

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 221**

Need 2 Know - Issue 221

07 February 2012.

On this Page:

Strengthening practice – violence in families

We have developed a practice session focussing on violence in families. The package is for all social work staff, to be delivered on site or in residences by senior staff such as team leader clinical practice or practice leaders. The package includes;

- a presentation covering the key themes and issues for social work staff
- a workshop session
- facilitator notes
- case scenario, family tree and case consult.

The practice session can be accessed on our [practice centre \[http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html\]](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html). It should take an hour, and can be fitted into a regular training slot or practice focused session. If there are other areas of practice you feel would benefit from a similar workshop, please get in touch with the Office of the Chief Social Worker to talk about your ideas.

For more information

9(2)(a)

New Child, Youth and Family templates

New Ministry-wide templates were introduced at the end of last year for memos, minutes briefing reports, etc. These include Child, Youth and Family customised templates which should now be used across the organisation.

The templates can be accessed under the 'Ministry templates' tab on the top tool bar in MS Word. You will need to set up a user profile the first time you access the templates.

For more information

More detailed information about the changes is available on the [intranet \[http://doogle/whats-on/news/2011/word-template-changes.html\]](http://doogle/whats-on/news/2011/word-template-changes.html). If you have any issues accessing the Ministry templates, please contact IT Help on ext 46500 or email:

[IT Help \[mailto:ithelp@msd.govt.nz\]](mailto:ithelp@msd.govt.nz)

Family Home relievers – 'Sleepover' settlement

We are going through a process to implement the recent law change about sleepovers, settle claims for back pay, and ensure that all relief Family Home caregivers receive their full entitlement for all hours they work. We have written to all staff who perform this relief work role.

The Sleepover Wages (Settlement) Act 2011 allows employers and employees to agree on the amount of back pay, without the need for legal proceedings. Child, Youth and Family proposes to use the same settlement terms, including phasing in the payment of the minimum wage, as provided for in the Act.

If you have worked as a relief Family Home caregiver in the past (from 1 July 2005) and have not yet received a letter, please complete the [claim form \[http://doogle/documents/working-here/managing-staff/fhr-claim-form-for-back-pay.doc\]](http://doogle/documents/working-here/managing-staff/fhr-claim-form-for-back-pay.doc) and return to:

9(2)(a)

Child, Youth and Family

Workforce Development

P O Box 1556

Wellington

In order to receive your entitlement, you will need to lodge your claim before 4pm on Friday 17 February 2012.

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

For more information

9(2)(a)

Children's Day resources and Everyday (ED) gear

This year's Children's Day is on Sunday 4 March 2012. This is a great opportunity for staff to organise an event or join other local organisations to celebrate the day. A number of our sites have already registered a Children's Day event online and have ordered their free resources for Children's Day.

To find out more about what local events planned in your area, or how you can register your own event and order free resources, check out the [Children's Day website](http://www.childrensday.org.nz/) [http://www.childrensday.org.nz/]. You can also request EDgear from your regional communication advisor:

Northern

9(2)(a)

Midland

Central

Southern

For more information

9(2)(a)

Minister's new portfolio title

Our Minister's portfolio title has changed from Minister for Social Development and Employment to Minister for Social Development. Please make sure you use the new title in any Ministerial correspondence and reports. If you are unsure about any Ministerial portfolio titles, please check the official [Ministerial list](http://www.dpmc.govt.nz/cabinet/ministers/ministerial-list) [http://www.dpmc.govt.nz/cabinet/ministers/ministerial-list].

Health and Safety

The February [Health and Safety Scheduler Reminder](http://doogle/documents/working-here/health-safety/scheduler/2012-02-february-h-s-scheduler-reminder.doc) [http://doogle/documents/working-here/health-safety/scheduler/2012-02-february-h-s-scheduler-reminder.doc] and [Safety Newsletter](http://doogle/documents/working-here/health-safety/scheduler/2012-02-february-safety-newsletter.doc) [http://doogle/documents/working-here/health-safety/scheduler/2012-02-february-safety-newsletter.doc] are now available on the intranet.

For more information

9(2)(a)

Consolidation of multiple/duplicated vendors in CYRAS

National Accounting Centre (NAC) has recently added the following consolidated suppliers as vendors:

T & T Childrenswear (Nationwide)	Vendor ID: 0100008710
Glassons Limited (Nationwide)	Vendor ID: 0020020670
The Baby Factory	Vendor ID: 0260011475
Warehouse Stationery	Vendor ID: 0570446609
Hallensteins	Vendor ID: 0100008279
Kidsfirst Kindergarten	Vendor ID: 9980506591
Progressive Enterprises(Countdown/Foodtown/Woolworths)	Vendor ID: 9980508995

For more information

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

Your intranet – tips, tricks and shortcuts

This week.....

... did you know that the [Site Finance and Admin process page \[http://doogle/unit/cyff/finance-admin/site-finance-admin-processes/index.html\]](http://doogle/unit/cyff/finance-admin/site-finance-admin-processes/index.html) outlines the processes procedures and guidelines for admin and finance tasks carried out by sites? It has recently been updated with a range of additional guidelines, including support processes relating to:

- Duty
- Care and Protection Resource Panel
- FVIARS
- FGC
- Court reviews
- Client Financial Planning
- POI
- Generic meetings
- Inward correspondence

These support processes have been developed following a recent review of site administrative duties. The review aimed to identify 'best practice', help establish more consistency across all sites, and support the smooth running of our work. There is also a 'site readiness' [\[http://doogle/unit/cyff/finance-admin/site-finance-admin-processes/site-readiness-process.html\]](http://doogle/unit/cyff/finance-admin/site-finance-admin-processes/site-readiness-process.html) section, which outlines the 'set up' work to support these processes.

Additional training modules will soon be added to the Finance and admin process page, so keep a look out over coming weeks.

For more information

9(2)(a)

Address and emergency contacts

It's important that you keep your address details and emergency contact information up-to-date.

Please check and update your details by going into HR Kiosk/I-pay, open "Personal" and then select "Address Details". Talk to your manager if you are unable to access HR Kiosk for they will arrange to have your details updated.

