care and protection resource panel members

The introduction of centralised police vetting of employees and the HR New Start process has impacted on the appointment processes for care and protection resource panel members.

To get better alignment between these processes, police vetting requests for care and protection resource panel members should no longer be sent directly to the Police Vetting Centre.

-
- A. Panel members who will be paid fees and allowances (refer below) should be entered into the BCR (Background check request) process at site. The site should complete the Police Check Form – Care and Protection Resource Panel Members available on the intranet.

The form should be sent to Business Security, who will arrange police vetting and also entering the panel member into HR New Start (for payroll purposes). In the event that the police check comes back with a police history, Business Security will contact the site manager to check if they wish to proceed with the appointment.

- B. For panel members who do not receive payment, the site should complete the Police Check Form – Care and Protection Resource Panel Members and send it to Business Security clearly marked not in BCR. Business Security will conduct the vetting and return the results to the site manager to progress the appointment. The panel member will not be entered in the payroll system via New Start.

Note: A copy of the appointee's ID (driver's licence/passport) must be sent with the vetting form.

Fees and Allowances

Care and Protection Resource Panel members entitled to payment of fees and allowances are those:

- not earning, or
- in private practice or employment and would suffer loss of income through involvement in panel activities.

Panel members who work for government or quasi-government agencies, or are employees of voluntary agencies concerned with children and young people, are expected to contribute their time without payment.

For more information

9(2)(a)

Health and Safety

The November Health and Safety Scheduler Reminder (including National Office) and Health and Safety Newsletter are now available on doogle.

The scheduler tasks for November are:

- SOSHI2 review
- health and safety induction training

-
- new managers to complete training at <http://elearn/>
(select Welcome to MSD / Health & Safety Online Learning)
 - conduct the three-monthly health and safety check
 - update the health and safety folder with the current documentation.

For more information

If you have any questions, please contact 9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by
12pm on Thursday.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need to know



ISSUE 170 - TUESDAY, 2 NOVEMBER 2010

Corrections line

In June 2009 we established a dedicated 0800 phone line at the contact centre for prisoners.

The dedicated line enables prisoners' access to our services to make a report of concern for a child or young person or to speak with their child's social worker, while enabling us to manage the call.

In the past, prisoners have used false identities and stories to gain access to unapproved external numbers.

To mitigate the risk of this happening, staff members will now be alerted to the fact that it is a prisoner on the line when the call is transferred.

It is critical that the call from the prisoner not be transferred to any other number.

If a prisoner's call is put through to you in error, or the prisoner asks to be transferred to another person, you must advise that you are unable to transfer the call and ask that they ring again through to the contact centre.

For more information

9(2)(a)

White Ribbon Day

White Ribbon Day - the United Nations International Day for 'The Elimination of Violence against Women' - is on 25 November. Supporting White Ribbon Day is one of the ways we can all help raise awareness about family violence. By wearing a white ribbon we help show that preventing family violence is everyone's responsibility.

White ribbons, posters, and balloons have been ordered for all sites, service centres and residences, and should arrive by mid November. We encourage staff to wear a ribbon in the week beginning 22 November, and ribbons can also be left on site counters for members of the public to access.

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need 2 know



ISSUE 171 - TUESDAY, 9 NOVEMBER 2010

Launch of the National High Needs Hub

A new process is being launched to streamline referrals to national office for programmes and care services that are managed at the national level.

Advisors will now be working more closely together and will be known as the National High Needs Hub. They work with the following programmes and care services:

- Long term placements to care and protection residences
- Youth Services Strategy - one to one placements and specialist group homes (behavioural and harmful sexual behaviour)
- National bednights contracts - IDEA Services, Youthlink, Kauri Trust, Wesley (Te Whare Whakapakari), Odyssey Auckland, Te Poutama Arahi Rangatahi (Barnardos), Te Rakau Hua O Wao Tapu Trust

There is a new referral form for all of these programmes and care services, which will be available on the Practice Centre soon. If you wish to apply for these programmes in the interim, please email [9\(2\)\(a\)](mailto:9(2)(a)@cyf.govt.nz) and she can send you a referral form. This form can then be returned to National_High_Needs_Hub@cyf.govt.nz. NGO providers will also be required to provide additional information at a later stage.

