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ISSUE 178 - TUESDAY 8 FEBRUARY 2011

INFORMATION FOR ALL STAFF

Contact Centre and 24/7

From Saturday 12 February, the Contact Centre will be extending its services over the weekend. Social work resource assistants supported by supervisors, will begin answering calls at the Contact Centre on Saturdays and Sundays rather than calls being managed via an answering service.

Weekend calls will continue to be referred to after hours social workers, so sites will need to maintain current after hours roster arrangements.

This change means that from 12 February, after hour's social workers will have access to CYRAS and Terralink via the SWRA's working at the contact centre.

From April, we will move to staff the Contact Centre with social workers and supervisors 24/7, further strengthening our service. We'll provide more information about this as things progress.

For more information

For more information check out the Quick Guide for After Hours, which is available on the intranet or contact 9(2)(a)

Health and safety scheduler

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

For more information

9(2)(a)

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Residential services staff changes

9(2)(a)

For more information

9(2)(a)

Child abuse reporting protocol guidelines

Updated protocol guidelines are available on the intranet under 'general guidelines'. These guidelines are for use by Child, Youth and Family staff working with agencies to develop or review their child abuse management and reporting protocols, or any agency seeking advice about what should be included in their protocol.

Other helpful resources include the 'Interagency Information Sharing Guidelines' and the 'Protocol development process map', along with Child, Youth and Family's current national interagency child abuse reporting protocols.

For further information

9(2)(a)

Intercountry adoption with Russia

The intercountry adoption programme between Russia and New Zealand has been finalised. It provides a process for Child, Youth and Family approved adoptive applicants to lodge their application to adopt a child in Russia with a Regional Education Authority. The applicants will contract on a fee for service basis with ICANZ, to facilitate the placement process in Russia.

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The Russian Regional Authority matches children who cannot be placed for adoption locally with Russian families with approved intercountry adoptive families. The new programme involves the NZCA considering and approving the match. This new adoption programme with Russia provides additional safeguards for the children, as well as for New Zealand adoptive applicants.

Assessment procedures for applicants wishing to apply to adopt from Russia are available on the [Intranet](#). Child, Youth and Family will start to apply these assessments from February 2011.

For more information

If you would like further information on the interagency adoption programme with Russia, please contact [9\(2\)\(a\)](#)

Practice framework posters

We have recently refreshed our practice frameworks into posters, to align with the recently developed residential practice framework poster. The suite includes the care and protection practice framework, youth justice practice framework and care practice framework (this replaces the current Adoption practice framework). The new posters will arrive in sites and residences this week.

For more information

[9\(2\)\(a\)](#)

Fresh Start Innovation Fund

The third round of the Fresh Start Innovation Fund opens on 7 February, closing 3 March 2011. This fund aims to encourage and stimulate communities to deliver their own solutions to local youth offending problems, with a particular focus on addressing the needs of at-risk Māori children and young people.

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This is a great opportunity for providers with new ideas, or who have a programme that offers a different approach. More information about the fund, including the application form and guidelines, is available on our [website](#)

For more information

If you have any questions about the Innovation Fund, check out the website or email freshstartapplications@cyf.govt.nz

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ISSUE 179 - TUESDAY 15 FEBRUARY 2011

INFORMATION FOR ALL STAFF

Critical risk checks: coming to a town near you!

On 27 February 2011, we will implement the critical risk checks screens into CYRAS to help us keep focussed on the children and young people that we are most worried about. These screens will summarise the clients on your case load where areas of critical risk are present.

All practice leaders have attended training sessions on how the new screens will work, and will now be booking training sessions with you ahead of the 'go live' date on 27 February.

To prepare for the new screens, please make sure that information in CYRAS about clients on your case load is up to date and accurate well in advance of 27 February. This will avoid you having a significant number of overdue critical risk checks showing on your caseload on 28 February.

A 'preparation for critical risk checks checklist' that sets out what you need to do, is available on the intranet.

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 profile
- information and preparation sessions, key information for assessing applicants and application packs
- new key Information and resources on the practice centre
- CYRAS changes

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- your questions answered

For more information

9(2)(a)

Celebrating Children's Day 2011

The 11th anniversary of Children's Day will be celebrated on Sunday 6 March with hundreds of events taking place all over New Zealand.

We encourage all sites to get involved in their local community by coordinating or partnering in a Children's Day event in their area. This may involve collaborating with NGO stakeholders on an event for the day, or honouring the day with simple site-based activities and inviting caregivers and children to your office.

Events are listed by region on the Children's Day website - <http://www.childrensdays.org.nz/whats-on/index.html>, so you can see what events are happening in your area.

Children's Day resources are available for your events. These are listed on our website - <http://www.childrensdays.org.nz/planning-your-event/free-resources.html>.

To order resources, please send the following order form to 9(2)(a) 9(2)(a) by Friday 18 February. Orders should include a quantity for each item, delivery address and contact person. To ensure only one order is placed per site, we suggest these are coordinated by your site champions.

For more information

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ISSUE 160 - TUESDAY 22 FEBRUARY 2011

INFORMATION FOR ALL STAFF

Staying On programme

Workforce Development developed the Staying On programme and is now implementing it in National Office, Canterbury and the Southern Regional Office in February and March. The intention is to progressively roll it out across the organisation.

It was recognised that with close to 40% of our workforce being over the age of 50, potential skill shortages as baby boomers retire, and a competitive labour market for qualified social workers, that we needed to develop an innovative approach to retention and the engagement of our staff.

The Staying On programme has three themes:

- Staying Engaged
- Staying Healthy
- Staying Connected

Staying On includes a number of workshops along with resources and case studies. It supports greater flexibility in employment, new ways of thinking about careers and "staying on conversations" between managers and staff where career planning, transition planning and staff engagement can be discussed. The Staying Healthy aspect focuses on wellness, while the Staying Connected programme will keep in touch with people who leave be it for travel, parenting, retirement or to work elsewhere.

We will keep you informed as work progresses.

For more information

9(2)(a)



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Joint Thematic Review of Children and Young Persons Detention Issues 2010

We were advised in December 2010 by the Office of the Children's Commissioner that a Joint Thematic review was to be undertaken by three agencies: Independent Police Conduct Authority, Office of the Children's Commissioner and the New Zealand Human Rights Commission.

The Joint Thematic Review is the first of its kind in this country under the United Nations Optional Protocol to the Convention Against Torture (OPCAT) and it fulfils New Zealand's obligation to the United Nations by adopting a preventive approach. The plan is to examine Police and Child, Youth and Family policies covering children and young people in the custody of Police and look at national and international standards that apply to the detention of children and young people in detention. This information will be analysed and recommendations for improvements made to the Police and Child, Youth and Family.

The Office of the Children's Commissioner is inviting staff to make submissions to them. The

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For more information

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

Annual adjustment to foster care allowance

The Minister has announced the Annual Adjustment effective from 1 April 2011.

Foster Care Allowance was increased on 1 October 2010 by 2.02%. This was to help compensate for the increase to GST.

This year's AGA increase of 3.75% will be applied to that rate of Foster Care Allowance payable as at 1 April 2011, so as not to double compensate for the GST rise. While the allowance that Foster Carers currently receive will appear to be a 1.70% increase, the total overall increase to these payments for the year is 3.75%.

Information for our caregivers is published on our website, and will be included in our next issue of Care Matters. The updated rates can be viewed on the Work and Income website

need 2 know

- <http://www.workandincome.govt.nz/individuals/forms-and-brochures/benefit-rates-april-2011.html>

We will provide a more detailed rates table on our own website in the coming days.

For further information

Please read Minister Bennett's announcement –

<http://www.beehive.govt.nz/release/benefit-rates-increase-meet-changing-costs-living>

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ISSUE 181 – MONDAY 28 FEBRUARY 2011

INFORMATION FOR ALL STAFF

Everyday Gear

The Everyday Gear resources are designed to support key events, increase our profile in the community, and help our staff to feel proud and look professional when they are involved in public events or activities.

We have recently reviewed these resources, which involved getting feedback from regions about the things they would find most useful, and refreshing the look to bring them into line with other Child, Youth and Family resources.

Items available

- **Community**
 - Maori t-shirt – 'Awhi mā awhi atu'
 - Pacifika t-shirt – 'Children are our treasures'
 - Pen
 - Fridge magnet
 - Recycled bag to place pamphlets and giveaways in
- **Children**
 - Star scrapbook
 - Whānau-time interactive poster booklet
 - Balloons
 - Pencil case (includes ruler, pencils, sharpener and rubber)
- **Youth**
 - T-shirt
 - Drink bottle
- **Staff**
 - T-shirt

Requesting Everyday Gear

Items will be available to sites for free, however please note there is a huge amount of community engagement happening around the country and only a limited amount of resources available. Regional communications advisors have received supplies of

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Everyday Gear to distribute amongst their regions, and will be using the guideline below to help assess each request to ensure a fair distribution.

- You are hosting a significant regional or national event and want to supply prizes or giveaways for attendees
- Your site or region is partnering with significant community organisations
- The purpose of the event is to raise awareness of child abuse prevention
- Child, Youth and Family will raise its profile with a particular community/stakeholder group by providing everyday gear for this event
- To acknowledge a young person's outstanding achievement or contribution
- To acknowledge a staff member's outstanding contribution or achievement
- For a staff member who will be helping at a significant public event.

For further information

To request resources, please contact your local regional communications advisor

- Northern
- Midlands
- Central
- Southern

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Health and safety scheduler

The March health and safety scheduler reminder and health and safety newsletter are now available on google.

For further information

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Helpful Christchurch quake information for staff

We understand that everyone is affected by the Christchurch earthquake and some of you may feel the need to talk to someone, or want to find out more information about what's happening in the region. Here are some helpful contacts:

Call our dedicated Child, Youth and Family trauma counsellors – they're there to help on 95405 or 09 917 5405

Helpline for Canterbury staff at work

Staff who need help with financial assistance available to clients affected by the earthquake can call 0800MSD2GO (0800 673 246).

0800 MSD STAFF (0800 673 782)

This line provides staff with regular updates on the current situation, and is available 24/7.

Emergency Management Team

You can contact the Emergency Management Team with any questions or concerns. Email them on emt_workandincome@msd.govt.nz

We are continuing to communicate with our people in Christchurch to give them all the support they need. We will keep everyone posted on our [website](#).

For further information

For further information, please visit the Ministry of Social Development [doogie](#) page on the Christchurch quake.

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ISSUE 183 - MONDAY 14 MARCH 2011

INFORMATION FOR ALL STAFF

Christchurch update

We'll include a weekly item in Need 2 Know, to help staff keep up to date with what's happening in Christchurch. I know everyone's thinking about their colleagues there, and are keen to know how they're doing.

Staff

Our people are doing well, under the circumstances. Around 70% of our staff are back at work, visiting children, helping families at the welfare and RAC centres, and on the road with Work and Income case managers.

They've been pleased to have the support of around 20 social workers from around the country, and the contact centre who played a big role in getting in touch with caregivers after the quake.

Things are still very unsettled in Christchurch, so we expect staffing numbers to go up and down a bit as people take time out to care for their own friends and family.

Sites and residences

Rangiora is the only site up and running. The rest will be out of action for some time.

Papauni based staff and the care team have gone to Rangiora site, and City staff are working out of the Riccarton Work and Income office. Sydenham and regional office staff are working out of a temporary 'hub' close by the Work and Income service centre in Hornby. A few are working from home, and our funding and contracting people are going to be co-locating with our providers at the Christchurch netball clubrooms.

Space is tight, and equipment patchy at times, so it's been a great chance for our people to get out and about visiting families and caregivers. Decisions about options for a bigger, more sustainable work space are likely to be made over the next few days.

Te Oranga is still closed because of problems with plumbing. In the meantime Te Oranga staff and young people are staying at Te Puna wai and doing well, although we're hearing

need 4 know

they're all pretty keen to get back 'home'. Thanks residences staff and young people for being so patient and accommodating.

Caregivers and kids

All our caregivers and children in care in Christchurch are okay, but like everyone, they have varying degrees of problems with buildings and infrastructure. We're working with them closely and making sure we're there to help every step of the way.

Stories of triumph

The stories coming out of Christchurch are amazing, and reflect the beauty of the human spirit. We've put the 'best of' up on our website for you to see.

www.cvf.govt.nz

Information for staff volunteering to assist in Christchurch

Staff working conditions in Christchurch are hazardous and very demanding. Power, water and sewerage are still significant issues for most of the region and people are warned about high levels of dust. There is a shortage of accommodation and it's not easy to travel around in the area.

The situation is very fluid as evaluations continue and quick responses are required to meet immediate needs as they arise.

Staff wanting to volunteer for Christchurch need to meet the following criteria:

- You must be fit and healthy to cope with the demanding conditions. It will not be appropriate for staff with health problems to travel to Christchurch as medical resources available are limited
- You'll have a 'can do' attitude and be able to work independently. You have to be flexible to perform a different variety of tasks.
- You must be prepared to work long hours, be reasonably self sufficient and willing to share accommodation with others.

If you meet the criteria and would like to help out in Christchurch, please talk to your Manager.

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For further information

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Help for people coming back from Christchurch

Thanks to all the people who've gone in to support their colleagues in Christchurch. You've done an amazing job at helping them manage their day to day business under very tricky circumstances. We've had around 20 social workers from around the country working alongside Christchurch staff over the last couple of weeks.

As a volunteer, you may feel affected by the things you've seen and been involved in, so please feel free to call one of our counsellors. We have trained people at the end of the line to talk with anyone who'd like to - from inside Christchurch or further afield - phone: 09 917 5409.

For more information

9(2)(a)

Project number for Christchurch earthquake

For insurance claim and reporting purposes, we have established a new project number **110013** to help record extra costs incurred as a result of the 22 February Christchurch earthquake. Please make sure this project number is used in conjunction with your budget manager's cost centre code when charging expenditure associated with the quake.

Examples of costs include: travel, accommodation, rental cars, meals, minor asset, new equipment, staff overtime, and temps to backfill staff transferred to Christchurch.

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For further information

For any queries, please contact [9\(2\)\(a\)](#)

New foster care allowance rates

As mentioned in our previous Need 2 Know, the new foster care allowance rates have been released and will be paid from 1 April 2011.

You will remember that the allowance was increased on 1 October 2010 by 2.02% to help compensate for the increase to GST. This year's AGA increase of 3.75% will be applied to that rate of foster care allowance payable as at 1 April 2011, so as not to double compensate for the GST rise. While the allowance that foster carers currently receive will appear to be a 1.70% increase, the total overall increase to these payments for the year is 3.75%.

The new rates are set out in the table below.