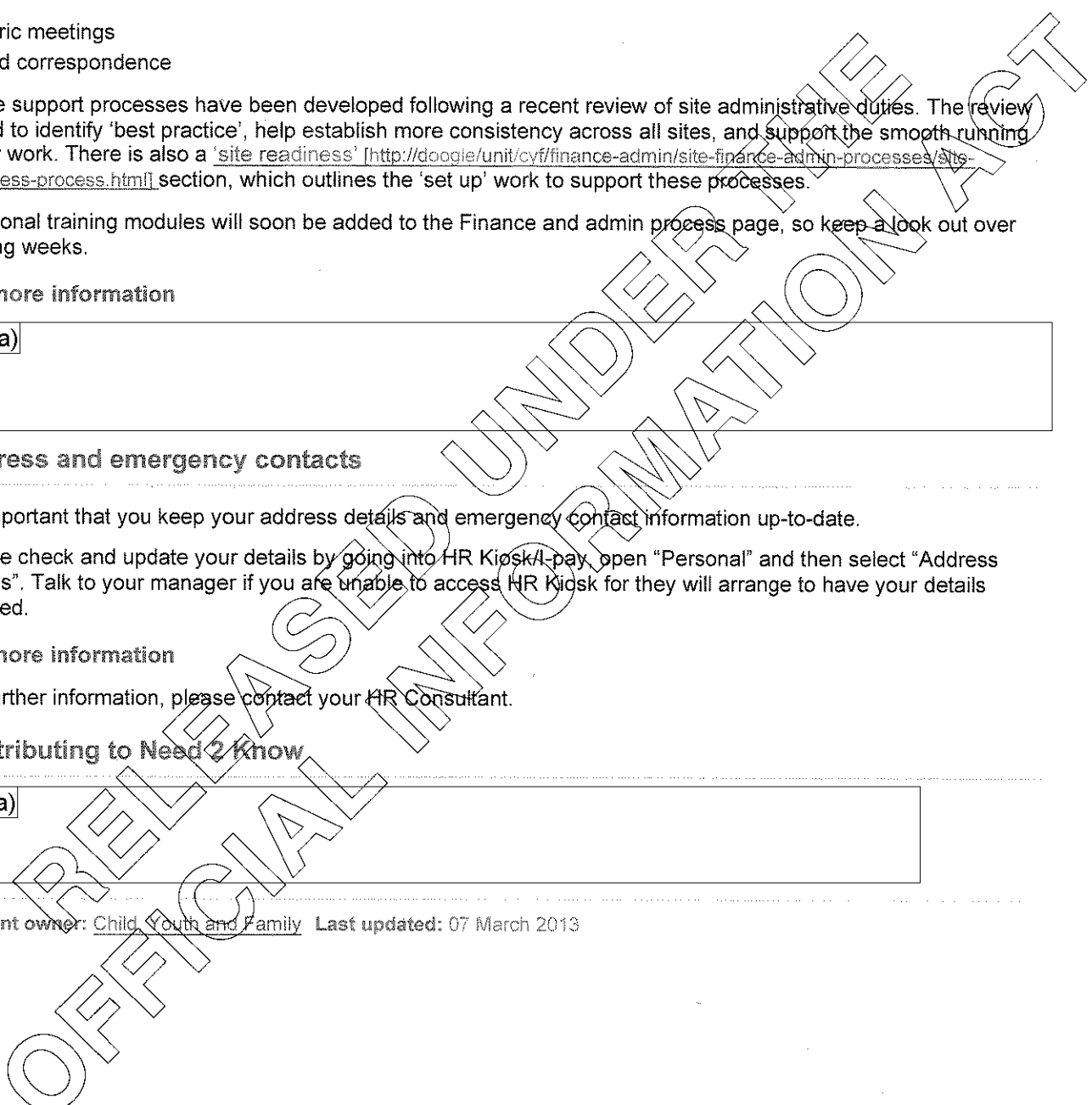
For more information

For further information, please contact your HR Consultant.

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 223

20 February 2012.

On this Page:

Your intranet - tips, tricks and shortcuts

This week....

Did you know that the [projects and initiatives pages](http://doogle/unit/cyf/projects-initiatives/index.html) pull together key information about our key priorities, so that you can quickly access information and resources, and stay up-to-date with what's happening.

We have recently added a new page in this section called 'Working with Māori' [\[http://doogle/whats-on/projects/child-youth-family/working-with-maori.html\]](http://doogle/whats-on/projects/child-youth-family/working-with-maori.html), which includes information and resources to support your work with Māori children, young people and their whānau such as:

- > key documents that have shaped our practice
- > links to relevant information on the practice centre to support your social work practice when working with whānau
- > Māori Leadership Governance group
- > general resources to support staff
- > upcoming events

We will continue to add information and resources to this page and would love to know what else you would like to see in it to support your work with Māori children, young people and their whānau. Please contact [9\(2\)\(a\)](#) on [9\(2\)\(a\)](#)

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, contact [9\(2\)\(a\)](#)

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 224

Need 2 Know - Issue 224

27 February 2012.

On this Page:

Your intranet – ordering publications and resources

This week's intranet tips, tricks and shortcuts ...

..... Did you know that the [publications and resources page \[http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/ordering-publications-and-resources.html\]](http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/ordering-publications-and-resources.html) on the intranet gives you information on how to order publications and resources, including brochures, corporate material and everyday gear?

While most material is ordered via the Bluestar orderware system, the page outlines the corporate resources that are ordered via KEA. There are links to both systems, along with a link to Printshop where you can order your corporate ID material.

The publications and resources page is easily accessed via the 'Ordering resources' quicklink on the Resources landing page.

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, contact [9\(2\)\(a\)](#)

Care café

Just a reminder that the [Care Café \[http://www.carecafe.co.nz/\]](http://www.carecafe.co.nz/) is a great website for young people in care. Along with general information about being in care (from general questions and answers to information on their rights) it has tips and guides to help young people as they move towards independence.

The network also encourages young people's participation. It's a great way to connect them up with others who have similar experiences, and enable them to share their views with care providers and policy makers.

If you would like supplies of the Care Café wallet card to give to young people, just contact the Dingwall Trust on admin@dingwall.co.nz [mailto:admin@dingwall.co.nz].