For more information

Please look on the Practice Centre where there will be more information soon, or email

[9\(2\)\(a\)](mailto:9(2)(a)@cyf.govt.nz)

Health and education assessments brochure

The 'Sorting It Out' health and education assessment brochure (CYF170) has recently been refreshed. It is a youth-friendly resource that is great to use when discussing health and education assessments with young people and their families.

Addressing the underlying causes of a young person's offending behaviour is a key principle of Fresh Start. The health and education assessments provide current and relevant information for family group conference participants, enabling more informed decision making, and the development of appropriate responses.

A pack of brochures will be sent to each youth justice manager this week to distribute to their staff, and the brochures can also be ordered via the Bluestar online ordering system.

For more information

9(2)(a)

Contract Mapping

A new online tool called Contract Mapping will soon be available to the public, providing information about the social services that the ministry funds. It will show the location of our service providers, details about the services they're contracted to provide, and how much funding they receive.

'Expert users' in regional offices have been learning how to use the tool. They will deliver training to all funding and contracting staff in their office. For your nearest expert user, contact your regional Manager, Funding and Contracting.

Providers will be sent a letter this week informing them about the Contract Mapping website, and that information about their organisation will be included on it. The letter directs providers to their funding and contracting manager if they have any questions or concerns, or would like to see the development website. Providers can also email us on contractingmapping@msd.govt.nz.

The Contract Mapping website www.contractmapping.govt.nz is due to be publicly launched in mid December.

For more information

If you have any questions, please contact the expert user in your region or your regional funding and contract manager.

Southern regional office change of location

The southern regional office and regional administration team have moved to a new location. The following contact details will apply from **Monday 8 November**:

Street address
224 Cashel Street
Christchurch

Postal address
PO Bpx 940
Christchurch

Phone contacts will also be changing, but are not yet available.

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need 2 know



ISSUE 172 - TUESDAY, 16 NOVEMBER 2010

Social Work Now

The November issue of Social Work Now, our practice journal, will be distributed this week. The focus of this issue is disability.

9(2)(a)

Everyday star cards

We have recently refreshed our everyday star cards. These cards now have a generic back, which you can use not only for thanking staff, but also for acknowledging your stakeholders. These will arrive with Awahi Mai Awahi Atu in the last week of November.

For more information

9(2)(a)

Caregiver Christmas cards

We are planning to send out packs of caregiver Christmas cards with Awahi Mai Awahi Atu in the last week of November. This will give you time to write in the cards before sending them out with Care Matters, which will arrive in the second week of December.

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

need to know



ISSUE 173 - TUESDAY, 23 NOVEMBER 2010

Christmas and New Year pay dates for 2010/2011

There is now information on [doodle](#) about staff pay dates and recording staff leave over the Christmas and New Year period. You will also find important information about changes to programmes, services or systems that are occurring over the holiday season.

For more information

If you have any questions, call

Ministry Christmas cards

This year's supply of Ministry Christmas cards for general stakeholders will be delivered to all sites next week. These will be addressed to the site manager, so please ensure you share these with your fellow managers on site. Remember your caregiver Christmas cards will be with you in the first week of December for you to send out with Care Matters on 15 December.

For more information

Video conferencing

During November, MSD IT are deploying video conferencing suites to 30 Ministry and Child, Youth and Family sites throughout New Zealand, including local offices and residences. The Child, Youth and Family sites are:

- Hamilton
- Rotorua
- Whangarei
- Auckland region
- Gisborne
- New Plymouth



-
- Napier
 - Palmerston North
 - Wellington
 - Christchurch
 - Dunedin
 - Each residence

The video conferencing functionality will be available to staff to use in their work, but will also provide increased functionality and efficiency to the core business, as well as new ways of working with young people and families.