Age of child/young person	Weekly rate	Weekly pocket money*	Birthday and Christmas allowance (half the weekly board rate)	Clothing quarterly rate
0 – 4 years	139.97	2.10	69.99	244.88
5 – 9 years	162.43	6.20	81.21	277.50
10 – 13 years	179.25	9.20	89.63	342.68
14 plus years	195.96	14.20	97.98	411.36
Family home caregivers	182.73	Rates as above (paid in addition to board rates)	91.36	Rates as above

*The pocket money amounts have been rounded to the nearest 10 cents, so children and young people can be paid in cash.

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ISSUE 184 - MONDAY 21 MARCH 2011

INFORMATION FOR ALL STAFF

Christchurch update

We're including this regular item in Need 2 Know, to keep people up to date with what's happening in Christchurch.

Staff

Numbers of staff back at work has increased to around the 90% mark, although we still expect that to fluctuate a bit. As well as working with families and caregivers, our people have helped with the overall welfare effort by teaming up with their colleagues in Work and Income mobile vans. Thanks to all the people from outside Christchurch who have also helped with this.

You'll know Friday was a memorial day and a public holiday for the people of Christchurch. Our staff were offered a well earned break, while staff from outside the region came in to take care of any urgent work and daily business.

Sites

Rangiora is the only site up and running. The rest will be out of action for some time.

Papauni based staff and the care team are at Rangiora site, and City staff are working out of the Riccarton Work and Income office. Sydenham and regional office staff are working out of a temporary 'hub' close by the Work and Income service centre in Hornby.

Child, Youth and Family's Sydenham site is gearing up to base several staff at Ngā Hau e Whā Marae from next week, the RAC in the heart of Bromley. This is a great opportunity to team up with community groups to help families needing our support.

We also have two staff working full-time alongside Police family violence workers and Women's Refuge advocates at a temporary office at the Antarctic centre. "We're managing all POL400s for Christchurch and triaging reports through the contact centre. It's been full on, but at the same time so rewarding to know we are getting crucial information out to sites.

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Challenges with office space and equipment is seeing more people working from home – checking in each day to get updates on urgent work and connect with the team, then spending lots of time out visiting and working with children and families. People are reporting that this is a nice way of operating to fit with current needs and circumstances.

Work is underway at the national level to look at the best options for future, sustainable office space. Good progress is being made, and we expect to know more shortly.

Residences

Te Oranga is still closed but the plumbing problems are fixed! The young people are delighted and looking forward to getting back 'home', maybe by the end of this week. In the meantime though, a group of Te Punawai o Tuhirapo young people are going to pay a visit, and help get things nice and tidy, ready for their Te Oranga friends return.

Caregivers and kids

We're continuing to work with foster families and children closely, making sure we're there to help every step of the way. As well as contacting all our carers by phone, we've personally visited more than 600 of our kids in care.

Staff say the main thing they're noticing is that children seem tired from a lack of sleep, and are very clingy. Staff and caregivers have a range of resources on hand that deal with trauma, helping adults talk to children about what's happened, and how they're feeling. We're also offering help through our trauma support line.

Recovery planning

You will have seen emails about a new governance structure for Christchurch, headed up by Marc Warner. Marc will spend a large amount of his time in Christchurch working alongside our managers and staff as well as other organisations. MSD will be establishing a Leadership Team governance committee to support this work, focusing on recovery and working out what the 'new normal' will be for services in Christchurch.

Stories from the frontline

Check out the [updated stories](#) highlighting what our Child, Youth and Family colleagues have been doing to help out in Christchurch.

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Human resources and IT policy changes

Recent changes to human resources and IT policies were made and they are as follows:

- **Review of Appointments** – the major change is that starting from now, all reviews will be carried out by an independent reviewer. There are some minor changes which are made to strengthen the process and to ensure compliance with the SSC.

You can view the new Review of Appointments process on [doodle](#).

- **End User IT Security** – this provides general guidance to staff about IT security concerns and should be read in conjunction with other Ministry policies and the Code of conduct.

You can view the End User IT Security policy on [doodle](#).

For more information

If you have any queries, please contact your HR consultant.

Student aide support joint Education and CYF initiative update

The initiative for student aide support can be accessed through the intervention phase in CYRAS under the National Applications. More information is available on the Intranet or through the link on the CYRAS application form.

Updates

- Student Aide Support(CYF) is a good point of contact if you require any information or query
- Term one budget is fully committed
- Term two applications will be processed starting 14 March
- Correspondence school student aide is a maximum of 20 hours per week

Reminders

The application cannot be processed without the following information:

- IEP/behaviour plan
- Signatures

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- Review (where the application is a repeat).

Processing

- **Invoices** are due **1 April** for term one
- **Order numbers** need to be provided to schools to ensure timely invoicing

For more information:

9(2)(a)

Canterbury quake insurance claims FAQs

The Earthquake commission recently released a specially focused personal insurance Frequently Asked Questions (FAQs) about claims process and related issues as they affect Canterbury property owners. You can read the FAQs on [doogle](#).

International business continuity awareness week 21 – 25 1 March 2011

This week is dedicated to Business Continuity Awareness.

The work we do at Child, Youth and Family is extremely important so we all need to be prepared at home and at work to be able to continue to provide our essential services when any business disruption occurs.

While business continuity is part of our normal day to day management processes, the focus for this week is ensuring that:

- everyone's contact details are up to date.
- everyone understands their roles and responsibilities during business disruption.

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We've developed a small quiz to test your knowledge about what you need to have in place and be aware of to support your site's Business Continuity Plan. Have a go and see how well prepared you are – and if necessary, follow up on the questions you weren't sure of.

What do I know about our Business Continuity Plan	Yes	No
1. I know where our Business continuity plans are located.		
2. My office has the correct address and phone number for me.		
3. I understand my roles and responsibilities during a business disruption.		
4. I know who will contact me if I am not in the office.		
5. I can name 4 things that must happen during a fire alarm evacuation.		
6. I always keep my case notes up to date in CYRAS.		
7. I know where our civil defence cabinet is located.		
8. I know who the wardens and first aid people are in my office.		
9. I can name our 4 essential services that we must continue during an emergency.		
10. Our plans have identified all the systems we require during business disruptions.		
11. I know where our alternate location is if our site has been compromised by floods.		
12. I have my emergency preparedness pack at home and at work.		
Total		

For more information

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

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ISSUE 186 - TUESDAY 5 APRIL 2011

INFORMATION FOR ALL STAFF

Social worker registration

Renewal of Annual Practicing Certificate

The Social Workers Registration Board (SWRB) will be sending out Annual Practicing Certificate (APC) renewal notices this month to all registered social workers. These notices will be sent to your home address, so you need to advise the SWRB if your address has changed. These forms need to be signed by you, as the practicing social worker as well as your manager and then forwarded to the SWRB **before 30 June 2011**. The cost for renewing your APC is covered by Child, Youth and Family Learning and Development.

Competency assessments

If you are a social worker and not yet registered because you need to undertake a competency assessment, you now have two options to gain competency certification.

- The Aotearoa New Zealand Association of Social Workers (ANZASW) continues to offer a face to face panel assessment, and also offers a paper based assessment option. The ANZASW offers these services to members and non - members.
- The Social Workers Registration Board (SWRB) also offers a paper based competency assessment service.

For further information you can access the [ANZASW](#) and [SWRB](#) websites.

Re-certification of competency

A competency assessment certificate is valid for five years and needs to be renewed to maintain your eligibility to hold an APC. As a registered social worker, you will receive six month's notice that your competency certificate is about to expire. It is important to complete the recertification process within this timeframe, and if you think this will be a problem, you will need to advise the SWRB. There are two re-certification options available to registered social workers:

- The ANZASW offers a paper based exercise for social workers who hold a current competency certificate and are seeking re-confirmation of their competency. Maori

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candidates have the additional option of electing the Niho Taniwha process, where references may be provided verbally. Forms are available on the [ANZASW](#) website.

- The SWRB also offers a competency re-certification assessment process. Forms are available on the [SWRB](#) website.

The cost for all options of re-certification is covered by Child, Youth and Family Learning and Development. For social workers who gained competency with Te Ara Aromatawai (TAA), please note that this provider no longer offers a certification service.

Notice for registered social workers

All registered social workers are required to keep a continuing professional development (CPD) log. SWRB have recently revised the CPD log requirements, and further information about these changes will be provided in a future Need 2 Know. In the meantime, please refer to the [SWRB](#) website for more details.

For more information

9(2)(a)

New forms for 'Ways to Care' application packs ready now

The new forms for 'Ways to Care' application packs are now available on Orderware. They are available in packs of 10 and your site champion can help you to place an order.

We have also created an application letter template for you to complete, print on letterhead and enclose in each pack. The template can be found on the Practice Centre <http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/resources/index.html>

We encourage staff to be friendly and professional when dealing with people who are interested in fostering or adoption. When you are sending out the application packs, here are a few helpful tips to remember:

- Download and complete all fields in the letter template and then print it on letterhead paper stock and sign. The letter along with the application forms should be placed in a Child, Youth and Family corporate folder. The resources are free and you can order them via Orderware (your site champion will be able to help).

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- You could also include a 'Ways to Care' and 'Home for Life' brochure, as well as a set of the postcards. These are handy for prospective foster carers to pass on to other people, who are interested in fostering or adoption.
- Don't forget to include your business card in the pack so the prospective foster carers know who to contact if they have any further questions.

For more information

9(2)(a)

Family Court Caseflow Management Practice Note

The Principal Family Court Judge, Judge Peter Boshier, recently launched a revised 'Family Court Caseflow Management Practice Note'. The revised 'Practice Note' updates the '1998 Practice Note' in light of a number of legislative and practice changes that have taken place since that time. It outlines best practice and gives a clear sense of direction as to how the Family Court seeks to resolve its streams of work.

For more information

You can read the revised 'Practice Note' on [Family Court of New Zealand](#) website.

Young people remanded into Police custody

A young person can only be remanded into Police custody when they are likely to abscond or be violent, and there is not a Child, Youth and family residential placement available.

To avoid young people remaining in Police custody unnecessarily, staff attending the youth court need to provide the judge with information about the availability of youth justice residential beds. This will ensure the judge has full information about the custody options.

Staff also need to be aware that a remand under section s238(1)(d) does not guarantee admission to a residence. Seriousness of offending and other priorities will need to be considered.

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For more information

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Changes to Practice policies

Our last Wednesday briefing was about the importance of strengthening our practice with children and young people in the CE's custody who are returning home and we highlighted upcoming changes to three of our existing practice policies:

- Caring for Children and Young People
- Permanent Care
- Creating a Home for Life and Practice Tools

These changes are effective today and they focus specifically on intensifying our social work visits in the first four weeks of placement home, holding regular meetings with professionals, and using the consult tool to aid decision-making. We have also strengthened a number of our key information documents to help guide practice in this area of work.

You will find all this information on the [Practice Centre](#) and we encourage staff to make themselves familiar with the changes and to work out how they are going to implement them in their day-to-day work.

For more information

9(2)(a)

Electronic vetting - Police Licensing and Vetting Centre

On 1 February 2011, the Police Licensing and Vetting Centre introduced an electronic vetting process called [QueryME](#) (Query Made Easy).

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QueryME enables designated staff at sites to enter a vetting request electronically for the requests that are currently sent to the Police Licensing and Vetting Centre in Wellington.

Over the coming two weeks, designated staff will be set up as users by the Police and they will be able to commence using the system. Police checks that are a part of a care and protection investigation will continue to be carried out via the local Police.

For more information

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ISSUE 107 – MONDAY 11 APRIL 2011

INFORMATION FOR ALL STAFF

Awahi Mai Awahi Atu

The March issue of *Awahi Mai Awahi Atu* has been distributed to all sites, offices and residences, and to all stakeholders. Copies have been sent to your office. This issue looks at:

- Children's Day activities
- programmes to keep unborn babies safe
- our staff's response to the Christchurch quake
- how a social worker's cultural awareness helped achieve Home for Life for a Samoan baby
- what's happening in our residences
- our new Chief Social Worker, Paul Nixon
- Child Matters workshops and our new 'Working Together' guide.

For more information

9(2)(a)

Journal articles and presentations

The presentation of information at conferences and the submission of journal articles provide an opportunity for staff professional development, and can also help develop our relationships, reputation and profile across the sector. However, information that was not intended to be shared outside of the organisation may sometimes inadvertently be released in this way.

need to know

To avoid this happening, sign off is required by the Office of the Chief Social Worker (OCSW) when Child, Youth and Family information is presented in journals and at conferences and forums.

Prior to seeking the approval of the OCSW, the staff member must first have the article, conference abstract or presentation approved by their line manager and then their regional director (or general manager if national office staff member).

When seeking approval, you will need to allow sufficient time to provide any additional information requested or make the required changes. The OCSW will generally respond to requests for approval promptly, however you should allow at least five working days for this.

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:

- Latest Home for Life statistics
- Culturally responsive social work practice
- New resources to support your practice
- Order information for 'Ways to Care' application pack contents
- Your questions answered

For more information

9(2)(a)

Payment to bednight providers

Several requests had been received by NAC to pay bednight providers on a fee for service basis. Staff are reminded that:

need 2 know

- generally, any placement or service with a bednight provider should be paid by contract payments through Funding and Contracting.
- to avoid dual payments (payment by fee for services for clients who are already, or should be, covered by bednight contracts). NAC has been instructed to return any CYRAS or KEA requests to pay contract providers to site managers

The site managers will need to arrange with their Funding and Contracting specialists to add the child to the existing bednight contract. There may be some extraordinary circumstances where arrangements need to be made outside of the contract.

Staff are encouraged to follow practice policies and:

- place youth justice and care and protection clients with appropriate bednight providers
- ensure respite care rates do not exceed bednight rates
- ensure we are not paying for services that are already covered under the bednight rate.

For more information

For further clarification on contract and placements, please contact your funding and contracting specialist or financial analyst.

National Account Centre (NAC) Invoices

When processing invoices, NAC have identified common errors that staff make. Here are a few tips for managers and staff when dealing with suppliers to ensure that invoices get paid on time:

- When engaging with suppliers, you need to quote an acceptable MSD order reference (generated orders (POP or CYRAS etc) or a budget manager's cost centre for manual purchases).
- Ensure suppliers are aware that they must have a Ministry of Social Development order reference on their invoices

need to know

-
- Invoices that have incorrect or no order reference will be returned to the suppliers, resulting in delayed payments
 - Budget managers are reminded that when an invoice arrives on their workbench in the AP Portal that doesn't belong to them, it should be forwarded to the NACREJ cost centre rather than rejecting the invoice. You simply need to cancel the line entry, change the cost centre in the header to NACREJ and save the transaction.