Several other websites, developed to help teens, are available on our [website \[http://www.cyf.govt.nz/info-for-teenagers/websites-that-help-teens-stay-safe.html\]](http://www.cyf.govt.nz/info-for-teenagers/websites-that-help-teens-stay-safe.html).

For more information

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

Joint PSA/CYF work load and work management project

We are pleased to advise that the project has now reached its conclusion and a summary of outcomes is available. Check out 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.

For more information

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

Evidential interview transcripts and videos

Just a reminder that evidential interview transcripts and videos are the property of the Police and copies should only be held by us on the client's paper files for as long as is required to complete the work at hand. They should then be returned to the Police. Transcripts should never be copied onto CYRAS.

If you are aware of any transcripts or videos held on client files, in CYRAS, or anywhere else, please contact [9\(2\)\(a\)](#)

We currently have a joint project with the Police around Evidential Interviewing, involving work relating to the guidelines, practice and procedures. You'll hear more about this later. In the meantime, please talk to your practice leader or site solicitor if you have any queries about access to evidential interview information. Requirements

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

around the storage and timeframes for holding evidential interview records are also outlined in the [Evidence Regulations 2007](http://www.legislation.govt.nz/regulation/public/2007/0204/latest/DLM443073.html) (<http://www.legislation.govt.nz/regulation/public/2007/0204/latest/DLM443073.html>)

For more information

9(2)(a)

Staying On programme

We want all our staff to be engaged, healthy and contributing irrespective of age or career stage. As part of the Staying On programme, we are offering [Thinking about my career](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/staying-on/staying-on-thinking-about-my-career-aki-nelson-mar-2012.doc) (<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/staying-on/staying-on-thinking-about-my-career-aki-nelson-mar-2012.doc>) workshops in Auckland and Nelson in March.

Last year we ran 13 workshops in various locations around the country. Participants found it an excellent day to reflect on their careers, take stock, think about what is important to them, and do some planning for the future. Feedback was really positive, including...

"I came to this workshop with no expectations, but at the end of the session there have been some clear directions, focusing on my life and also my career."

"The content of this workshop helped me feel ok about looking at my career and feel quite excited about the prospect of creating my future outcomes."

The workshop is suitable for any staff member who wants to take time out to reflect on where their career has come from and what their next moves might be. Please note that places are limited.

For more information

9(2)(a)

Single nationwide CYRAS vendor for Barnardos NZ

We now have a single nationwide consolidated vendor for Barnardos in CYRAS. Their vendor number is 9980509365.

For more information

9(2)(a)

Naming records in CYF TRIM Case and Admin

It is important to name records well in TRIM so that they can be found easily, both by yourself and by your colleagues. To help with this, record titles need to be as accurate and descriptive as possible.

An [updated guide](http://doogle/helping-you/recordkeeping-help/trim-help/creating-records-in-trim-case-and-admin/titling-records-in-trim-case-and-admin.html) (<http://doogle/helping-you/recordkeeping-help/trim-help/creating-records-in-trim-case-and-admin/titling-records-in-trim-case-and-admin.html>) provides helpful information on how to create meaningful titles. Trim training is also available.

For more information

For assistance and general enquiries, email MSD_EDRMSRequests@msd.govt.nz (mailto:MSD_EDRMSRequests@msd.govt.nz) or visit our [Recordkeeping Help Page](http://doogle/helping-you/recordkeeping-help/index.html) (<http://doogle/helping-you/recordkeeping-help/index.html>). If you would like to arrange TRIM training, please contact 9(2)(a) at the CYF Learning and Development Team 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 225**

Need 2 know - Issue 225

06 March 2012.

On this Page:

Gateway Assessment and mental health services update

The referral form for Gateway Assessments has been updated on CYRAS. It is now titled 'Referral to Gateway Assessment Coordinator', and includes a section requesting health and medical information of the birth father, to provide a more holistic background for the child or young person. If the incorrect form appears on CYRAS, please inform the Helpdesk on *777.

The latest 'Leading sites update' is now available on the [Gateway Assessments project page](http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.htm#Additional%20information%20and%20updates) ([http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.htm#Additional information and updates](http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.htm#Additional%20information%20and%20updates)) on the intranet. The update includes information about:

- the gateway assessment road show
- consent forms
- ordering brochures
- gateway assessment coordinators workshop
- implementation findings
- engaging with schools and teachers
- recording outcomes
- streamlined forms
- example of a health referral
- funding for ECE

For more information

9(2)(a)

Electronic police vetting

There is a new written agreement with Police, which formalises our arrangement for Electronic police vetting. The agreement brings in changes for our practice when confirming the identity of whānau caregiver, foster and adoptive applicants and their household members aged 17 and over.

The new process for confirming the identity of applicants aligns our practice with that of the Police. The following policies and documents on the practice centre have been altered to reflect the changes:

[family/whanau caregiver assessment and approval policy](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/index.html) (<http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/index.html>)

[non-family/whanau caregiver assessment and approval policy](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/non-whanau-caregivers/index.html) (<http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/non-whanau-caregivers/index.html>)

[Ways to Care process](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/resources/ways-to-care-process.html) (<http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/resources/ways-to-care-process.html>) (includes a link to the application cover letter)

[process for completing Police checks on prospective family/whanau caregivers and foster/adoptive applicants](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/resources/process-for-completing-police-checks-on-foster-and-adoptive-applicants.html) (<http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/resources/process-for-completing-police-checks-on-foster-and-adoptive-applicants.html>)

[analysis of the documentary assessment](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/non-whanau-caregivers/key-information/analysis-of-the-documentary-assessment.html) (<http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/non-whanau-caregivers/key-information/analysis-of-the-documentary-assessment.html>)

The new agreement is available on the intranet (<http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Police4>)

For more information

9(2)(a)

Police family violence information

From 1 July 2012, the way Police provide information on family violence incidents will change. The Police have been working on how to gather better information to help agencies decide on the most appropriate pathways for those exposed to family violence.

Police are introducing new family violence reports, the Ontario Domestic Assault Risk Assessment (ODARA), and a risk factor form developed specifically for children and young people who live in the home.