The benefits of the video conferencing equipment include:

- the potential for greater attendance at family group conferences and other meetings with social workers
- improved communications for families who have children in care
- reduced travel costs and times.

The video conferencing rooms will be available for use by all staff and you will be able to book the rooms and equipment via Outlook.

Each site will have an 'expert user' who will be trained and who then can assist all staff on site. User guides will be provided, and full technical support will also be available.

More details can be found on doogle, and there will be a presentation as part of the Wednesday Brief on 1 December. Usage guidelines for staff have also been written and will be available via the practice centre from 1 December.

For more information

Please contact 9(2)(a)

Health and Safety

The December health and safety scheduler reminder and health and safety newsletter are now available on doogle.

The scheduler tasks for December are:

- SQSHI2 review
- health and safety induction training
- new managers to complete training at <http://elearn/>
(select Welcome to MSD / Health & Safety Online Learning)

-
- remind staff about the Early Intervention Programme for pain & discomfort.

For more information

9(2)(a)

Our Practice Package

This year on National Social Workers Day, Our Practice Package was launched. This package represents the next step in strengthening our work with children, young people and their whānau, with a focus on building practice depth. Built on the key themes and messages of the Practice Frameworks, the package provides guidance around the knowledge and actions required to support best practice.

The package is separated into three sections – children, young people and milestones. By having separate sections for children and young people, we are able to capture the different practice imperatives according to the developmental needs of children and young people and the issues they may face. The final section is dedicated to milestones – the ages and stages of development from infants to teens. This guide can be used as a quick reference to check on the developmental milestones of the children and young people you work with. It also has ideas about things to do when you're out visiting.

On the bottom of each page is a practice tip that provides a quick prompt to guide your thinking when carrying out your work. There is also a reference to a Key Information on the Practice Centre that provides in-depth information about the points on the page. Check them out – they strengthen and support your knowledge and practice.

The practice packages have been delivered to sites and you should have your own copy. Additional copies can be ordered via the bluestar ordering system accessible through Everyday or following this link <http://www.bspg.co.nz/orderware/custom/cyfllogin.jsp>

If you haven't already, take time as a team, perhaps in a practice clinic, to look at the packages and talk about how you can use them in your work. We are also developing a powerpoint presentation which will be available on the practice centre by the end of next week.

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by
12pm on Thursday.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

need 2 know



ISSUE 174 – THURSDAY, 2 DECEMBER 2010

Fee change for notarising intercountry adoption documents

The fee for notarising intercountry adoption documents, when this is arranged through Child, Youth and Family National Office (the New Zealand Central Authority), has risen with the GST increase from \$135.00 (incl. GST) to \$138.00 (incl. GST).

Cheques are still to be made out to Brandon's Solicitors.

Any cheques which were dated **prior to 1 October 2010** for the former amount of \$135.00 (incl. GST) will be accepted by Brandon's. Please note and advise applicants accordingly.

For more information

9(2)(a)

Health and education assessments – recording in CYRAS

Health and education screens and assessments are a key way to ensure the FGC has full information at hand, to enable more informed decision making, and getting the right health and education services to young people.

Each youth justice site has been sent copies of the refreshed 'Sorting it out' brochure. This is a youth-friendly resource that is great to use when discussing health and education assessments with young people and their families. More information about the brochure is available in [Need 2 Know - issue 174](#).

When recording the health and education screening and assessment information in CYRAS, it's important that it is clearly recorded in the case notes. A recent analysis of case notes identified that the health and education information was often not explicit enough, or were not reflected in the FGC plan.

For more information

Further information about the health assessments and education screens and assessments is available from 9(2)(a)

Practice tools for visiting and supervision folders

Two new practice resources have been sent to sites and offices. These are to be put into the visiting and supervision folders, and include:

- refreshed prompts and wellbeing bookmarks, to replace the existing bookmarks
- a TRAX assessment tool for adolescents, which also includes a youth-friendly three houses engagement tool.