The AP Portal User full guide and quick reference guide are helpful references for staff.

For more information

For further clarification, please contact your financial analyst.

Care Matters

The latest issue of *Care Matters* will be sent to sites next week. Caregivers in Christchurch will be sent their copy directly. This issue includes:

- the William Wallace Awards
- a Samoan infant's home for life story
- support for Christchurch caregivers
- an interview with Nigel Latta about Home for Life
- Children's Day
- Increase to board rates
- our new Chief Social Worker, Paul Nixon
- Fostering Kids – NZ Family and Foster Care Federation's new vision

For more information

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Contributing to Need 2 Know

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ISSUE 188 - TUESDAY 19 APRIL 2011

INFORMATION FOR ALL STAFF

CYRAS payments over Easter

Easter falls on Friday 22 to Monday 25 of April 2011, so the provisions for making payments will change.

Please note below the timings for this Easter:

- Urgent payments due around the Easter weekend need to be authorised early in the week.
- The system will be up on Easter Friday and Monday but there will **not** be 4:30pm interfaces to the KEA system.
- Payments authorised on Thursday 21 April will be created in KEA however cheques will **not** be posted and the direct credit file will **not** go to Westpac bank until Tuesday 26 April (two days delay).
- There will be **no** overnight processing on Easter Friday and Monday.
- Board payments will be unaffected by the Easter break
- All operations will be back to normal on Tuesday 26 April.

For more information

9(2)(a)

Health and safety scheduler

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

need to know

For more information

9(2)(a)

National High Needs Hubs

The National High Needs Hub gives us a better national overview about placement and programme options for our high needs children and young people. We consider all national programme referrals in addition to accessing specialist support and advice within the Ministry. The application form on the Practice Centre is now used for every national programme.

Each region is developing their own regional hub to provide support to front line staff for high needs children and young people, as well as being part of the referral process to national programmes.

9(2)(a)

For more information

9(2)(a)

Customer service change

Inland Revenue are moving to an 'appointment only' service at their counters from 1 April 2011. Staff need to note the following:

- If you have IR related questions, call the IR contact centre or visit their website and register for their Online services.
- For all tax and Working for Families questions, call **0800 227 773** between 8:00am - 8:00pm Monday – Friday and 8:00am - 1:00pm on Saturday.

need 2 know

- For child support questions, call **0800 221 221** between 8:00am - 6:00pm Monday - Friday.

If contact centre staff are unable to answer your question over the phone, an appointment will be made for you to meet an IR representative at a suitable time for you or you will be advised to put your question in writing.

Contributing to Need 2 Know

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ISSUE 189 - TUE 10/7/2014

INFORMATION FOR ALL STAFF

Social Work Now – latest issue and survey

The latest issue of our practice journal Social Work Now has been distributed to sites and residences this week. This issue has a strong focus on improving practice, and introduces some of the current thinking that is shaping practice in Child, Youth and Family.

We want to make sure that Social Work Now meets your needs. In order to do that, we want to hear from you. Please take a few moments to fill in the Social Work Now Survey now.

For more information

If you would like to submit an article or review to Social Work Now, or if you have any queries, please contact 9(2)(a)

If you are receiving too many or not enough copies of Social Work Now, please contact 9(2)(a)

Youth justice FGC pocket calendar – Innovation Challenge e winner

We have recently developed a pocket-size calendar, to be given to young people when they attend a youth justice family group conference. It's a tool to remind them and their parents/caregivers when appointments are due and also help them track the progress of tasks. This also helps them to take ownership of their plan. The calendar was one of the winning ideas from last year's Innovation Challenge.

In developing the calendar, we worked with 9(2)(a) who put forward the idea, and included feedback from youth justice social workers and coordinators, as well as young people and caregivers involved in the family group conference.

It's intended that youth justice coordinators give the calendar to the young person at the FGC. While contact details and deadlines established at the conference can be filled in at

need to know

this time, many of the dates are not set until after the family group conference (eg community service dates/times, counsellor appointments etc). To ensure the calendar remains useful, it's important that the coordinator encourages the young person and their family to update it as further dates are established.

We are distributing the calendar to youth justice managers next week. Future copies can then be ordered via the Bluestar orderware system. The stock code is CYF147, and we welcome any feedback you have.

For more information:

9(2)(a)

National Collective of Independent Women's Refuge and Child, Youth and Family Memorandum of Understanding

The 2007 Memorandum of Understanding (MoU) between National Collective of Independent Women's Refuge (NCIWR) and Child, Youth and Family has been updated and was signed on 23 March 2011.

The updated MoU is designed to reflect changes to our working relationship with NCIWR and its member Refuges and enhances a partnership approach. The MoU provides clear details about our roles and responsibilities to each other and supports both agencies to meet legal and statutory obligations while working in partnership.

The MoU includes good practice guidelines and NCIWR's child abuse reporting protocol with Child, Youth and Family. It also provides a clear overview of NCIWR services with a primary focus on those funded through the CYF national agreement.

Please read the MoU and the variation if you work with Refuges.

For more information:

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Contributing to Need 2 Know

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ISSUE 191 - TUESDAY 24 MAY 2011

INFORMATION FOR ALL STAFF

Addition to 'Report of concern' template drop down

In order to streamline the intake process, the Contact centre will be using a FVIAR's Report of concern template for any further action required family violence notifications which have been through FVIARS meetings. The template is located in the 'narrative type field' on the 'intake details tab'.

This process will mainly affect Contact centre staff however social workers need to use the template when entering any family violence reports of concern that requires further action.

For more information

9(2)(a)

Health and safety scheduler

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

For more information

9(2)(a)

Contributing to Need 2 Know

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WEDNESDAY 1 JUNE 2011

WILLIAM WALLACE AWARDS 2011

Information for all staff

It's that time of the year again, when we have the opportunity to nominate young people for the William Wallace Awards 2011. These awards honour exceptional young people in care and go towards helping them pursue their dreams of tertiary, vocational or leadership training. Award recipients are honoured at a special ceremony held in Wellington later in the year.

Nominations open on **Wednesday 1 June** and [nomination forms](#) will be available on the intranet from this date.

[Here](#) you'll also find helpful information on how to put forward a strong nomination. You can also read about some of our previous winners, and how the awards have helped them pursue their dreams.

For more information

9(2)(a)

Social workers registration

Renewal of Annual Practising Certificates

The Social Workers Registration Board (SWRB) has sent out Annual Practising Certificate (APC) renewal notices to all registered social workers. This was sent to your home address. If you have not received a renewal notice or your address has changed, please advise the SWRB on info@swrb.govt.nz.

need to know

When you receive the renewal notice, you and your manager need to sign it and mail to the SWRB. Signed renewal notices need to be returned before 30 June 2011. This ensures that all registered staff can be issued with a current APC from 1 July 2011. Costs for the APCs are covered by National Office.

Competency & Recertification assessments

Social workers are advised that there are two competency providers. Competency certificates are valid for five years, after which recertification of the competency must be undertaken in order to be issued with a current APC.

- The Aotearoa New Zealand Association of Social Workers (ANZASW) continues to offer a face to face panel assessment and a paper based assessment option. The ANZASW offers these services to members and non members. Recertification for expired competency certificates are paper based through the ANZASW. Maori candidates may choose the Niho Taniwha approach to complete a competency assessment.

Please note that if you are a provisional or full member of the ANZASW, then the cost of your competency and recertification assessments have already been met through your membership fee. This is the option that you must choose.

- The SWRB also offers a paper based competency assessment service.
- Costs for both options are met by National Office.
- Please note that Te Ara Aromatawai (TAA) no longer provides a certification service.

Have you completed your competency re-certification?

When you receive your new competency certificate **make sure you send a photocopy to the SWRB** to enable them to record this information on the register. Their postal address is:

Social Workers Registration Board
PO Box 101-50
The Terrace
Wellington 6143

Notice For Registered Social Workers

There have been changes to the SWRB continuing professional development (CPD) requirements. As a registered social worker, it is your responsibility to implement these changes. For more details, please visit the SWRB website.

need to know

Please note that you can download the new dividers and templates for your CPD log from the [intranet](#).

For more information

9(2)(a)

Contact Centre and 24/7

From Saturday 4 June, the Contact Centre weekend practice will align with weekday after hours practice. The Contact Centre will take all social work calls and provide all supervisory support and case direction, including supervision of local After Hours Duty Social Workers (AHDSW) when they are called out. We anticipate a significant reduction in the number of calls AHDSW at sites will receive.

Staff are encouraged to:

- check your duty pack and make sure that you have everything required for after hours including up to date placement options, trackers and minders' contacts.
- make sure your CYRAS data is up to date (ie contact numbers and current placement records, access records and some suggestions of contingency plans for children or young people that may need assistance after hours given their current needs).
- let the Contact Centre know about any potential issues that they may need to manage over the weekend

Escalation will continue to occur if the AHDSW does not pick up calls within the established and agreed time frames and this will be to the site manager.

In going live, you may have questions about the process, so please forward any queries to 9(2)(a) . The team will provide services to all sites, clients and stakeholders over the weekends from 4 June.

need 2 know

For more information

For more information, check out the [Quick Guide for After Hours](#) or call the Contact Centre on 43000 and ask to speak to one of the practice managers.

CYRAS payment over Queen's birthday weekend

Queen's birthday falls on Monday 6 June, so the provisions for making payments will change.

Please note below the timings for this Queen's birthday:

- Urgent payments due around Queen's birthday weekend needs to be authorised early on the week of Monday 30 May
- The system will be up on Monday 6 June but there will not be a 4:30pm interface to the KEA system
- Payments authorised on Friday 3 June will be created in KEA however cheques will not be posted and the direct credit file will not go to Westpac bank until Tuesday 7 June (one day delay)
- There will be *no* overnight processing on Monday 6 June.
- All operations will be back to normal on Tuesday 7 June.

For more information

For further enquiries, please contact

PSA Notice of Initiation of bargaining and meetings

Ministry of Social Development has recently received a notice from the Public Service Association (PSA) initiating bargaining to renew the PSA Child, Youth and Family Collective Agreement.

PSA will be holding meetings to discuss the bargaining brief and for their members to endorse it. These meetings will be held between Tuesday 6 June and Monday 13 June 2011.

need 2 know

As these are PSA meetings, site delegates would liaise with managers to arrange suitable times and venues. More than two meetings may be necessary in some sites due to staffing arrangements. These are paid union meetings under the Employment Relations Act.

For more information

If you have any queries, please contact your HR consultant.

Contributing to Need 2 Know

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ISSUE 195 - MONDAY 20 JUNE 2011

INFORMATION FOR ALL STAFF

Using Police custody for children and young people

The recent changes to the CYP&F act mean that in some circumstances 12 and 13 year olds can now appear in Youth Court depending on their offending. However, these young people are still considered 'children' with regards to Police custody.

Staff are reminded:

- the options of 'a young person to be held longer than 24 hours if a s236 certificate is jointly signed by the police and CYF or they are remanded into police custody by the Youth Court under s238(1)(e)' are not available for this group of offenders (as they are legally children)
- not to agree to sign s236 certificates with police for this group of offenders
- you must be able, and prepared, to present credible options for placements to the Police and the Courts
- supported bail should always be considered if the 12 or 13 year old is presenting as a high risk

If you are unsure about anything, please read s272A of the CYP&F Act which details the exclusions from Police custody for 12 and 13 year olds.

This is a legal requirement that we need to be very vigilant about.

For more information

9(2)(a)

need to know

Military-style activity camp (MAC) programme places available

The fifth MAC programme is scheduled to commence on 18 July 2011 and finish on 16 September.

The programme 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 currently on a long Supervision with Residence 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 contact 9(2)(a) [redacted] to register your interest.

The MAC programme is a partnership between Child, Youth and Family and the New Zealand Defence Force (NZDF). 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 NZDF 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 services 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, please contact 9(2)(a) [redacted]

You can also find more information about Fresh Start and the MAC programme on [intranet](#).

Regional work plans for social workers in hospitals

We held a workshop with the Child Youth and Family hospital social workers on 30 May 2011. They are doing a great job however the role remains new and we still have a lot of work to do to make sure we get the best benefits from it. We are asking each region to track their progress through a regional work plan.

need to know

The regional practice advisors are requested to convene a regional forum with their social workers in hospitals and formulate a regional work plan. We are hoping that these forums will take place by the end of June with the initial regional plans to be with 9(2)(a) 9(2)(a) by 15 July 2011.

The work plan should particularly focus on:

- improving multi agency safety plans
- how the SWIH connect with other practice leaders in the region
- when the current SWIH secondments are due to end and how recruitment and transition will occur
- local issues that your SWIH that impact on service provisions and actions that are occurring or are planned to occur to address these
- evidence that consultation about issues has occurred with the DHB's that the issues relate to.

For more information

9(2)(a)

Our new intranet should now be the default explorer page for staff members. If you are still being presented with the old intranet page, you will need to restart your computer to reset it.

Thank you to everyone who's sent us feedback about our new intranet. It's great hearing how much you're loving the new look and structure as you get more familiar with the site.

We're working our way through your suggestions and the issues you've identified. One problem that many of you mentioned was the poor search facility. This was a wider issue affecting all internal websites including the practice centre, and was unrelated to the launch of our intranet. This has now largely been resolved, although the web team is still working on making the Child, Youth and Family screening option for the search available.

need 2 know

Some people are having problems with the global search - also not related but bad timing. If this is you, try using the global search from the doogle home page. If you get the same result, log a call with IT Help.

Please keep sending us your feedback so that we can continue to make enhancements to the site. Let us know if:

- there's something you need that you can't find.
- there are broken links.
- there's additional resources, links or information that can be added to a page.
- we can add more links to pages to help make it intuitive to more people.

And for those interested, the winner of the intranet quiz was at Waitakere site.

For more information

Please send your feedback to webinfo@cyf.govt.nz.

Contributing to need 2 know

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need 2 Know - Issue 196

Need 2 Know - Issue 196

28 June 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

Youth justice and residence CYRAS update

We have updated the following items on CYRAS:

A template for pre-FGC case consultations is now in CYRAS as a casenote under the FGC record. Please use the template to record your pre-FGC case consultation. Pre-FGC case consultations are required for all children and young people who are referred for a Youth Justice FGC. For more information, please read [Engagement and Assessment \[http://www.practicecentre.cyf.govt.nz/policy/engagement-and-assessment/index.html\]](http://www.practicecentre.cyf.govt.nz/policy/engagement-and-assessment/index.html) on the Practice Centre.

The s334 (YJ social work report) template has been updated in CYRAS. The template must be used when preparing a social work report to the Court. Please note the report headings have been revised to reflect the changes in legislation.