ODARA is an internationally recognised, evidence-based risk assessment tool. Delivery of information on the new response model will be coordinated locally through Police family violence specialists.

In summary, the changes will:

remove the blanket response as determined by the current Pol FVIR

streamline all responses to family violence occurrences

provide a situational response which will be responsive to violence by relationship type and the seriousness of the occurrence

collect risk vulnerability information about intimate partner's where ODARA does not apply

require collection of risk factor information about all children aged under 17 who are normally resident at the occurrence address.

We will keep you informed about the implications of this new process.

For more information

9(2)(a)

Intranet – celebrating our people

This week's intranet tips, tricks and shortcuts ...

.....Did you know that 'celebrating our people', near the bottom of our intranet homepage, is a great way to acknowledge each other's accomplishments, share successes, and learn more about the people we work with. Story ideas aren't limited to our everyday life in the office – they also include stories about the interesting things you're doing outside of work

We know you're out there doing fantastic things, and would love to see you feature more often - so don't be shy about your achievements or those of your colleagues! Find out more by checking out the 'guidelines' (<http://doogle/resources/helping-staff/policies-standards/communications/guidelines-for-cop-stories.html>), or contact your regional communications advisor to share your ideas.

Check out these recent stories featuring Child, Youth and Family staff:

[Just keep swimming](http://doogle/whats-on/news/celebrating-our-people/2012/just-keep-swimming.html) (<http://doogle/whats-on/news/celebrating-our-people/2012/just-keep-swimming.html>)

[Dancing for Christchurch and White Ribbon](http://doogle/whats-on/news/celebrating-our-people/2011/dancing-for-christchurch-and-white-ribbon.html) (<http://doogle/whats-on/news/celebrating-our-people/2011/dancing-for-christchurch-and-white-ribbon.html>)

[Outstanding Orators of Midlands](http://doogle/whats-on/news/celebrating-our-people/2011/outstanding-orators-of-midlands.html) (<http://doogle/whats-on/news/celebrating-our-people/2011/outstanding-orators-of-midlands.html>)

For more information

9(2)(a)

Health and safety

The March Health and Safety Scheduler Reminder (<http://doogle/documents/working-here/health-safety/scheduler/2012-03-march-h-s-scheduler-reminder-national-office.doc>) and Safety Newsletter (<http://doogle/documents/working-here/health-safety/scheduler/2012-03-march-safety-newsletter.doc>) are now available on the intranet.

For more information

9(2)(a)

Family/whānau caregiver assessment and approval policy

This policy (<http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/index.html>) took effect from 1 March 2012. Over the last six months, practice leaders have held workshops at their sites to ensure that all staff are ready for the implementation of the new policy and the associated practice changes.

If you have not taken part in these workshops, please contact your practice leader.

For more information

If you have any questions regarding the changes to policy, please talk to your practice leader.

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 226**

Need 2 know - Issue 226

12 March 2012.

On this Page:

Social Work Now

The latest issue of Social Work Now has been delivered to sites, offices and residences, and an electronic copy is available on the intranet [<http://doogle/resources/publications/internal-publications/journals/social-work-now/index.html>].

This issue focuses on children and young people's participation and child centered practice, and includes the following articles:

Guest editorial – **9(2)(a)** a former William Wallace Award winner

Social Work Now survey results

Finding the best way to work with children and young people: Good engagement and giving them a voice

Telling a child's story: Creating a words and pictures story book to tell children why they are in care

Participation and the CREATE Foundation: Creating a better life for children and young people in care

Listening to Experts: Children and young people's participation

Giving children a voice: Paving the way for Child, Youth and Family's participation strategy

Book review: Social work under pressure – how to overcome stress, fatigue, and burnout in the workplace.

For more information

9(2)(a)

Lower North Youth Justice Residence redevelopment

We are currently redeveloping our Lower North Youth Justice Residence into four modern residential units with capacity for an additional 10 young people (up to 40 beds).

The first stage of construction is to build two new residential units of 10 beds and 6 beds and these will be completed soon. We will move the young people in residence into the new units in mid April 2012 so that the existing units can be redeveloped.

To allow stage two to happen, we will however need to reduce the number of young people on site starting this month. The bed capacity will be reduced from 30 to 22 and this limit will be held until the completion of the redevelopment in October 2012.

For more information

9(2)(a)

Your intranet – Learning and Development

This week's intranet tips, tricks and shortcuts ...

....Did you know that the [learning and development page](http://doogle/working-here/learning-development/cyf-learning-development/index.html) [<http://doogle/working-here/learning-development/cyf-learning-development/index.html>] has information about the ways we can help you grow and develop in your job? (You can access the page via the 'Working for CYF' landing page). It outlines the opportunities available to you to gain skills and knowledge, including information about:

Core learning programmes (Practice, Practice leadership and Manager leadership curriculums)

Continued and advanced professional development (advanced Safe Strong Practice workshops)

Externally run workshops (eg Brainwave Trust, Te Puaruruhau)

Applied learning modules (self-paced modules on a range of topics, including attachment and resilience, child and adolescent development, culturally responsive casework, SMART plans, and many more)

Youth Justice Learning Centre (a web-based youth justice 'college' that provides access to face to face training events, online learning materials and research articles)

MSD workshops and online learning (access to Ministry wide learning and development opportunities).

It's important to take control of your own career development (see the CE's recent message [<http://doogle/whats-on/news/ce-message/2011/learning-and-development.html>] about learning and development) so talk with your manager about any opportunities you wish to pursue, or contact one of the Learning and Development key contacts.

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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OFFICIAL INFORMATION ACT

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need 2 Know - Issue 227

Need 2 Know - Issue 227

19 March 2012.

On this Page:

Student aide support - Joint Education and Child, Youth and Family initiative update

Student aide support provides intensive one-to-one student support to meet the individual needs of children and young people in care, and ensure they remain engaged in education.

Following a recent joint review with the Ministry of Education, there are changes to the eligibility criteria and number of hours approved. The changes took effect term one 2012, and better align the programme with Ministry of Education Behavioural Support Services, and make the support available to more students.