If you require additional copies of either of these resources, please contact your regional care and protection or youth justice practice advisor, who have been sent additional copies.

For more information

9(2)(a)

Home for life – monthly newsletter

Check out the latest home for life newsletter on the intranet. It has helpful tips and updates for you to help children in care into a home for life. In this issue:

- Site of the month
- Policy updates in the practice centre for both ways to care and home for life
- CYRAS changes
- Your questions answered.

For more information

For more information, please contact 9(2)(a)

Send us your Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

need to know



ISSUE 175 - THURSDAY, 1 DECEMBER 2010

INFORMATION FOR ALL STAFF

Updated Reporting of Suspicion of Child Abuse and Neglect Protocol for early childhood education services

There is now a reviewed and updated protocol relating to the reporting of child abuse in early childhood education services to our contact centre. This can be found on Everyday.

The review was undertaken to ensure the accuracy of the protocol, and has involved Child, Youth and Family, Ministry of Education - Early Childhood Education, Police, and the Early Childhood Advisory Committee.

Implementation of the protocol will be managed by our operations managers, at a local level, in consultation with their respective early childhood service providers and local police.

Early childhood education service providers can access the revised protocol on www.lead.ece.govt.nz and an article has also been placed in the New Zealand Education Gazette.

For more information

9(2)(a)

Staff changes in residential services

The residential services team would like to advise staff of the following staff changes:

- 9(2)(a) have taken up a six month secondment in Darwin. 9(2)(a) will take over the care and protection admissions role while continuing as the national grievance coordinator. 9(2)(a) can be contacted on 9(2)(a)
- 9(2)(a) moves into the role of youth justice admissions and can be contacted on 9(2)(a)

need 2 know

For more information

9(2)(a)

Clarification re health and education assessments

The health and education assessments item in last week's Need 2 Know has generated some discussion.

The completed assessments should still be recorded in the Outcome section of the health and education assessment record in CYRAS, and the outcome set to 'complete'. If an assessment is not to be completed, there are also requirements for entering this information in the record.

The assessments should be completed ahead of FGCs, and it is important to ensure that health and education issues are addressed and included in the FGC plan, and entered into the FGC review and provider activity screens.

For more information

9(2)(a)

Nominations for NZ Royal Honours

An NZ Royal Honours is a great way to acknowledge foster carers who go 'above and beyond' in opening their hearts and homes to children and young people. In previous years we have successfully nominated a number of foster carers, including James and Heather Tuohora who received a QSM in this year's New Year's Honours.

We now want to hear about other extraordinary caregivers we can put forward for the Queen's Birthday Honours. The areas covered in previous nominations have varied depending on the individual caregivers, but some examples to consider include their:

- commitment to helping young people reach their potential
- support of other caregivers and willingness to promote foster caring
- relationships with children and young people
- positive working relationships

need 2 know

- commitment to continuity of care
- encouragement of wider family involvement
- case studies.

If you know of an outstanding foster carer, we'd love to hear from you. Initial names for consideration are due on Friday, 10 December, ahead of the 1 February deadline for completed nominations, which the communications team will prepare.

For more information

9(2)(a)

2011 staff calendars

MSD staff calendars for 2011 will be delivered to national office and the regions from next week onwards.

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

need to know



ISSUE 176 – THURSDAY, 16 DECEMBER 2010

INFORMATION FOR ALL STAFF

Pre-FGC case consultation in your jurisdiction

A recent audit of cases identified that in many instances, the outcome of decisions from the pre-FGC case consultation is not being case noted, and that the FGC preparation screens are not being used.

All pre-FGC preparations should be recorded, regardless of what information we use in our planning. The FGC preparation task screen also needs to be updated as more information is gathered about what we might need to do to turn a young person's life around. This informs what or whose services need to be considered for conference. The information also helps us identify what intervention services are required by different sites, and any service gaps that may exist.