The s314 (early release report) template is now available in CYRAS under the Court Record and this must be used when preparing a s314 report for the Court.

For more information

9(2)(a)

Changes to CYRAS financial items

From Friday 1 July, several changes will be made to the financial items in CYRAS:

Removal of the financial item "Other cyp costs"

The financial item "Other CYP costs" will no longer be available in CYRAS. Analysis shows most expenditure fits within the available CYRAS financial items.

Existing orders raised against the "Other CYP costs" financial item will remain unchanged and invoices can be processed against those orders as they are received by NAC.

The third tab at the bottom of screen titled "Guidance for coding CYRAS" in [KEA nominals - CYRAS \[http://doogie/documents/resources/helping-staff/procedures-manuals/finance/kea-nominals-cyras.xls\]](http://doogie/documents/resources/helping-staff/procedures-manuals/finance/kea-nominals-cyras.xls) will give you some help to find the appropriate code for items that you may have previously coded to "Other CYP costs".

Creation of new HCN financial items

Eight new financial items will be available to record expenditure for clients with approved HCN plans. These financial items reflect the eight categories (domains) used by the HCN system. We will give you instructions on how to use these items in the next Need to Know. HCN unit will liaise directly with Social Work Resource Assistants for those clients with existing HCN plans.

Please note that a list of all CYRAS financial items is available in the second tab at the bottom of the screen in [KEA nominals - CYRAS \[http://doogie/documents/resources/helping-staff/procedures-manuals/finance/kea-nominals-cyras.xls\]](http://doogie/documents/resources/helping-staff/procedures-manuals/finance/kea-nominals-cyras.xls).

Tip to ensure good coding practices:

Please set up separate financial items for different goods and services - we have seen some examples of one financial item being used to cover several different types of expenditure.

[Setting up client financial plans - guidelines \[http://doogie/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/guideline-for-raising-financial-orders.doc\]](http://doogie/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/guideline-for-raising-financial-orders.doc) provides best practice guidelines for setting up financial items and raising orders.

For more information:

9(2)(a)

Christchurch phone network

Please note most of our Christchurch staff don't have access to desk phones and operate solely from their mobiles.

We will keep you posted on any changes to the phone system.

Staying On Brochures

All sites, offices and residences have been sent supplies of the Staying On brochure, in support of next week's Wednesday briefing which launches the Staying On programme.

This programme encourages you to think about your career, your future and how you can continue to contribute. It has three themes, Staying Engaged, Staying Healthy and Staying Connected.

The brochures will arrive early next week, and should be given out to staff members at the Wednesday brief. Additional copies can be ordered through the Orderware system.

For more information

9(2)(a)

Student Aide Support (SAS) programme

We would like to remind social workers and social work resource assistants of the following:

Please let us know what funding won't be used for term 2 and close any orders that have been created and are not necessary.

To only use the application form on CYRAS which is located in the Intervention Phase, National Applications Folder.

A check list has been added to the end of the application form to assist with ensuring the application has all the necessary information required to process it.

A change in the approval letter now requires a separate client financial plan to be completed for each term approved along with a separate order.

Financial plans and orders should be completed as soon as the approval letter is received.

SWRAs - please check with social workers prior to goods receiving the invoice to ensure that the amount is correct and that the school is correct.

For more information

9(2)(a)

Contributing to Need 2 Know

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Content owner: Child, Youth and Family Last updated: 07 March 2013

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Need 2 Know - Issue 197

05 July 2011

9(2)(a)

On this Page:

Gateway assessments

The expanded Gateway health and education assessments for children and young people in care, introduced at the [Wednesday Brief on 1 June 2011](http://doogle/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2011/wednesday-briefing-1-june-2011.html) (<http://doogle/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2011/wednesday-briefing-1-june-2011.html>), take effect on 1 July with the rollout of the programme in the regions where they have been successfully piloted.

The pilots sites include: Grey Lynn, Onehunga, Panmure, Otahuhu, Mangere, Papakura, Glendon, Manurewa, Otara, Pukekohe, Taupo, Rotorua, Manawatu, Horowhenua and Dannevirke.

Information for Gateway assessment sites

CYRAS now has new referral forms for health assessments and education profiles - these are located in Health and Education assessments in the investigation phase. CYRAS also has a front page for education profiles, however the profile forms are located on Everyday - Education Profile Forms (<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#EducationProfileResources>). We encourage you to bookmark this page for future reference.

We have delivered brochures and consent pamphlets to all sites undertaking gateway assessments. You can view these on the health and assessment page on the intranet.

[Gateway assessments - information for parents](http://doogle/documents/resources/publications/brochures/child-youth-family/final-gateway-assessment-parents-290611.pdf) (<http://doogle/documents/resources/publications/brochures/child-youth-family/final-gateway-assessment-parents-290611.pdf>)

[Gateway assessments - information for caregivers](http://doogle/documents/resources/publications/brochures/child-youth-family/final-2-gateway-caregivers-240611.pdf) (<http://doogle/documents/resources/publications/brochures/child-youth-family/final-2-gateway-caregivers-240611.pdf>)

For more information

9(2)(a)

Health and safety scheduler

The July health and safety scheduler (<http://doogle/documents/working-here/health-safety/scheduler/2011-07-july-scheduler-reminder.doc>), reminder and health and safety newsletter (<http://doogle/documents/working-here/health-safety/scheduler/2011-bulletin-july-2011.doc>) are now available on doogle.

Staff are reminded that the site's Health & safety representative election results must be lodged at <http://www.surveymonkey.com/s/HealthandSafetyReps> (<http://www.surveymonkey.com/s/HealthandSafetyReps>) by 15 July 2011.

For more information

9(2)(a)

New practice resources: violence in families, and disabled children and young people

On 27 July at the Wednesday briefing, staff will be introduced to new practice resources relating to violence in families and disabled children and young people. These include two new sets of triggers and a range of key information to help social workers strengthen practice in these areas.

The triggers are part of our current suite which includes vulnerable infant and supervision. They act as a prompt to staff of the key considerations, services and processes required when working with children and young people and their families.

The 27 July briefing will include a workshop for staff in a practice focused session to familiarise themselves with the resource and ways to use them to strengthen our work. The sessions will be led by practice leaders and consist of a case scenario and exercises for the group to work through together, using the new resources to support them in their evaluation and analysis.

We encourage sites to invite partner organisations involved in working with violence in families and disability to attend the briefing and workshop, so they can learn more about the new resources and how they will be used in practice.

For more information

9(2)(a)

Medical retirement policy and process

We have recently reviewed our medical retirement policy and process. You can view the refreshed [policy](http://doogle/resources/helping-staff/policies-standards/hr/medical-retirement.html) (<http://doogle/resources/helping-staff/policies-standards/hr/medical-retirement.html>) and [process](http://doogle/resources/helping-staff/procedures-manuais/hr/medical-retirement-process.html) (<http://doogle/resources/helping-staff/procedures-manuais/hr/medical-retirement-process.html>) on the intranet.

For more information

For more information, please contact your HR consultant

Annual leave for staff

It's important to take a break or holiday when you can. Your manager will be able to help you with a plan to make sure you take the leave that you are owed on time.

Please remember that you can take your accrued annual leave anytime or take anticipated leave with your manager's approval.

For more information

Read the [annual leave policy](http://doogle/resources/helping-staff/policies-standards/hr/leave/annual-leave.html) (<http://doogle/resources/helping-staff/policies-standards/hr/leave/annual-leave.html>) on doogle.

Check your leave balances on the [HR Kiosk](https://hrkiosk.corp.ssi.govt.nz/hr21/Interface/login.aspx) (<https://hrkiosk.corp.ssi.govt.nz/hr21/Interface/login.aspx>).

Talk to your manager or HR consultant

Early childhood education (ECE) subsidy

Children in care are often not accessing enough early childhood education to receive the level of benefits that could improve their educational and life outcomes. We therefore encourage you to offer caregivers the recently announced early childhood education subsidy, now available for all children aged 18 months to three years who are in care.

The subsidy was part of the budget package for children in care, and covers up to 20 hours of ECE per week for each child, to a maximum of \$600.00 per month. If a child progresses from foster care to a home for life, the funding continues until they turn three years old. Please note funding is not available for children in state care who are being cared for by their parents.

When entering payment details for early childhood education for any child aged between 18 months to three years old, please ensure that you use the item description 'Education - Early Childhood'.

For more information

9(2)(a)

Administration project

Regional administration managers and regional financial analysts attended a three day workshop in Wellington on 27-29 June 2011.

This workshop was an opportunity to present nationally consistent administrative standards and processes that have resulted from the Administration processes project. A videoconference was also conducted on the 30 June to present relevant information to the team leaders support services, and senior administrators of our residences.

We would like to ask all staff to support their administration staff and regional administration managers with these changes.

For more information

9(2)(a)

Intranet - finance and administration section

A feature of the new intranet is a more intuitive structure for finance and admin information, which pulls together up to date information from a range of sources. A number of the links take you to the e-learn system, where you will find detailed instructions about how to do particular admin tasks (You will need to have your PC security card inserted into your computer to be able to access this system).

We know that there are still some information gaps in this area, and see this as a starting point that we will build on over time. Keep checking in to see what's new.

For more information

Check out the [Finance and admin section of the intranet \[http://doogle/unit/cyf/finance-admin/index.html\]](http://doogle/unit/cyf/finance-admin/index.html)

Fostering kids – new name, and new training programme

Last week Fostering Kids launched their new name and brand, and signed a memorandum of understanding with us which sets out our agreement to work together on training and support, to promote excellence in foster care.

From today, 1 July, we also go live with a new, revised training curriculum for caregivers. This has been developed in partnership with Fostering Kids, and lots of feedback from caregivers. The new training consists of 11 one day workshops covering topics such as child development, attachment and resilience, and understanding and managing behaviour. The new training workshops will be delivered by Fostering Kids.

To check out the new training programme and schedule, visit www.caregivertraining.org.nz [<http://www.caregivertraining.org.nz/>]

For more information

9(2)(a)

Using the Crime Reporting Line (CRL)

Using the Crime Reporting Line (CRL)

The Crime Reporting Line (CRL) can only be used by our contact centre staff.

If sites receive a report of concern (Investigation pathway), and a referral to CRL is needed, the CPP referral must be forwarded to CyFCallCentre@cyf.govt.nz [<mailto:CyFCallCentre@cyf.govt.nz>] with the following:

Subject Line: ROC ID (insert CYRAS person ID) - SMITH (insert child's surname)(Site Name).

The national contact centre team will then send it to CRL. Please note, the Police CRL will not process any CPP referrals from the sites.

If a report of concern has had the pathway changed at site from CFA to Investigation, please let the national contact centre staff know, and they will complete the CPP referral process.

For more information

9(2)(a)

National guidelines for agencies working with child witnesses

As part of a wider policy project aimed at improving the way child victims and witnesses in the criminal justice system are managed, a set of guidelines has been developed to complement agencies' protocols and processes. The guidelines have been jointly developed by the Ministry of Justice, New Zealand Police, Child, Youth and Family and Crown Law.

The main audience for these guidelines is government agencies working with child witnesses. The guidelines will be publicly available and may be helpful for other organisations working with child witnesses, including those in the voluntary sector

The guidelines, along with an information flyer for parents, carers and family of young witnesses, are now available on the Ministry of Justice website.

[National Guidelines for agencies working with child witnesses \[http://www.justice.govt.nz/publications/global-publications/national-guidelines-for-agencies-working-with-child-witnesses/publication\]](http://www.justice.govt.nz/publications/global-publications/national-guidelines-for-agencies-working-with-child-witnesses/publication)

Moving through the criminal justice system: For parents, carers, family and whānau of young witnesses
[<http://www.justice.govt.nz/publications/global-publications/p/parents-and-whanau-of-young-witnesses/publication>]

Printed copies of the leaflet will be published in mid-July and initial supplies will be sent to our sites, as well as other organisations who may come into contact with young witnesses and their families. As well as being printed in English and Māori, the leaflet will also be available online in twelve other languages.

The proposals being investigated by the project team will soon be going to Cabinet and, if agreed, further work will follow to flesh out the detail.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 07 March 2013

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Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 198**

Need 2 Know - Issue 198

12 July 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

William Wallace nominations still open

You still have the opportunity to nominate young people for the [William Wallace Awards](http://doogle/resources/helping-cyf-clients/products-services/william-wallace-awards.html) [<http://doogle/resources/helping-cyf-clients/products-services/william-wallace-awards.html>] 2011.

These awards honour exceptional young people in care and go towards helping them pursue their dreams of tertiary, vocational or leadership training. Award recipients are honoured at a special ceremony held in Wellington later in the year.

[Nomination forms](http://doogle/documents/resources/helping-cyf-clients/products-services/william-wallace-application-form-2011.docx) [<http://doogle/documents/resources/helping-cyf-clients/products-services/william-wallace-application-form-2011.docx>] are available on intranet and applications have to be with the National Office by Tuesday **9 August**.

For more information

For further information, please contact **9(2)(a)** or cyf_williamwallaceawards@cyf.govt.nz [mailto:cyf_williamwallaceawards@cyf.govt.nz]

Crime Report Line (CRP)

Staff are reminded that sites still need to complete the Child Protection Protocol (CPP) referral document before sending it to National Contact Centre (NCC) CyfCallCentre@cyf.govt.nz [<mailto:CyfCallCentre@cyf.govt.nz>]. Please note the instruction from last week's [Need 2 Know](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2011/need-2-know-197.html#UsingtheCrimeReportingLineCRL101) [<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2011/need-2-know-197.html#UsingtheCrimeReportingLineCRL101>]

The NCC social work resource assistant will check to see if it is fully completed and forward to CRL then add the casenote with the reference number.

For more information

9(2)(a)

Code of conduct

A new unified Code of Conduct that applies to all MSD staff was launched on 7 July. As public servants we have a privileged role, and it's important that we maintain the trust that New Zealanders place in us.

A series of managers' briefings are underway ahead of next week's Wednesday briefing, where you'll hear more about the code, what it covers, and what it means for you.

For more information

Talk to your manager if you have any questions about the Code, or check out the information on [doogle](http://doogle/working-here/working-for-us/standards-of-behaviour/index.html) [<http://doogle/working-here/working-for-us/standards-of-behaviour/index.html>]

Content owner: [Child, Youth and Family](#) Last updated: 07 March 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need to Know - Issue 199**

Need to Know - Issue 199

19 July 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

Ministry of Health funding for disabled children and young people

An agreement has been reached with the Ministry of Health which from 1 July, sees them part fund disabled children and young people who are in the care of Child, Youth and Family contracted providers. This includes Idea services, Spectrum care or Mt Cargill Trust.