2011/2012 funding is still available for term two, so if you have children or young people in your caseload that are eligible for this initiative, we encourage you to put in an application immediately.

You can access information about this initiative through the intervention phase in CYRAS, National Applications folder. You can also find more information about student aide support on the intranet, under 'Intensive Services for high needs kids' [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/high-complex-needs/index.html>].

For more information

9(2)(a)

Staff mobile phones

In preparation for an upcoming round of mobile phone replacements, we are currently reviewing our staff mobile phones records. This will involve our regional administration managers contacting staff across the country (including those who do not report to the regions) to confirm their phone details.

Once the records have been confirmed and updated, decisions about who will receive a replacement phone can then be made.

For more information

9(2)(a)

Your intranet – Wednesday briefings

In this week's tips tricks and shortcuts.....

..... Did you know that you can access past presentations by clicking on the Wednesday Briefings 'see all' on the home page (each year has its own index page).

The briefings are useful if you want to quickly review a subject. For example, the August 2011 [Family/whānau caregiver assessment and approval](http://doogle/documents/whats-cn/news/business-groups/child-youth-family/wednesday-briefing/2011/whanau-assessment-wed-brief-24-august.ppt) [<http://doogle/documents/whats-cn/news/business-groups/child-youth-family/wednesday-briefing/2011/whanau-assessment-wed-brief-24-august.ppt>] presentation will be of particular interest to staff wanting a quick refresh, now that the new policies have come into effect.

Alternatively, the briefings can also be a good starting point if you're developing a presentation about the topic for external stakeholders. You'll probably need to update the slides, to ensure the information is up to date and targeted to your audience. To edit the slides, simply right click on the presentation, click 'edit slides', then save into your desktop or s-drive before you start to update it.

For more information

9(2)(a)

Amendment to 'Conflict of interests' policy

Minor amendments to the [Conflict of interest policy](http://doogle/resources/helping-staff/policies-standards/hr/conflicts-of-interest.html) [http://doogle/resources/helping-staff/policies-standards/hr/conflicts-of-interest.html] were introduced on 9 March. The changes clarify that:

if an employee applies for bankruptcy, is declared bankrupt, or enters into a no asset procedure, they should advise their manager as a potential conflict of interest may exist
any employee who deliberately engages in, and/or fails to disclose, a conflict of interest could face disciplinary action.

Examples of possible conflict of interest scenarios are available on the [Code of conduct scenario cards](http://doogle/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/learning-more.html) [http://doogle/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/learning-more.html] numbers 9, 10 and 12.

For more information

If you're unsure about any situation that might be a possible conflict of interest, please contact your HR consultant.

Foster care allowance increases

Each year our foster care allowance rates are reviewed and in line with the consumer price index (CPI) over the preceding calendar year.

The new rates, now available on our [website](http://www.cyf.govt.nz/info-for-caregivers/becoming-a-caregiver/what-help-will-i-get-as-a-foster-carer.html#Dolgetpaidtobeafostercarer3) [http://www.cyf.govt.nz/info-for-caregivers/becoming-a-caregiver/what-help-will-i-get-as-a-foster-carer.html#Dolgetpaidtobeafostercarer3], have been calculated using the CPI figure of 1.77% and will be effective from 1 April 2012. Foster-carers will be advised of the increase in the next issue of Care Matters, which comes out at the end of this month.

For more information

9(2)(a)

Care Matters

The latest issue of Care Matters will be sent to sites next week, to be forwarded directly to their caregivers. This issue includes the following items:

Christchurch one year on

Caregiver recognised – profiling 9(2)(a) who was awarded a New Year's Honour

Foster care allowance increase

Over 30 years of care – profiling 9(2)(a)

William Wallace Award winner 9(2)(a) talks about her future

Treasuring our children – snapshots from Children's Day

New legislation to protect vulnerable children

Tips for caring – supervised contact visits

Children's charter – the rights of children and young people in care.

For more information

9(2)(a)

Business Continuity Awareness Week: 19-23 March

Business continuity works when we're prepared to manage an emergency event at home and at work. This week, please check that your manager has your correct contact details in your business continuity plan.

0800 MSD STAFF line (0800 673 782) goes live on Monday, 19 March

MSD's first priorities in an emergency or business disruption are to ensure the safety and wellbeing of its staff, and to ensure the continued delivery of essential services. The 0800 MSD Staff Line has been established to help support staff and assist the Ministry in managing its response.

This week we are launching the 0800 MSD staff line and encourage you to save the number to your phone.

The phone will be activated in an emergency and there will be an upfront message that will tell you what you need to know or connect you to a duty person who can help you out. The purpose of the line is to give key information to a large number of people during an emergency or after an event, for example:

details on which offices are operational
 if you are required to work from a different location
 updates on the event or disruption
 assistance available to you.

For more information

9(2)(a)

Engage survey

You'll soon receive an email from Gallup, an independent research company, inviting you to take part in Engage 2012 – our staff engagement survey. The survey runs from 28 March to 13 April and the more people who participate, the more useful the results.

It's really important to us that you're engaged in your work. Engage 2012 will help us understand what it takes to be the best place to work, and to make a difference. The survey will only take a few minutes to complete online, is voluntary and completely confidential. You can't be identified by your manager or the Ministry – we want you to be honest. The survey works best if you answer the questions according to what is happening in your own environment.

Make sure you take part – this is your team and place of work, and the survey is your chance to shape how it works.

For more information

Check out the information on [doogle \[http://doogle/working-here/working-for-us/the-way-we-work/engage-news.html\]](http://doogle/working-here/working-for-us/the-way-we-work/engage-news.html), or

9(2)(a)

Services under Welfare Reform

A letter has been sent to all of the Ministry's 2000 contracted providers, telling them about planned changes to youth services as part of the Welfare Reform programme and details of the tender process.

About the new youth services

The new youth services will target young people between 16 and 18 years old, including teen parents, who are identified most at risk of becoming long term benefit dependent.

Young people will be registered with a third party provider, who will have the primary relationship with them, providing intense wrap around case management. There is to be a strong focus on successful outcomes, based on moving these young people back into school or training programmes that will build foundation skills for the future.