For more information

9(2)(a)

Using supervision with activity programmes

We know that interventions, including those for serious offenders, are more likely to be effective where a young person learns to behave differently in their usual environment, and can remain connected to their families and communities. This is why we have increased the national coverage of supervision with activity providers from the previous seven to seventeen, and increased the number of places from 125 to 202.

We now need to ensure these programmes are being used whenever it is appropriate. The revised Act supports this, making it clear that the Court should impose the least restrictive order suitable in the circumstances (s289 (1)). A list of supervision with activity providers and their locations is available from the recent Fresh Start Wednesday Briefing.

For more information

9(2)(a)

need 2 know

MAC programme

The fourth MAC programme is scheduled to begin on 31 January 2011 and finish on 1 April. It will be based in our Christchurch youth justice residence, Te Puna Wai o Tuhinapo, and is open to ten young men who have been sentenced to a Supervision with Residence (SWR) Order by the Youth Court.

If you're working with a young man who is currently on a long SWR Order (which fits the above dates), or a young man who is likely to receive a SWR order, and you think he would benefit from taking part in the MAC programme, please call 9(2)(a) to register your interest.

The MAC programme is a partnership between Child, Youth and Family and the New Zealand Defence Force. It aims to reinforce self discipline, personal responsibility and community values, while also helping to address the underlying causes of offending.

The programme involves two phases:

- a residential-based phase that includes a wilderness camp run jointly by the NZ Defence Force and residence staff, a structured residence-based programme including therapeutic and educational interventions including literacy and numeracy skills, targeting criminogenic needs, and drug and alcohol treatment.
- a community-based phase where a social service provider will continue to offer support for up to twelve months to help the young person as they settle back into the community.

For more information

For more details contact 9(2)(a) More information about Fresh Start and the MAC programme is also available on our website.

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.

need to know



ISSUE 177 - TUESDAY, 22 DECEMBER 2010

INFORMATION FOR ALL STAFF

Christmas 2010 and the CYRAS System

The CYRAS arrangements for the 2010 Christmas period are as follows:

- > The final CYRAS board payment will be on the night of 20 December, brought forward from 27 December. This will appear in caregivers bank accounts on 22 December.
- > If staff are on leave in the final week, then board can be authorised on Friday 17 December, to be paid out with the main board run on 20 December.
- > The final night for payments will be Thursday 23 December. The payment references for these payments will be updated in CYRAS on the morning of 24 December and payments will be in the bank or the post later that night.
- > If you have payments that need to be made to suppliers before Christmas, please get them in by 20 December.
- > CYRAS will be available to staff throughout the Christmas break. The Help Desk will be available on the 3 working days over Christmas.

The first payment run in the new year will be night of Wednesday 5th January 2011 directly from another section of the Police, enter it as you do now but make sure you tell your CPT colleagues about it and they will follow up internally. After hours will carry on as normal.

For more information

If you have any questions, please contact

Your message is important for us

Get your technology sorted before you go away, or if you want to work from another location over the Christmas period, learn how to access your mail and calendar when you're away from the office.

need 2 know

Information to help you with the following activities is available on doogle:

- set Vacation / Out of Office messages
- apply extended absence greetings on your phone
- mail redirection and discard rules
- apply mail forwarding
- calendar bookings to show when you are on leave

For more information

If you have any questions, contact IT customer services on *777

Launch of Contract Mapping websites

The new Contract Mapping website, referred to in Need 2 Know Issue# 171, was launched this week. It aims to give easy access to information about the social services that the government funds in the community.

The website initially only shows MSD data on funding and contracting, but over time other government agencies will add their information to the site. In February next year we expect the Ministries of Health, Education and Justice along with Te Puni Kōiri to have data on the site.

Visit the website on www.contractmapping.govt.nz to find out more.

See current documentation.

For more information

If you have any questions, please contact the expert user in your region or your regional funding and contract manager

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12pm on Thursday.