The level of funding provided by MoH depends on the child's level of need, as assessed by Needs Assessment Service Coordination (NASC) agencies. It is important therefore, that all disabled children and young people in the care of a contracted service, receive this assessment. Please make sure this has occurred, or engage NASCS to arrange an assessment.

There are a small number of disabled children in the care of a Child, Youth and Family contracted providers who already receive this part funding. From 1 July, this funding will stop, and Child, Youth and Family sites will pick up the full cost. National office will then reimburse each site from the funding provided via the Ministry of Health via the normal journaling process.

For more information

9(2)(a)

New adoption guidelines from India's central authority

India's central authority for inter-country adoption (CARA) has new adoption [guidelines](http://adoptionindia.nic.in/guideline-family/new_guideline.html) in place.

CARA needs time to prepare for the implementation of the new guidelines and to clear the foreign applications they have. Please note that they will not be able to process any new applications from foreign countries until 30 September 2011 or until further notice.

For more information

9(2)(a)

A new Fresh Start innovation fund

The Fresh Start innovation fund is one of our initiatives to address youth offending.

We have allocated round three funding for 2011/2012 financial year however we still have unallocated funds of \$570,000 available for a further round.

We are asking the community for 'innovative proposals' to prevent offending by children and young people and particularly from the Maori community. Applications for this fund will open on Monday 18 July and will be allocated as follows:

\$200,000 of the fund is held for Christchurch where providers can apply for up to \$50,000 grants for a six to nine month contracting period (as no applications were received from the area due to the earthquake)

\$370,000 of the fund is opened to the rest of the country

For more information

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 21 July 2012

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Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 200**

Need 2 Know - Issue 200

26 July 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include

On this Page:

Family strengths and risks assessment

The family strengths and risks assessment is a critical part of our assessment and investigation process. It provides key information on parenting capacity, risks to children and young people in their current environment and what parents might be doing well to keep their family safe.

This assessment should be completed in all cases requiring a full assessment on the child or young person's situation.

It is already in the assessment and investigation phases, and can now be accessed in each child or young person's intervention phase as a casenote under the family / whānau agreement, family group conference or court records.

We encourage you to review this assessment every three months as it will help you to evaluate the effectiveness of the intervention for these children, young people and their families. Another key time to complete this assessment is when you are considering returning a child home to their parents.

You're also reminded that you're now required to complete the Family Strengths and Risks Assessment instead of the RES exception note for children and young people in your caseload.

You can read the guidelines for the assessment on the intranet (<http://cwf.practice-centre.ssi.govt.nz/policy/practice-tools/resources/family-strengths-and-risks-assessment.html>).

For more information

9(2)(a)

Continuing and advanced professional development

Congratulations to all of you who have completed the four Safe, Strong Practice core foundation workshops and have had your Transfer of Learning signed off.

Feedback about the core foundation workshops has been really positive and we believe that we have a more consistent knowledge base and stronger practice across the country as a result.

Staff who have completed the core foundation curriculum are eligible to enrol for the Advanced Safe, Strong Practice workshops - available now. The advanced curriculum is also mandatory for all front line practice staff.

Learning and development has designed and refreshed a series of training modules for all practitioners to further develop their skills and knowledge of practice. They focus on building expert practice capability, enhancing practice depth, and developing advanced communication skills.

These include:

Practice Leaders

- Coaching
- Facilitation/Advanced Communication
- Violence in Families
- A leadership approach to building safety
- Managing Complexity

Supervisors

- Coaching
- Facilitation/Advanced Communication
- Violence in Families
- A leadership approach to building safety
- Managing Complexity

Social workers including senior practitioners (YJ, C&P, and Contact Centre)

- Assessing Parenting Capacity
- Violence in Families
- Dynamics of Sexual Abuse
- Coaching (Senior Practitioners only)
- Building Safety

Social workers (caregiver and adoptions)

- Coaching (Senior Practitioners only)
- Violence in Families

Coordinators (YJ and C&P)

- Building Safety (C&P only)
- Violence in Families

To find out more or to enrol, you can visit our [Learning and Development \[http://doogie.working.nz/learning-development/cvf-learning-development/index.html\]](http://doogie.working.nz/learning-development/cvf-learning-development/index.html) page on intranet.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 201**

Need 2 Know - Issue 201

02 August 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include

Home for Life: new CYRAS changes coming on 11 September 2011

Since the release of the permanent care and creating a home for life policy in October 2010, we have been working to make sure that our IT processes to support the policy are simple and easy to follow.

We are looking to release some changes into CYRAS on 11 September 2011 and they may help you to secure a permanent home for every child in our care.

To help you understand the changes, we will be running a refresher course on the permanent care and creating a home for life policy to all practice leaders and care services managers in August. We will include training on the CYRAS changes in this course. This will give your managers enough time to brief you before the date of release.

In the meantime, please remember to fill out the appropriate Permanency casenote for any cases on your case load that have achieved permanency and send to your supervisor for approval.

You can read more information on <http://cyf-practice-centre.ssi.govt.nz/policy/permanent-care-and-creating-a-home-for-life/index.html> on our Practice centre.

For more information

9(2)(a)

New CYRAS domestic travel request form

From the 11 September 2011, we will have a new domestic travel request form available in CYRAS and this will replace the current excel spreadsheet and financial batch request process forms.

With the new form, sites need to:

complete the form with all necessary information online
get the budget manager to approve it in CYRAS

Once approved, NAC will get an automatic travel request and they will book the travel and accommodation required.

We are organising trainings on domestic travel booking and sites are asked to nominate a 'site champion' to participate by 10 August 2011. The 'site champions' will later need to train staff and managers who may be required to process travel bookings or approve them.

This training will be delivered via video conference on:

15 August	10.00am - 12.00pm
19 August	10.00am - 12.00pm
01 September	10.00am - 12.00pm
05 September	1.00pm - 3.00pm

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need to know - Issue 202**

Need to know - Issue 202

09 August 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include

On this Page:

Family/whānau caregiver assessment and approval policy

A new Child, Youth and Family family/whānau caregiver assessment and approval policy will be launched at the Wednesday Briefing on 24 August 2011.

This policy will help strengthen our practice with regards to caregiver assessments, support and monitoring and will be effective on 1 November 2011. The supporting documents include the needs of children, the minimum requirements when placing in informal care situations and the required supports for any placement.

The policy recognises the differences between family/whānau and non-family/whānau caregivers and has an assessment process which is child-centred, family-led and support focused. This policy has been tested at four sites and feedback from these sites has helped to shape it and its supporting documents.

Training on the policy will need to be completed on all sites by 30 October 2011 and may be incorporated into the Home for Life training. We encourage practice leaders, care services managers or people with a passion for care and caregivers to lead the briefing and the training.

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:

Update on home for life and ways to care successes

Profiling a home for life for baby Jade

Home for life: new practice resources

Ways to care: new practice resources

Your questions answered

[Home for life Newsletter \(Word A4\) http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/home-for-life/home-for-life-august-2011.doc](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/home-for-life/home-for-life-august-2011.doc)

For more information

9(2)(a)

Annual Practicing Certificates

We would like to remind all registered social workers that your Annual Practicing Certificates (APC) were due to be renewed by 30 June.

Please make sure that you and your manager sign your form and then forward to the Social Worker Registration Board (SWRB). National Office covers the cost for your certificate.

The APC renewal forms are sent to home addresses and you need to contact Social Work Registration Board if you have not received one. You would have to confirm your home address with them.

Managers need to have their APC renewed before they are able to sign off their staff forms.

For more information

9(2)(a)

9(2)(a)

Requests for information about the Green Paper

If you receive a request for a copy of the Green Paper, this document can be accessed through the website:

<http://www.childrensactionplan.govt.nz> (<http://www.childrensactionplan.govt.nz/>)

If the request is for a hard copy, please forward the name and address of the person requesting the report through e-mail to 9(2)(a) in Ministerial and Executive Services. 9(2)(a) respond to the request.

For more information

9(2)(a)

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Need to Know - Issue 203

15 August 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

MoU between Child, Youth and Family, Police and District Health Boards

On Monday 15 August, Social Development Minister Paula Bennett is hosting the signing of a new Memorandum of Understanding (MoU) between Child, Youth and Family, Police and District Health Boards.

The MoU is a significant acknowledgement of these agencies' belief and commitment to putting what's best for children at the centre of our work together. It replaces all previous memoranda relating to the care of children in hospital, and sits alongside the 2010 Child Protection Protocol MoU between Child, Youth and Family and Police.

The new MoU clearly sets out how the agencies intend to work together at the national and local level:

- collaborative front-line child protection practice
- consultation on areas of agreed mutual interest such as policy development and initiatives that will impact any party
- service planning and development
- developing a register of all agreements between the parties
- information sharing
- shared training or other services
- management of disputes.

A key part of this new agreement are twice yearly meetings between CYF Operations Managers, DHB General Managers, the Police District Commander (or delegate) and clinical representatives. The purpose of these meetings is to support working relationships and discuss issues such as processes for sharing client information, joint training initiatives and disputes resolution processes. We have asked Operations Managers to make contact with their DHB and Police colleagues to arrange the first meeting.

The Paediatric Society and the Violence Intervention Programme Coordinators have been the key health clinicians involved in the development of the MoU, alongside Child, Youth and Family and Police at both the district and national level.

Six DHBs (Auckland, Waikato, Counties Manakau, Capital and Coast, Wairarapa, and Hutt Valley) are involved in the 15 August signing ceremony. Over the upcoming weeks, the remaining MoU's will be signed.

We encourage you to familiarise yourself with the content of the new MoU. A generic version is available on the intranet (<http://doogs/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/final-mou-cyf-police-dhbs-august-2011.doc>).

Safety NZ week 2011 commences on Monday 15 August 2011

The focus for the 2011 Health and Safety week is 'Home Safety' because more injuries happen at home than at work.

Did you know that:

- more than a third of all injuries occur in the home.
- one in seven will be injured in the home this year (that's one person every 56 seconds).
- the majority of home injuries occur in the garden.
- around 460 people are injured each week using a hand or power tool at home.
- inside the house, the kitchen is by far the most dangerous room in the house.

Tips for home safety

- Wet bathroom floors are slippery, so use a non-slip mat in bathrooms.
- Ladders can tip easily, so when you're on one, don't over-reach sideways.
- Polished floors can be like ice rinks, so wear slippers or non-slip shoes around the house.
- Stairs you can't see can be dangerous. Flick on the light switch.
- If you need to reach up high, use a stepladder and not a chair.

Cords can become tripwires, so plug in close to the socket, tape wires to walls.

Glass doors and windows are hard to see, so put stickers on the glass to make it more visible.

Being prepared at home and at work

In an emergency, Child, Youth and Family will continue to deliver essential services. This means, as CYF staff, we all need to know what to do, when and how to do it and whom to contact.

An emergency preparation plan works well when we:

are personally prepared at home, have a get away kit ready and have practised our household emergency plan.

know what the emergency response arrangements are for our site, have a personal emergency kit at work and have a list of emergency response numbers.

regularly keep our contact details up to date.

Health and safety week – win an afternoon tea

The national office health and safety team are contributing up to \$450 for an afternoon or morning tea to the most innovative response to promote safety. The decision criteria is as follows. Sites :

that demonstrate the highest percentage of staff participating.

with the most innovative ideas to promote safety.

with the most effective ideas on safety.

Please send your responses to 9(2)(a) by close of business 21 August 2011

Staying On workshops

Workforce development will be offering the following Staying On workshops across the country between August and December :

Staying On: Thinking about my career [<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/staying-on/staying-on-thinking-about-my-career-2011-workshops.doc>]

Staying On: Thinking about my career - this is customised for managers [<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/staying-on/staying-on-thinking-about-my-career-2011-workshops.doc>]

Staying On: Planning a future beyond work [<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/staying-on/staying-on-future-beyond-work-workshops-2011.doc>]

We encourage you to attend the two workshops for staff and please see the links above for the dates, venues and an outline of the workshops.

For more information

9(2)(a)

Health and safety

The August health and safety scheduler reminder [<http://doogle/documents/working-here/health-safety/scheduler/2011-08-august-scheduler-reminder.doc>] and health and safety newsletter [<http://doogle/documents/working-here/health-safety/scheduler/2011-08-august-safety-bulletin.doc>] are now available on doogle.

For more information

9(2)(a)

Care Matters

The latest issue of Care Matters will be sent to the sites next week. This issue includes:

Inspirational caregivers recognised

Foster kids get the ride of their lives

Carer extraordinaire

Gateway to better education and health care

Care runs in the family
Christchurch family escape to the tropics
Reading to children

For more information

9(2)(a)

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Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need to know - Issue 204**

Need to know - Issue 204

22 August 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

New workshop packages developed for frontline staff

The Office of the Chief Social Worker has recently developed two workshops to strengthen social work practice. These are "Strengthening our recording" and "Strengthening our engagement with fathers".

The development of these packages is in response to the findings of recent practice reviews completed by the Office. They have been designed to be a part of the routine training on site and can be used in an ongoing manner. Each package stands alone and lasts between 60 and 90 minutes.

The first delivery of both workshops on site needs to be completed by the practice leaders before 23 December 2011. If your site does not have a practice leader, the regional practice advisor will work with the site manager to ensure the deliveries happen. The packages will be emailed out to practice leaders and regional practice advisors by the end of August 2011.

Once the workshops are completed, the practice leader (or site manager where there is no practice leader) will email **9(2)(a)** to advise that the workshops have been delivered at the site.

Facilitation notes to support the delivery are included with the PowerPoint presentation and the practice leaders will need to print out the note pages.

For more information

9(2)(a)

Shining Star nominations are open

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.

The Shining Star awards are a way 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.

Each region runs their own awards process, as does National Office. Winners will be announced on National Social Workers Day, 28 September, when we have an opportunity to acknowledge the role of all our social workers, and those that stand behind them.

More information about the awards, including the nomination form, is available on our intranet [<http://doogle/whats-on/projects/child-youth-family/shining-star-awards.html>].

For more information

If you have any questions or would like a nomination form, check out the information on the intranet, or contact your regional communications advisor.

Content owner: [Child, Youth and Family](#) Last updated: 07 March 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need to Know - Issue 205

Need to Know - Issue 205

29 August 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

Residences new practice policies

Residential services have recently released key information and practice policies on the Practice centre.

The new practice policies went live on 10 August and they provide our residential staff and the rest of the organisation with a clear understanding on key practice information, policies, frameworks and resources relating to residential care. We encourage you to read them on Practice centre.