Tender process

The tender for third party providers will be posted on the Government Electronic Tender site (GETS) on 28 March, closing on 23 April.

The legislation covering the new youth services is due to be introduced into Parliament next week. You can read the Cabinet papers and other information about the proposed youth service on the [MSD website \[http://www.msd.govt.nz/welfarereform\]](http://www.msd.govt.nz/welfarereform).

Next steps and information

Once the legislation is passed and all the details of the new services finalised, more information will be provided, and a process for communicating with young people affected by the changes will get underway.

There will be benefits for some of our young people, and some of our providers might be interested in this area of service. We are working closely with our Policy and Work and Income colleagues to see how this might all work, and will keep you up to date with progress.

General information is on [doogle \[http://doogle/whats-on/projects/welfare-reform/index.html\]](http://doogle/whats-on/projects/welfare-reform/index.html). This will be updated regularly.

For more information

For more information contact 9(2)(a)

New legislation to protect vulnerable children

Changes to the Crimes Act put a spotlight on the importance of speaking up for vulnerable children, and target people who know a child is being seriously abused, and fail to protect them and get them the help they need.

The new legislation takes effect on 20 March, and applies to adults living in the same household as the child, or those so closely connected that it is reasonable to consider them members of the household - usually because they visit frequently for long periods, and have a family relationship.

This includes staff members at a hospital, institution, or residence where the child resides, including a Child, Youth and Family residence.

Our work means we always have what's best for a child at the centre of our decision making, and we're the first to act if we think a child is at risk, so the legislation changes should have little impact on our day-to-day work.

For more information

To find out more about the Crimes Amendment Act, check out [Minister Collin's press release \[http://www.beehive.govt.nz/release/crimes-act-strengthened-better-protect-children\]](http://www.beehive.govt.nz/release/crimes-act-strengthened-better-protect-children)

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 228

Need 2 Know - Issue 228

26 March 2012.

On this Page:

Gateway Assessment referral information

We need to provide health practitioners with a broad range of information to help them make thorough and effective Gateway Assessments. In most referrals, social workers can copy and paste existing information from their case notes onto the referral form, including information from:

FGC referrals

Care Clinics

Court documents (they are court property but may have relevant and valuable information. You can request to use them from the Court and attach the court request to the referral).

In addition to this information, Health assessors are keen to have the following information in the referrals:

adverse life events - family violence, parental separation, loss of caregiver, injuries, length of time they experienced abuse, neglect (what sort of abuse and neglect - physical, mental or emotional?),

if lack of food, poor housing or low engagement with peers may have contributed to their current status

care attributes including strengths and resiliencies of the child or young person.

physical and mental health concerns including hospital admissions

emotional and behavioural issues or concerns

education achievements and difficulties

care history and placements (how many placements have they had? If they have broken down, why have they broken down?)

if they have had to testify in court or witnessed criminal behaviour

To help guide your referrals, a Gateway Assessment referral Exemplar (<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/>) is available on the Gateway Assessment page.

For more information

9(2)(a)

Supporting families where there are language barriers

As New Zealand's migrant population increases, we are seeing this increased diversity in caseloads across the country. It's important that we are able to support migrant families to care safely for their children. If you are aware of someone with a language barrier, you should help them in any way possible to understand what is happening. This may involve identifying other staff members who can help with translations, or other professionals or cultural groups who may be able to offer support.

Language Line

Language Line is a telephone interpreting service for clients for whom English is not their first language. Language line uses qualified interpreters to interpret a client's language into English. The call involves three people, the Interpreter, the Child, Youth and Family staff member, and the client.

The Language Line (0800 000 953) is available to professionals between 9.00am and 6.00pm, Monday to Friday (this number is not for clients). The service costs around \$25 per call, irrespective of the length of the call, so you should discuss the use of this service with your manager and get appropriate approval prior to use.

More information about the Language Line is available on the Department of Ethnic Affairs website (http://www.ethnicaffairs.govt.nz/oeawebsite.nsf/wpg_URL/Language-Line-Overview-Index?OpenDocument)

The practice centre also has information to help you when you are working with migrants (<http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/care-and-protection/resources/working-with-migrants.html>)

Dedicated email address for hearing/speech impaired

The dedicated MSD email address - MSD_Deaf_Services@msd.govt.nz (mailto:MSD_Deaf_Services@msd.govt.nz) - provides a service for people who are deaf, hearing-impaired or speech impaired. Clients can email the address to make appointments or ask for information.

For more information

9(2)(a)

Preventing suicide and self-harm

Following this week's Wednesday briefing on Towards Wellbeing, we have established a new page in the intranet – [Preventing suicide and self harm](http://doogle/whats-on/projects/child-youth-family/preventing-suicide-and-self-harm.html) (<http://doogle/whats-on/projects/child-youth-family/preventing-suicide-and-self-harm.html>). This pulls together links to information, resources and tools spread across the practice centre and intranet, into one easily accessible space. Information includes:

- Suicide risk factors
- Screening for suicide
- When suicide is identified
- Pathway decision making when suicide/self harm is a concern
- Towards Wellbeing
- Resources

The intranet page is accessed via the 'Other Initiatives' quicklink option on the Projects and Initiatives landing page. It can also be accessed from the Intensive services for young people page (under the Business areas quicklink on the About CYF landing page).

For more information

9(2)(a)

Regional news stories

Keep up to date with what's happening around the country through the news stories featured on the regional pages.

Some of the recent stories include:

Northern (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/northern.html#Northernnews21>): **Highlights of Children's Day celebrations across the regions**

Midlands: (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/midlands.html>) **Our Hauraki Heroes – Interagency Challenge Cup winners 2012**

Central: (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/central.html>) **Huge community support at a recent Youth Offending Team forum in the Hutt Valley**

Southern: (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/southern.html>) **The efforts of young people at Puketā's residence recently acknowledged at the 'Keeping Dunedin Beautiful' awards.**

You can also keep in touch with what's happening in the regions by checking out the '[Child, Youth and Family in the media](http://doogle/unit/cyf/index.html)' (<http://doogle/unit/cyf/index.html>) section on the home page.