There will be residential site briefing and operational practice training workshops. The workshops will cover both the residential core curriculum for all practising staff and the Practice centre content. Please contact **9(2)(a)** on **9(2)(a)** for the dates of these workshops.

For more information

9(2)(a)

CYRAS changes

A number of changes will be implemented on 12 September and these include:

Home for Life - This will include the introduction of Permanent care casenotes, identifying Home for Life placements on the placement record, the Client summary screen displaying Permanent care goals, new financial items ie post permanent care support, changes to the display of the Board batch.

Travel forms which are used to request client related travel, accommodation and rental car bookings.

Changes to the YJ youth court result tab to accommodate the various reporting requirements ie Early discharge, Review or Progress reports.

General maintenance including approximate date of birth has been added to the Contact record screen, Residential placement type records can only be closed by residential staff and the issue around the Christmas allowance has been resolved.

You can read more details about these changes on our CYRAS release notes [page \[http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html#Releasenotes21\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html#Releasenotes21).

For your PC and laptop to receive the changes:

you must restart your PC at the end of your last day of work before the weekend of 10 and 11 September (laptop users, please ensure that your laptop is logged in to the network).

when you first log back in after the weekend, allow 10 minutes before accessing CYRAS.

For more information

If you have any problems as a result of these changes, please contact the MSD IT Help Desk on *777

Printing of CYRAS purchase orders

NAC staff are prevented by CYRAS rules from processing invoices for purchase orders that have not been printed. Where this occurs, there will be a delay in payment to the vendor.

A Purchase Order is a specific request for goods or services to be supplied by a particular vendor to a specific child or young person. When a Manager approves a purchase order, they are approving expenditure against the client financial plan and their own cost centre budget.

It is important that you print the purchase order and forward to the vendor as they need:

to use the order number to raise the invoice.

to confirm the services to be supplied and the approved amount for those services.

to enable the invoice to be processed by NAC.

For more information

9(2)(a)

News from the regions

Did you know you can keep up to date with what's happening in the regions by checking out the regional pages on the intranet? You can access them via quick links on the Everyday home page and About CYF page.

[Northern](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/northern.html) [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/northern.html>]

[Midlands](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/midlands.html) [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/midlands.html>]

[Central](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/central.html) [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/central.html>]

[Southern](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/southern.html) [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/southern.html>]

The regional pages currently include a message from the regional director, news stories, site maps and regional contact information. We're also looking to add a section with updates of local and regional initiatives or pilots. We're interested in hearing what you would like to see featured on your regional page - just contact your regional RCA with your ideas, or any stories you'd like included.

The 'Child, Youth and Family in the media' section on the home page is another way you can keep in touch with what's happening in the regions. Some of the recent stories include:

[Otago site's engagement with local schools](http://www.stuff.co.nz/auckland/local-news/manukau-courier/5434572/Art-fosters-a-bond-with-schools) [<http://www.stuff.co.nz/auckland/local-news/manukau-courier/5434572/Art-fosters-a-bond-with-schools>]

[Northern region's recruitment campaign for caregivers](http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/20110817-mahurangi-matters.pdf) [<http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/20110817-mahurangi-matters.pdf>]

[A Marlborough Child advocate's reflections on the challenges faced by our social workers](http://www.stuff.co.nz/marlborough-express/news/5352601/Reporting-child-abuse-exposes-invisible-pain) [<http://www.stuff.co.nz/marlborough-express/news/5352601/Reporting-child-abuse-exposes-invisible-pain>]

For more information

If you have any questions about the regional pages, or ideas about future content, contact the regional communications advisors.

Outbound calling for schools

The national contact centre is piloting an outbound calling service to schools between 5 September and 19 September.

This service aims to improve communication and feedback, inform schools of training opportunities and resources, and provide advice about the notifying process.

Calls will initially target decile one primary, intermediate and secondary schools.

At the end of the call, the contact centre will forward any feedback or follow up requests for the local site to action. This could include requests for information about local support services in the area, attending a Working Together workshop, or future networking opportunities. Requests for brochures will be forwarded to national office communications.

The outward bound calling to schools is one part of a plan to offer more support to schools. We are also looking at introducing a dedicated 0508 number at the contact centre and email address, so teachers have more direct access to our service and information.

We'll talk with you more about the 'education assist' package at a future Wednesday briefing.

For more information

9(2)(a)

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need to Know - Issue 206

Need to Know - Issue 206

06 September 2011

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

Tongan Language week

Mālō e lelei - Tongan friendly greeting

The Tongan community will have their first Tongan Language week from 4 -10 September, in the lead up to the Tonga vs New Zealand opening match of the Rugby World Cup.

Here are some suggestions for ways you can show your support for this week, celebrate the Tongan culture, and learn some basic greetings:

Make a poster for the week with the following Tongan phrases:

- Mālō e lelei - Hello (literally means - appreciate your wellness)
- Fefē hake ? - How are you?
- Sai pe mālō - I am well thank you
- Mālō 'aupito - Thank you very much

Wednesday brief - If you have Tongan speakers at your site, you can encourage them to open next week's Wednesday Brief with a Tongan greeting or a song.

Red day - Your team can dedicate a day in the week to wear something 'red', the Tongan national colour.

For more information on the Tongan Language week, please visit the Human Rights Commission [website](http://www.hrc.co.nz/race-relations/tongan-language-week/) [http://www.hrc.co.nz/race-relations/tongan-language-week/].

For more information

9(2)(a)

International Surrogacy

Child, Youth and Family, the Department of Internal Affairs and Immigration New Zealand have updated the joint information sheet on international surrogacy. You can check out the new version on our [website](http://www.cvf.govt.nz/adoption/adopting-a-child/adopting-a-step-or-surrogate-child.html) [http://www.cvf.govt.nz/adoption/adopting-a-child/adopting-a-step-or-surrogate-child.html].

We will assess commissioning parents if the surrogacy arrangement has been made, and there's evidence that a child is due to be born as a result of an international surrogacy arrangement. However, we will not assess potential parents considering international surrogacy.

For more information

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 21 July 2012

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need to Know - Issue 207

Need to Know - Issue 207

12 September 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

Te Aratiatia 2012 applications are now open

Applications for the 2012 Te Aratiatia programme for Māori and Pacific emerging leaders are now open. The programme will start in the week beginning 20 February 2012.

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 13 October 2011.

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 team work
- opportunities taken to lead people both professionally and / or in communities
- strong identification with culture.

Further information on the application process, please visit our doogle page (<http://doogle/working-here/learning-development/leadership-development/te-aratiatia-leadership.html>).

For more information

9(2)(a)

Message from Canterbury

It is the anniversary of the September earthquake and our Canterbury staff are reflecting on a very challenging year for them.

Please read a special message (<http://doogle/whats-on/news/regional/canterbury/2011/message-from-sue-rissman-thank-you-from-canterbury.html>) from Sue Rissman and our MSD colleagues in the region. (<http://doogle/documents/working-here/health-safety/scheduler/2011-10-09/09-10-h-s-newsletter.doc>) (<http://doogle/working-here/health-safety/scheduler-and-audits/scheduler-assess.html#MonthlyHealthandSafetyNewsletters3>)

Health and Safety

The September Health and Safety Scheduler Reminder (<http://doogle/documents/working-here/health-safety/scheduler/2011-09-september-h-s-scheduler-reminder.doc>) and Safety Newsletter (<http://doogle/documents/working-here/health-safety/scheduler/2011-09-september-safety-bulletn.doc>) are now available on doogle.

For more information

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 07 March 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need to Know - Issue 208

Need to Know - Issue 208

19 September 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact [9\(2\)\(a\)](#) if you have an item you would like to include.

On this Page:

CYRAS changes - New YJ reports and YJ buttons

The new Youth Justice legislation introduced new court orders and changes to the existing ones. This includes new requirements to provide reports such as section 308C Progress, section 314 Early Release and section 296M and section 319A Review reports.

The Youth Justice court record in CYRAS introduced new buttons to reflect these changes. You can now record Progress, Early Release, and/ or Review reports for certain court orders. The new changes enable Report 17 for Early Release and Report 18 for Review and Progress to appear in the Te Pakoro data storehouse. You will be able to search for Report 17 and Report 18 in Te Pakoro in November 2011.

These reports are derived from the Court Preparation tab information. Once you record the order, you must press the relevant button in the Court Result tab. This applies to court orders that require Progress, Early Release and / or Review reports.

For example, where a Supervision with Residence court order is granted, the respective row in the Court Result tab is selected and the Early Release report button is clicked to the right of the screen. This information will migrate automatically to the YJ Court Preparation tab and will appear on the Order Sought column showing the section 314 Early Release report. Please note that it is important to enter the correct due date.

For more information

For more information, please visit our CYRAS release notes page (<http://doogle/documents/resources/helping-cvf-clients/procedures-manuals/finance-admin/cyras-release-notes/yj-court-result-and-mtce-changes.doc>)

ED ASSIST

From 26 September, we are introducing a dedicated phone line and email address for schools, called ED ASSIST. It will help the contact centre to easily identify incoming calls from schools, enabling a smoother, more targeted response to any queries they may have.

Education Assist can help arrange a number of services for schools, including:

- arranging for copies of the 'Working Together' interagency guide and our brochures to be sent to schools
- giving information about the 'Working together' child protection workshops for professional working with children and young people
- explaining how to make a report of concern about a child or young person
- linking schools to their local Child, Youth and Family site.

This sits alongside the contact centres outbound calling service and offers a more proactive approach to communicating with schools. Our contact centre is calling schools in a phased way and giving them information about child protection training opportunities, resources, and advice about making reports of concern. It's expected that all decile one to three schools will have been contacted by the end of the third term 2011.

Schools are key partners in our work with children, so we're also asking sites to look at what else that they can do to ensure that schools feel heard, that they feel we respond to their concerns appropriately, and that they are engaged in the work we do. This includes two activities over the next few months. Site managers are asked to host a principals breakfast for a cluster of schools in their areas between now and Christmas, and also to visit their decile one schools every six months

For more information

The new contacts for schools are 0508 EDASSIST (0508 332 774) or email: edassist@cvf.govt.nz (<mailto:edassist@cvf.govt.nz>). If you have any questions about the project, please contact [9\(2\)\(a\)](#) on

[9\(2\)\(a\)](#)

Content owner: [Child, Youth and Family](#) Last updated: 07 March 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need to Know - Issue 209**

Need to Know - Issue 209

04 October 2011.

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

Everyday gear

We have added a new bookmark to our everyday gear resources. It's a really nice give away for you to share with your stakeholders, with lovely images and messaging about 'working together to keep kids safe'. You can see the bookmark, and all the everyday gear resources on our [intranet \[http://doogle/documents/resources/helping-staff/procedures-manuals/child-youth-family/28923-ed-gear-resource-guide-1-0.pdf\]](http://doogle/documents/resources/helping-staff/procedures-manuals/child-youth-family/28923-ed-gear-resource-guide-1-0.pdf).

These items are free, and are there to support you in your stakeholder engagement. Because there's lots of demand and not an endless supply though, below is a guideline of how they are generally used:

When hosting a significant regional or national event and you want to supply prizes or giveaways

If your site or region is partnering with significant community organisations

The purpose of the event is to raise child abuse prevention awareness

To acknowledge a staff member's outstanding contribution or achievement

For a staff member who will be helping at a significant public event.

For more information

Please contact your local regional communications advisor:

9(2)(a)

FAQ about travel forms

You can read the most Frequent Asked Questions (FAQ) regarding travel forms on our [Cyras page \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/frequently-asked-questions-about-travel-forms.docx\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/frequently-asked-questions-about-travel-forms.docx).

For more information

9(2)(a)

Health and Safety

The [October Health and Safety Scheduler Reminder \[http://doogle/documents/working-here/health-safety/scheduler/2011-10-october-k-s-scheduler-reminder-including-national-office.docx\]](http://doogle/documents/working-here/health-safety/scheduler/2011-10-october-k-s-scheduler-reminder-including-national-office.docx) and [Safety Newsletter \[http://doogle/documents/working-here/health-safety/scheduler/2011-10-october-safety-bulletin.docx\]](http://doogle/documents/working-here/health-safety/scheduler/2011-10-october-safety-bulletin.docx) are now available on doogle.

For more information

9(2)(a)

Staying On workshops

Workforce Development will be offering Staying On workshops across the country from late October to December.

Workshops

Staying On: Thinking about my career

Locations: Whangarei, Auckland, Hamilton, Tauranga (full), Napier, Wellington, Dunedin

Staying On: Planning a future beyond work

Locations: Whangarei, Auckland, Rotorua (full), Napier, Wellington

[\[http://doogle/documents/working-here/health-safety/scheduler/2010-10-october-h-s-newsletter.doc\]](http://doogle/documents/working-here/health-safety/scheduler/2010-10-october-h-s-newsletter.doc)

[\[http://doogle/working-here/health-safety/scheduler-and-audits/scheduler-tasks.html#MonthlyHealthandSafetyNewsletters3\]](http://doogle/working-here/health-safety/scheduler-and-audits/scheduler-tasks.html#MonthlyHealthandSafetyNewsletters3) For more information

For more information on the workshops, visit our Staying On page [\[http://doogle/whats-on/projects/child-youth-family/what-is-staying-on.html\]](http://doogle/whats-on/projects/child-youth-family/what-is-staying-on.html) and to register, please email:

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 07 March 2013

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Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need to Know - issue 210

Need to Know - Issue 210

11 October 2011

Our weekly notice to keep you informed about operational updates and what's new in the organisation. Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

Education Assist

The Education Assist service will continue their outbound contact to schools from the beginning of the fourth term. Sites receive an email report for every school contacted in their area, which includes a summary of all services requested, regardless of whether they need to be managed at site level.

The email report is also sent to:

the national office communications team, who are supporting sites by arranging the distribution of brochures and the 'Working together' guide to schools.

the relevant operations manager, who is responsible for managing any requests for speakers or visits.

If you receive a report for a school that is not in your area, please let the contact centre know as soon as possible.

For more information

If you have any questions, please email:

9(2)(a)

Advanced safe strong practice modules

Over the last month, the Child, Youth and Family Executive Committee has been discussing ways to improve capacity at the front line, and respond to staff feedback from various front line forums.

As a consequence, the Advanced Safe Strong Practice modules will be placed on hold, from mid October through till the end of the year. The scheduled delivery for the first two weeks of the month will continue as planned. We will keep you updated about rescheduling arrangements for the remainder of the modules.

It is important that staff with modules to complete from the first Safe Strong Practice programme still continue with these as planned, including the transfer of learning.

For more information

9(2)(a)

Intercountry adoption programme with India

India's Central Authority for Intercountry adoption (CARA) had advised us that, in order to clear the approximate 550 applications still pending, it will not receive any new applications until 2012, or until further notice by CARA.

Please discuss this information with your intercountry adoption applicants intending to make an application to India.

For more information

If you have any queries about this information, or about CARA's new adoption guidelines, please email:

9(2)(a)

Staying On workshops

Workforce Development will be offering Staying On workshops across the country from late October to December.

Workshops

Staying On: Thinking about my career

Locations: Whangarei, Auckland, Hamilton, Tauranga (full), Napier, Wellington, Dunedin

Staying On: Planning a future beyond work

Locations: Whangarei, Auckland, Rotorua (full), Napier, Wellington

[<http://doogle/documents/working-here/health-safety/scheduler/2010-10-october-h-s-newsletter.doc>]

[<http://doogle/working-here/health-safety/scheduler-and-audits/scheduler-tasks.html#MonthlyHealthandSafetyNewsletters3>] For more information

For more information on the workshops, visit our Staying On page [<http://doogle/whats-on/projects/child-youth-family/what-is-staying-on.html>] and to register, please email:

9(2)(a)

Content owner: Child, Youth and Family Last updated: 07 March 2013

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Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - issue 211**

Need 2 Know - Issue 211

18 October 2011

Contact if you have an item you would like to include.

On this Page:

William Wallace Awards winners announced

This year's William Wallace Awards ceremony will be hosted in Wellington on 3 November.

The Awards honour remarkable young people in care by celebrating their achievements as we help them pursue their tertiary, vocational and leadership goals.

Thanks to the William Wallace fund, the Girls Friendly Society and Vodafone Foundation, who this year sponsored two scholarships and Child, Youth and Family's special award for one young person.

The 11 William Wallace Award recipients for 2011 are as follows:

Tertiary

Northern
Northern
Southern
Central
Northern

Vocational

Midiands (and Korowai Manaaki)
Midlands
Southern
Midlands (and Korowai Manaaki)

Leadership

Northern

Girls Friendly Society

Central

For more information

Our regional communications advisors will be making contact with each of our winners to talk with them about

Staff Individual Employment Agreements

CYF and the PSA have recently negotiated a new Collective Agreement.

In order to achieve consistency and equity for all CYF employees, a process is currently underway to align the terms and conditions of employment across CYF. Part of this process includes reviewing the terms and conditions of those employees who are on individual employment agreements (IEAs).

As a result of this review, your manager will be in touch with you over the next few weeks to discuss and negotiate your IEA terms and conditions of employment. You will be required to either accept or decline the offer. If you accept the offer, the new rates of pay and arrears, backdated to 1 October 2011, will be paid out on 7 December 2011.

For more information

For further information please contact your HR consultant.

Personal employment information policy

A revised policy regarding records management for personal employment information across the Ministry has been placed on [doogle \[http://doogle/resources/helping-staff/policies-standards/hr/personal-employment-information-policy.html\]](http://doogle/resources/helping-staff/policies-standards/hr/personal-employment-information-policy.html).

This policy replaces the previous staff & personnel records policy which has applied to CYF employee information management since 2008.

For more information

For more information, please contact your HR consultant.

Ministry aggregated leave policy

As a result of a recommendation from the Leadership team, an aggregated leave policy providing summarised general information on some of the Ministry's leave policies has been placed on [doogle \[http://doogle/working-here/working-for-us/your-leave/index.html\]](http://doogle/working-here/working-for-us/your-leave/index.html).

Managers and staff need to know that the guidance provided on two of the policies (annual leave and guidelines for other leave requests) apply to all Ministry employees. However, the CYF leave [toolkits \[http://doogle/working-here/working-for-us/your-leave/cyf-working-hours-and-leave.html\]](http://doogle/working-here/working-for-us/your-leave/cyf-working-hours-and-leave.html) remain applicable to all CYF staff who are on CYF terms and conditions of employment.

For more information

For more information, please contact your HR consultant.

Changes to Chinese Intercountry Adoption programme criteria and post placement reporting

The CCWA (now known as China Centre for Children's Welfare and Adoption) has introduced some recent changes relating to:

- the assessment of intercountry adoptive applicants
- new supporting documents required in an adoption application dossier
- a new format for and changed frequency of post placement reporting.

These changes were effective on the 1 October 2011. Information relating to the new requirements is available on the [intranet \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-china.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-china.html) and will soon be incorporated into a Manual update.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 07 March 2013



Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need to Know - Issue 212

Need to Know - Issue 212

26 October 2011.

Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

Getting ready for Gateway Assessments

Gateway Assessments will be progressively rolled out up to the end of 2012, when everyone will be using the Gateway Assessment process.

Sites that fall into the Waitemata DHB region are likely to be trained and begin referrals from November, with rollout to remaining sites tentatively beginning in early to mid 2012.

In the meantime, there are a number of things sites can do to prepare for Gateway Assessments, including:

nominating a Gateway Assessment site champion (to be the 'expert go-to' person for the site)

identifying the processes that staff should use for referring children and young people

making sure all relevant staff receive training

strengthening important stakeholder relationships (eg DHB, RTLBs and schools— check out Otahuhu and Grey Lynn sites' suggestions about [introducing a personal touch to their engagement with schools \(http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cvf-communications/working-together.html#introducingyourcommunity2\)](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cvf-communications/working-together.html#introducingyourcommunity2)).

For more information

You can find more information and resources from the [Gateway Assessment intranet page \(http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html\)](http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html), or if you have any questions you

9(2)(a)

New SKIP resources for Māori whānau

The SKIP and Ahuru Mōwai teams have developed a new set of resources for whānau Māori, that combines information on brain development, SKIP parenting messages and tikanga.

Whakatipu is written in plain language, using humour, stories, and simple drawings to engage audiences in the well-being of whanau and their mokopuna from conception to five.

These are a great resource for you to share with Māori parents and whānau. There are nine booklets available, which can be viewed and ordered from the [SKIP website \(http://www.skip.org.nz/whakatipu/index.html\)](http://www.skip.org.nz/whakatipu/index.html).

For more information

If you have any questions, check out the SKIP website, or contact the SKIP team at Family and Community Services.

Youth Justice Te Pakoro reports

Please read [N2K Issue 208 \(http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2011/need-to-know-issue-208.html\)](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2011/need-to-know-issue-208.html) and YJ Court result - 12 September 2011 on CYRAS [release notes \(http://doogle/resources/helping-cvf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html\)](http://doogle/resources/helping-cvf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html) to fully understand the following information.

The introduction of the new Youth Justice court orders required the development of new reports in Te Pakoro (Report 17 or 18), which would 'look' and retrieve its information from the YJ Court Record preparation tab in CYRAS.

This note is to advise that the same process will also occur for the Report 19 Effectiveness (or Breach) report.

This means that once you record an order(s), and if that order(s) is subject to an Effectiveness, Early Release, Review and/ or Progress report, you must also press the relevant button in the Court result tab. This information will then migrate automatically to the Court preparation tab where the relevant Te Pakoro report extracts its information from.

If the relevant button is not pressed, and even if the due date is in the future, the relevant Te Pakoro report will treat it as an exception as the information is not present in the Court preparation tab.

<http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-k...> 16/12/2014

Youth Justice Family Group Conference - Engagement and Assessment/Seeking Solutions/Changing Behaviour and Enhancing Wellbeing / Youth Court

All the policies and key information documents for convening, holding, reviewing and monitoring the Youth Justice FGC and working in the Youth court has now been updated and loaded onto the Practice centre.

Staff are encouraged to read these documents as they cover a wide range of topics to inform and enhance practice. They include information on the pre-FGC case consultation, working with victims and they also give guidance on how to complete FGC plans.

You can find these documents in [Phases and Triggers](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/youth-justice/phases-and-triggers/index.html) (<http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/youth-justice/phases-and-triggers/index.html>) and [Youth Court Processes Policy](http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/index.html) (<http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/index.html>) on the Practice centre.

For more information

9(2)(a)

A revised Practice centre survey

The Practice centre is the online resource for Child, Youth and Family's practice policies, frameworks, guidance and resources.

It is important to us that the Practice centre meets your needs and provides the information required for you to do your job. We are keen to know what works and what may need changing, so please take a few minutes to complete our [online survey](http://www.surveymonkey.com/s/PN5V8BL1) (<http://www.surveymonkey.com/s/PN5V8BL1>).

For more information

9(2)(a)

Family/Whānau caregiver assessment and approval policy

As a result of a discussion at EXCOM, the implementation date for the family/whānau caregiver assessment and approval policy has been extended with a new 'go live' date of 1 March 2012. The new timeframe enables training to occur at the discretion of sites, with completion by the new 'go live' date.

For more information

9(2)(a)

Advanced Safe Strong Practice module

Over the last month, the Child, Youth and Family Executive Committee has been discussing ways to improve capacity at the front line and respond to the feedback that staff have given across various front line forums.

As a consequence, a decision has been made to place on hold the Advanced Safe Strong Practice modules from mid October through till the end of the year. The scheduled delivery for the first two weeks of the month will continue as planned. A process will be undertaken to reschedule the remainder of the modules and we will keep you fully informed in relation to this.

It is important, however, that those of you with modules to complete from the first Safe Strong Practice programme still complete these as planned, including the transfer of learning.

For more information

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 07 March 2013

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Need to Know - Issue 213

01 November 2011.

Contact **9(2)(a)** if you have an item you would like to include.

On this Page:

Children and young people travelling overseas during Christmas 2011 - 2012 holiday period

Updated requirements for when children and young people intend to travel overseas on holiday are now available on the [intranet \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/index.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/index.html). These relate to when:

an assessment of potential carers overseas for a child/young person in the guardianship / custody of the Chief Executive needs to be completed

an overseas holiday placement is part of an FGC plan for a child/young person and an assessment of potential carers overseas needs to be completed.

Staff will need to complete the Holiday Caregiver Assessment Request template, which is available by contacting **9(2)(a)**. The last date for holiday requests to be sent is 8 November 2011.

For more information

9(2)(a)

Thank you cards and certificates for caregivers

We have produced beautiful thank you cards and certificates to help staff celebrate and thank our caregivers during Fostercare Awareness Week – 31 October to 4 November. The cards will be great to use anytime, just to say thanks and let caregivers know we value them and what they do for children and young people. As well as the thank you message, there's a space to write your own personal message on the back.

Cards and certificates have been sent to sites who've requested them, and our Regional Communications Advisors have a supply for you to access.

For more information

If you'd like a supply of cards or certificates to send to your caregivers, please talk to your Regional Communications Advisor.

Health and Safety

The November [Health and Safety Scheduler Reminder \[http://doogle/working-here/health-safety/scheduler-and-audits/\]](http://doogle/working-here/health-safety/scheduler-and-audits/) and [Safety Newsletter \[http://doogle/working-here/health-safety/scheduler-and-audits/\]](http://doogle/working-here/health-safety/scheduler-and-audits/) are now available on doogle.

For more information

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 07 March 2013

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Need to Know - Issue 214

07 November 2011.

If you have an article for Need 2 Know, please email it to [9\(2\)\(a\)](#) by 12.00pm on Thursday.

On this Page:

Code of conduct and reporting of change in circumstances for social workers

The new code of conduct for the Ministry, launched in July 2011, outlines what is expected of our staff. It includes specific references to the obligation of social workers to report a change in client's circumstances that may impact on a client's (or client's family member's) benefit entitlement.

Workforce Development and the Office of the Chief Social Worker have developed guidelines on what these obligations are and you can read this document on the intranet (<http://doogle/business-groups/helping-clients/ssi/what-we-do/integrity-services/benefit-fraud-one-stop-shop/cyf-staff-allegations.html>)

For more information

For further information, contact your HR consultant.

Use of social networking sites and technology

The use of social networking sites and technology such as Facebook and Twitter are growing across the world. New Zealand is no exception to this.

As a result of a conversation at EXCOM recently, the Office of the Chief Social Worker will lead the exploratory work for Child, Youth and Family regarding how the organisation may wish to use social networking in the future.

In the meantime the Chief Social Worker provides the following guidance for social work practitioners and clarifies appropriate use of social networking with clients.

As with any client-worker communication, caution must be taken to ensure that the communication is professional and avoids confusing the client that the relationship is more of a friendship. Sending text messages to clients and their families or whānau is wholly appropriate as a way of communicating about appointment and meeting times. Care must be taken however to avoid communicating private, confidential or other sensitive information as text messaging is not secure and it is not possible to be certain that the intended recipient has received the message. Text messaging ought to never replace seeking opportunities for face-to-face engagement with our clients.

At present, most Child, Youth and Family staff are unable to access Facebook and other social networking websites from Child, Youth and Family computers. Child, Youth and Family also does not operate any gated access or groups for staff within these sites. Use of social networking sites as a way to communicate directly, with individual clients is therefore not possible or advisable. It is inappropriate for our staff to use their private social networking site profiles to communicate with our clients.

Staff need to be mindful of what might need to be recorded in a client case note. The recent Recording practice session and the Recording policy located on the [Practice centre \(http://cyf-practice-centre.ssi.govt.nz/\)](http://cyf-practice-centre.ssi.govt.nz/) provides further clarity on appropriate case note recording.

For more information

[9\(2\)\(a\)](#)

Presentations for community groups

We have recently developed a presentation aimed at young people, which site managers may wish to use if presenting to school students. This is available on the [Working together \(http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together.html#Resources61\)](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together.html#Resources61) page on the intranet, along with generic presentations for community groups and groups of professionals.

We'd love to hear from you if you have ideas for any other targeted presentations that may be useful, or if you have feedback on the presentations provided.

For further information

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

<http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-k...> 16/12/2014

9(2)(a)

Content owner: Child, Youth and Family Last updated: 07 March 2013

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Need to Know - Issue 215

14 November 2011.

If you have an article for Need 2 Know, please email it to by 12.00pm on Thursday.

On this Page:

Revised brochures

We have recently revised two of our brochures:

Sorting it out: a guide to health and education assessments (CYF170) - this now includes a consent form
Feedback form (CYF 109) - has been updated to reflect our new address (now PO Box 1556)

These new versions can be ordered through the Bluestar Orderware system. Please destroy any supplies you may have of the old versions.

For more information

New topic guides page on Doogle

The Ministry's Knowledge Services has recently launched new Topic guides (<http://doogle/resources/helping-staff/library-resources/topic-guides/topic-guides.html>) on doogle. These guides provide an easy way for you to access key information, tools, resources and people on specific topics that are a priority for the Ministry.

The first guide is on family violence and the next topic will be on disaster management.

We will keep you posted as new guides are added, and if you have a topic you would like to include, please let Knowledge Services know.