For more information

If you have something you'd like to share on these pages, we'd love to hear from you. Just contact your RCA with your ideas, or any stories you'd like featured.

Your intranet – Guide to communicating well

In this week's tips, tricks and shortcuts.....

..... Did you know that the [Here to help – Guide to communicating well](http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html) (<http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html>) page has lots of practical advice on how you can communicate well to help you in your job everyday.

There are guidelines on writing, getting the most from CYRAS and even top tips for phone calls and emails. This includes:

[Top tips](http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#TopTips1) (<http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#TopTips1>)

[Guidelines for those 'difficult conversations'](http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Freetotalk2) [http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Freetotalk2]

[Writing clear and effective communications](http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Gettingitwrite4) [http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Gettingitwrite4]

[Letter writing](http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Letters7) [http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Letters7]

[Emails](http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Emails8) [http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Emails8]

[Writing great casenotes](http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Clarifyingcasenotes9) [http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Clarifyingcasenotes9]

[Client privacy](http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Clientprivacy10) [http://doogie/resources/helping-staff/procedures-manuals/child-youth-family/communications/here-to-help.html#Clientprivacy10]

You can access the page via the service excellence page (linked from the projects and initiatives landing page) or via the communications page (under the Business areas quicklink on the About CYF landing page).

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, I'd love

9(2)(a) [Redacted]

Contributing to Need 2 Know

9(2)(a) [Redacted]

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 229**

Need 2 Know - Issue 229

02 April 2012.

On this Page:

Staff reminder to complete expense claims form

Recently the National Accounting Centre (NAC) have returned quite a number of incomplete expense claims forms to staff.

Normally NAC process expense claims within 24 hours of receipt if the claim form is correctly completed.

To avoid delay in reimbursing your claim, please double check that you have filled in the form correctly before sending it to NAC. Here is a checklist:

Make sure the form been signed by you and your budget manager.

It has the correct cost centre code of your budget manager.

Nominal codes are entered (the claim form has a list of the most common nominal codes at the base of the form).

Receipts are attached or a declaration if receipts have been lost.

You can read about the expense claim procedure (<http://doogle/resources/helping-staff/procedures-manuals/finance/expenses/claim-expenses.html>) on intranet.

For more information

For more information, please contact your Regional financial analyst

Single nationwide CYRAS vendor

Staff are reminded that the following suppliers have a single nationwide consolidated vendor:

Supplier	Vendor number
Countdown/Food town/Woolworth	9980508995
ABC Development Learning Centres	9980508339
Warehouse Stationery	0570446609
Kidicorp Education & Care Centres	9980508340
Hallenstein Bros Limited	0100008279
The Farmers Trading Company Limited	9980508428
T&T Childrenswear	0100008710
Jay Jays/Just Jeans	0100453850
Armourguard Security	0260413387
Kidsfirst Kindergartens	9980506591
Porse Child Nanny Network (NZ)	0100481293
The baby factory	0260011475

Glassons	0020020670
Barnardos Nationwide (all other costs except daycare services)	9980509365
Barnardos Nationwide (daycare services)	9980509685

For more information

9(2)(a)

Youth Services Strategy Rehabilitation fund available

The Youth Services Strategy Rehabilitation fund (YSS Rehab) provides funding for Child, Youth and Family clients aged 12 to 16 years with offending and/or significant behaviour issues and is to target the most at risk youth in the New Zealand. The fund is available to purchase services (fee for service) and community-based rehabilitative programmes.

YSS Rehab is still available for this financial year. If you have eligible children or young people in your caseload, we would encourage you to put in an application immediately. We will be accepting applications up to the end of May 2012 (or until the available funds are committed) with a provision that all funds are approved through the client financial plans in CYRAS before 30 June 2012.

The YSS Rehab criteria are:

the young person needs to have some form of status with CYF

funding isn't available for care costs, security guards, transport costs, CYF staff costs or Student Aide for mainstream schools

the emphasis is on rehabilitative programmes and transition plans

the application must have clear outcomes, responsibilities, timeframes and budget

all approved funds must be able to be actioned through the CYRAS client financial plan, i.e. no journals

any YJ applications will be requested to show why Fresh Start, Supported Bail etc. are not applicable in the particular case

requests for SAFE assessments and treatment will need to show evidence that nationally contracted places have been sought and are not available. For treatment, the length of time until a nationally contracted place is available would be helpful - this information would need to be requested from SAFE

Requests for funding under \$1,000.00 (GST inclusive) won't be considered. \$8,970 (GST inclusive) is the maximum that can be approved but in most cases, because of the demands on the budget, it is probable that less than \$8,970.00 will be approved.

For more information

9(2)(a)

Te Reo Māori and Samoan brochures

We have recently translated our key brochures When we visit, Gateway assessments, Keeping kids safe and Ways to care, including information about home for life, into Te Reo Māori and Samoan.

Public requests for resources in these languages are high and their availability enhances our practice and services to the Māori and Samoan communities. The brochures support good community engagement and we encourage you to use them when talking to these families. These resources can be ordered through orderware.

We are working with the Māori Leadership group and the Principle Advisor Pacific to identify key staff contacts to deal with community queries about the booklets. We will be distributing the translated brochures to Education, Health and Social organisations such as Kohanga Reo, Church groups and local communities in April.

For more information

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

9(2)(a)

CYRAS payments over Easter (excluding board)

Easter falls on Friday 6 & Monday 9 April and the provisions for making payments during this period will change (Please note that board payments are not affected by the Easter break).

If you have urgent payments due around the Easter weekend, you should get them authorised early next week.

Please note the timeline for CYRAS below:

The system will be up on Easter Friday & Monday for all usual work but there will be no 4:30pm interfaces to the KEA system.

Payments authorised on Thursday 5 April will be created in KEA, but cheques will not be posted and the direct credit file will not go to Westpac bank until Tuesday 10 April (Thursdays cheques and direct credits will be delayed for two days)

There will be no overnight processing on Friday 6 & Monday 9 April.

All operations will be back to normal on Tuesday 10 April.

Your intranet – Managing complaints

In this week's tips, tricks and shortcuts....