For more information

Gateway Assessment resources for social workers

We have developed new Gateway Assessment resources for social workers which are now available on the intranet (<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html>). These include:

Guide for social work, which outlines the purpose, timeframes and process of Gateway Assessments
Gateway Assessment quick-guide for social workers, which outlines the referral process and how to record referrals in CYRAS.

There are also a range of resources for parents, caregivers and young people, including:

a revised version of the health and education brochure for young people, which now includes a consent form (CYF 170)

Gateway health and education assessments – information for parents (CYF151)

Gateway health and education assessments – information for caregivers (CYF150)

Te Reo Māori Gateway Assessment brochure and consent form (CYF152)

Tongan Gateway Assessment factsheet and consent form

Samoan Gateway Assessment factsheet and consent form

Pasifika Gateway Assessment factsheet and consent form - English translation

The brochures can be ordered through the Bluestar Orderware system, while the Tongan and Samoan factsheets can be downloaded and printed directly from the intranet.

Gateway assessment training is now underway for Child, Youth and Family staff, as the DHBs come onboard in their area. Full roll-out will be completed by December 2012.

<http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-k...> 16/12/2014

For more information

You can get more information and resources from the [Gateway Assessment intranet page \(http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html\)](http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html), or if you have any questions, you can **9(2)(a)**



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Need to know - Issue 216

21 November 2011.

If you have an article for Need 2 Know, please email it to 9(2)(a) by 12.00pm on Thursday.

On this Page:

VTNZ – Process for CYRAS Orders

Vehicle Testing NZ (VTNZ) can now accept our CYRAS purchase orders so clients can book and sit their Driver's Licences without having to pay first.

Below is the process for our staff:

- Raise a CYRAS order to VTNZ (Vehicle Testing NZ) using Vendor Number 0120491717.
- You must quote account no. 305801 on the CYRAS order in the 'special instructions' field.
- You will be issued with a CYRAS order to take to VTNZ to book and sit licence
- VTNZ will send the invoice to National Accounting Centre (NAC) for payment.

Please note that if there is no VTNZ in your area or they do not carry out driver licensing then please continue with the current process of requesting a manual cheque payment to relevant vendor.

To help you, here are links to [VTNZ locations \[http://www.vtnz.co.nz/NearestStationSearch/?page=1&service=31\]](http://www.vtnz.co.nz/NearestStationSearch/?page=1&service=31), [VTNZ Drivers Licence Information \[http://www.vtnz.co.nz/services/licensing\]](http://www.vtnz.co.nz/services/licensing) and [VTNZ Drivers Licence Pricing \[http://www.vtnz.co.nz/services/licensing\]](http://www.vtnz.co.nz/services/licensing) and [VTNZ Drivers Licence Pricing \[http://www.vtnz.co.nz/services/licensing\]](http://www.nzta.govt.nz/licence/photo/fees-refunds.html#fee1)

For more information

9(2)(a)

Consolidation of multiple/duplicated vendors in CYRAS

National Accounting Centre (NAC) is currently identifying multiple resource / vendors in CYRAS such as Briscoes, Rebel, T & T, The Baby Factory, Hallensteins, and Progressive Enterprises to consolidate them as a Nationwide vendor. We will advise you once we consolidate these vendors.

Below is the list of our current Consolidated suppliers:

- ABC Developmental Learning Centres (Nationwide) - 9980508339
- Kidicorp Education & Care Centres Nationwide - 9980508340
- The Farmers Trading Company Ltd (Nationwide) - 9980508428
- Jays Jay's & Just Jeans Nationwide – The Just Group - 0100453850
- PORSE Nanny Childcare Network (NZ) Nationwide – 0100481293
- Armourguard Security Ltd Nationwide – 0260413387

If you have trouble locating your usual vendor, please contact NAC.

Please note that we can still process payment for these suppliers on all open orders. All new orders will need to be made to the new Nationwide vendor.

For more information

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 21 July 2012

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Need to know - Issue 217

29 November 2011.

On this Page:

9(2)(a)

Change to after hours vetting

The Police Licensing and Vetting Centre will be reducing its hours from 24/7. From Monday 28 November 2011, they will only be operating between the hours of 7.00am to 10.30pm, Monday to Friday.

As a result, we need to alter the arrangements for emergency after-hours caregiver police vetting as follows:

For a caregiver assessment in an after-hours situation up to 10.30 pm, requests for police vetting are to be made on QueryME, and then you will need to contact the Vetting centre to discuss the urgency on 04 474 9415, or 04 474 9418.

Vetting outside of the Vetting centre hours will be managed by our Contact Centre and Police Communications.

If you do not have access to QueryME, or your emergency vetting request is outside of the Vetting centre hours, a verbal request can be made through our Contact Centre on 0508 FAMILY (0508 326 459).

You will need to provide our Contact Centre with the details of the person being checked (name, gender, date and place of birth, nationality and driver's licence number) and your name, telephone number and site.

The Contact Centre will liaise with Police Communications to have the request processed and to provide you with the information. You will also need consent from the caregiver for the police vetting. In an emergency after-hours situation this may be verbal and then obtain written consent as soon as you are able.

You will need to process a follow up request through QueryME, i.e. the next working day. The Police will provide the usual response for your record.

For more information

9(2)(a)

Te Pakoro access on 28 November

We have recently made some security changes to the Te Pakoro reports. Please note when you log in on 28 November, you will be asked for your login ID and password again. Once you enter these, your usual access to the reports will be restored.

For more information

Please contact the IT Help Desk on *777 if you have any problems logging in to Te Pakoro reports on this date.

Content owner: Child, Youth and Family Last updated: 21 July 2012

Need to Know - Issue 218

05 December 2011

Information for Staff.

On this Page:

9(2)(a)

Christmas cards

We are sending out packs of caregiver Child, Youth and Family Christmas cards with Care Matters this week. This will give you time to write in the cards before sending them out with the magazine to your caregivers.

MSD Christmas cards, which can be used for stakeholders, will be delivered to sites by the end of this week.

For more information

9(2)(a)

Heath and Safety

The December Health and Safety Scheduler Reminder (<http://doogle/documents/working-here/health-safety/scheduler/2011-12-december-h-s-scheduler-reminder.doc>) and Safety Newsletter (<http://doogle/documents/working-here/health-safety/scheduler/2011-12-december-health-and-safety-newsletter.doc>) are now available on doogle.

For more information

9(2)(a)

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Need to Know - Issue 219

12 December 2011.

On this Page:

[9\(2\)\(a\)](#)

Staff making personal submissions on Green Paper for Vulnerable Children

The Government has developed a Green Paper for Vulnerable Children in response to concerns about the significant number of children who have backgrounds that make it difficult for them to succeed and reach their full potential. The paper outlines ideas the Government wants to test with the public before making final decisions.

The Green Paper is an opportunity for all New Zealanders to share their ideas on how we can do better for vulnerable children and young people.

You can submit your ideas by going to the website www.childrensectionplan.govt.nz (<http://www.childrensectionplan.govt.nz/>) and following the "Have your say" link to make a submission. Submissions are open until 28 February 2012.

As a public servant, there are a few points you should consider if you intend to make a submission. These include:

Your submission must be made in your personal capacity

It can draw on the experience and insight you have gained in your position, but should not refer to specific cases or anything that is not already in the public domain (such as policy under development).

It should not criticise ministerial policy, or harm the reputation of the Ministry or State Services.

For more information

If you have any questions, ask your manager or Ministerial and Executive Services for further advice.

Awhi Mai Awhi Atu

The next issue of Awhi Mai Awhi Atu will be delivered to sites, offices and residences this week. This issue looks at:

- the new 'Never shake a baby' education programme
- how Christchurch's new foster care is helping to recruit caregivers
- the Scottish rugby teams visit to Epuhi residence
- the benefits of holding FGCs in the community
- free ECE for under threes in care
- parenting programmes for parents of young offenders
- a portrait of a social worker
- how a touch rugby team is helping to build relationships in Central Auckland
- the recent William Wallace Awards ceremony

Ed Assist

Children's Day

Sites should also have received copies of Care Matters, along with Caregiver Christmas cards, to send out to their caregivers.

For more information

If you have any questions, or you are receiving too many or not enough copies of either Awhi Mai Awhi Atu or

[9\(2\)\(a\)](#)

Your intranet – tips, tricks and shortcuts

Thanks to feedback from the Hutt YJ team, we're introducing a new 'intranet section' in Need 2 Know, to help you find your way around the intranet. We'll highlight information that's recently been added, draw your attention to

features you may be unaware of, and share tips and tricks to help you find the things you need more quickly. This week...

Did you know that by clicking on the map on the 'About CYF' page [<http://doogle/unit/cyf/about-cyf/index.html>], you can get a list of all the sites, offices, residences and supervised group homes within each region? Clicking on each listing will then take you to their global details.

Did you know that by clicking on the 'Forms and templates' Quicklink on the 'Resources' page [<http://doogle/unit/cyf/resources/index.html>] you can quickly access Child, Youth and Family forms and templates, grouped under specific areas, for example adoptions, residences, HR, and payroll? This saves you having to sift through Ministry wide forms and templates to find what you need.

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, contact

9(2)(a)

Global staff directory

We've become aware that some people are having problems with their global staff directory access. If you need to type in people's information twice (eg type name, fill in a password, then fill in name again on blank global page), just log a call with IT Help, who will be able to correct the set-up for you.

For more information

Contact ITHelp on *777

Residential admissions during the Christmas/New Year period

The after-hours process for all residential admissions during 23 December 2011 and 4 January 2012 are as follows:

Care and Protection:

There will be no long term bed allocations between 23 December 2011 and 4 January 2012. In a crisis, use the crisis bed approval process and the local Regional Director and General Manager Residential Services will discuss the bed issue.

Youth Justice Admissions:

Any young people arrested between 23 December 2011 and 4 January 2012 may be placed in a youth justice facility if:

- they have been arrested and appeared before the youth court.
- there is a bed available in the residence, and
- they have a correct youth justice legal status (S235, s238 (1) (d) or s311.)

When a young person is arrested and before attending court, the after hours social worker rings their local residence to check on bed availability. Each residence has an allocated admissions co-ordinator. The admission coordinators can be contacted via 0508 FAMILY, option 2, then select your local residence.

Region	Residence	After hours contact number
Northern Region	Korowai Maanaki, Auckland	9(2)(a)
Midlands Region	Te Maioha, Rotorua	
Central Region	Lower North Youth Justice, Palmerston North	
Southern Region	Te Puna Wai, Christchurch	

Residential services will not be responsible for any escorting duties during the holiday period so local sites are responsible for all escorting between the residence and court.

Intercountry Adoptions - China

The quick guide for people considering an intercountry adoption from China has been updated. This fact sheet is given out to adoptive applicants who attend the Ways to Care - Intercountry Adoption preparation workshops. Check out the [Intercountry Adoptions - Chin \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-china.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-china.html) a [\[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-china.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-china.html) page on the intranet for more detail.

For more information

9(2)(a)

CYRAS during Christmas break

While CYRAS will be available over the Christmas period, the daily payment will not run during the Christmas break. The arrangements for the 2011 Christmas period are:

CYRAS will be available over the Christmas period.

Help Desk will be available on the three working days over Christmas (28, 29, 30 December).

The final night for payments will be Thursday 22 December. These payments will be in the bank or the post by night of 23 December. The payment references for these will be updated into CYRAS on the morning of 23 December.

If you have payments that must be paid to a supplier before Christmas, please

have these to NAC for processing by the 19 December.

The final 2011 CYRAS board run of the 26 December, will be brought forward to 19 December. These board payments will be available in the caregivers' bank accounts on the morning of 21 December.

If people are on leave in the final week, then board can be authorised on 16 December and it will be paid out with the main board run on the 19 December.

The first board run for 2012 is on Monday, January 9. This is for board period Dec 28, 2011-Jan 10, 2012

For more information

9(2)(a)

Joint Child, Youth and Family PSA Work Management Project update

The Child, Youth and Family and PSA Work Management Project met for a second time last week. The project aims to establish an overview of current work management practices and priorities in Child Youth and Family, and is focused on improving efficiency, enhancing productivity, delivering best practice and recognising the impact of work load. More information is available on the intranet, [\[http://doogle/whats-on/projects/child-youth-family/joint-statement-cyf-psa.html\]](http://doogle/whats-on/projects/child-youth-family/joint-statement-cyf-psa.html)

For more information

9(2)(a)

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Need to know - Issue 220

21 December 2011.

On this Page:

Christmas pay dates

Details about holiday period salary payments are outlined below. More information about the close down dates for the Christmas and New Year period is available on the intranet – see under related links on the Everyday home page. This will help managers and staff in the planning process around pay dates, salaries and leave actions and skeleton staffing.

Pay date	Date paid to bank	CHRIS open from	CHRIS close off (Midday)
7 Dec 2011	7 Dec 2011	Mon 21 Nov 2011	Tues 29 Nov 2011
21 Dec 2011	21 Dec 2011	Thurs 1 Dec 2011	Tues 13 Dec 2011
4 Jan 2012	31 Dec 2011	Thurs 15 Dec 2011	Thurs 22 Dec 2011

For more information

If you have any questions, talk to your payroll contact

Your intranet – tips, tricks and shortcuts

This week...

Did you know that the [National programme for high needs kids](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/high-complex-needs/index.html) <http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/high-complex-needs/index.html> page pulls together helpful material about the intensive services and support available for children and young people with high and complex needs? It covers information about the High Needs Hub (including details about programmes and providers) transition planning, student aid support and the HCN Unit.

Did you know that the [Communications page](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together.html) <http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together.html> on the intranet has helpful resources and guides to support your work - like how to run a successful event, style guides and tips for communicating well, and presentations you can use when you're out and about in the community

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, contact

9(2)(a)

Your message is important for us ...

Get your technology sorted before you go away. This can help save you a lot of time when you return to the office, and avoid having to deal with missed calls, grumpy phone messages, and emails. Information to help you with the following activities is available on the [intranet](http://doogle/helping-you/it-training/are-you-going-on-holiday.html) <http://doogle/helping-you/it-training/are-you-going-on-holiday.html>:

- 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.

There are also instructions about how to access your mail and calendar when you're away from the office, should you want to work from another location over the Christmas period.

For more information

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

Dates for next year's Wednesday briefings and Need 2 Know

This is the last Need 2 Know for the year. The first issue for next year will be on Friday 3 February (for managers) and 7 February for all staff. The first fortnightly briefing will be on Wednesday 8 February.

Wishing you a safe, happy and relaxing holiday break, and looking forward to touching base again in 2012.

Contributing to Need 2 Know

9(2)(a)

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