....Did you know that you can access information about [managing complaints \[http://doogle.uni/cyf/finance-admin/managing-information-requests-and-complaints/index.html\]](http://doogle.uni/cyf/finance-admin/managing-information-requests-and-complaints/index.html) via the Finance and Administration landing page – just click on Managing information requests and complaints. We're committed to providing great service for the children, young people and families that we work with, and the way we manage complaints is no exception.

The page has information on:

- The complaints process
- Policies procedures and guidelines
- Resources and templates

The Complaints Process Overview document, under the resources heading, provides a quick and easy guide through the complaints process, outlining where responsibility lies, what actions need taking, and what resources should be used.

Some of the key things to remember are:

If the complaint is practice based then the reviewer must be an experienced, qualified, registered social worker.

All reviewers must be independent of the complaint.

All letters to the complainant must be signed by the manager.

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, I'd love

9(2)(a)

Gateway Assessments update

The latest Gateway Assessments leading sites news update is now available on the [Gateway Assessments project page \[http://doogle.whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.htm#Additionalinformationandupdates\]](http://doogle.whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.htm#Additionalinformationandupdates) on the intranet (There is a quicklink to this page on the intranet home page).

The update includes information about:

- Nominations for great referrals
- Gateway Assessment refresher training
- Parental or Guardian consent
- Social Worker consent
- Immunisation and consent

Evaluation of Gateway Assessments
Site Champions
Your Gateway Assessments Coordinators

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 230**

Need 2 Know - Issue 230

11 April 2012.

On this Page:

Helping kids prepare for school

Child, Youth and Family early childhood education (ECE) funding supports our children to attend ECE, helping them move on from their experiences and prepare them for school. A new [ECE for children in care page](#) (<http://doogle.whats-on/projects/child-youth-family/early-childhood-education-for-children-in-care.html>) has been set up on the intranet, which has all of the information about the ECE funding available to children in care aged between 18 months and three years. This includes:

Overview of the Child, Youth and Family ECE funding

Our responsibilities

Finding a local ECE service

ECE and Home for Life

How you can access the ECE funding

Resources, including a fact sheet for caregivers.

The page can be accessed via the 'other initiatives' quicklink on the 'projects and initiatives' landing page.

For more information

9(2)(a)

SWRB registration workshops

The Social Worker Registration Board (SWRB) will be running the following registration workshops for social workers who want to become registered.

Auckland

Friday 27 April at Manukau Institute of Technology, room ND305

Session 1 10.30am - 12pm

Session 2 12.30pm - 2pm

Session 3 2.30pm - 4pm

Christchurch

Friday 25 May (venue to be confirmed)

Session 1 10.30am - 12pm

Session 2 12.30pm - 2pm

Session 3 2.30pm - 4pm

Gisborne

Friday 29 June at EIT Tairāwhiti Campus Student Centre, room S01/02

Session 1 10.30am - 12pm

Session 2 12.30pm - 2pm

Session 3 2.30pm - 4pm

Dunedin

Friday 27 July (venue to be confirmed)

Session 1	10.30am - 12pm
Session 2	12.30pm - 2pm
Session 3	2.30pm - 4pm

For more information

Please contact **9(2)(a)** if you want to attend one of these workshops to discuss your application.

Staying on seminars

Workforce Development is offering four Staying On: planning your future beyond work [<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/staying-on/planning-a-future-beyond-work-workshops-2012.doc>] workshops to our staff between April and June 2012.

This practical workshop will help staff who are thinking about their future beyond work or wanting to rebalance work life and other activities. Please note that you will be able to bring your partner to this workshop.

For more information

9(2)(a)

Your Practice Centre – tips, tricks and shortcuts

We've had a lot of great feedback about our regular 'Your Intranet' section in Need 2 Know, so we thought we'd introduce a similar section for the practice centre, to help people find their way around, highlight information that's recently been added, draw attention to features you may be unaware of, and share tips and tricks to help you find the things you need more quickly.

In this week's tips, tricks and shortcuts.....

....did you know that there is now a central spot where you can find all the key information about our practice frameworks and the practice package. You can quickly access it by clicking on the Knowledge and Practice [<http://cyf-practice-centre.ssi.govt.nz/knowledge-base/practice-frameworks/care-and-protection/resources/working-with-migrants.html>] tab at the top of the Practice Centre screen. The page includes:

An overview and links to the four practice frameworks (care and protection, youth justice, residences and adoptions)

Links to key information for the practice priorities when working with children and young people.

For more information

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

9(2)(a)

Your intranet - Calendar of events and activities

In this week's tips, tricks and shortcuts....

....did you know that the 'Working Together' intranet page features the latest Calendar of Events [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together.html#Calendarofeventsandactivities4>], which is sent to the Minister's Office each month. The calendar gives the Minister a picture and heads up about what's happening in our sites and offices around the country for the coming two months.

We want this calendar to be as full as possible, to showcase the extensive stakeholder and community engagement that's happening around the country. Please let your regional communications advisors know about any events or activities happening in your area. A list of the things that you might include is also available on the 'Working Together' intranet page.

For more information

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

9(2)(a)

Health and safety

The April [Health and Safety Scheduler Reminder](http://doogle/documents/working-here/health-safety/scheduler/2012-04-april-h-s-scheduler-reminder-including-national-office.doc) [http://doogle/documents/working-here/health-safety/scheduler/2012-04-april-h-s-scheduler-reminder-including-national-office.doc] and [Safety Newsletter](http://doogle/documents/working-here/health-safety/scheduler/2012-04-april-safety-newsletter.doc) [http://doogle/documents/working-here/health-safety/scheduler/2012-04-april-safety-newsletter.doc] are now available on the intranet.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 231

16 April 2012

On this Page:

William Wallace Awards nominations now open!

It's that exciting time of year again, when we have the opportunity to nominate young people for the William Wallace Awards 2012. Nominations are now open and this year, we're asking every site to make a nomination – and of course, you are welcome to make more than one!

You can download this year's nomination form from the [intranet \[http://doogle/resources/helping-our-clients/products-services/william-wallace-awards.html\]](http://doogle/resources/helping-our-clients/products-services/william-wallace-awards.html). There's also some helpful information on this page about making great nominations and an example of a completed nomination as a guide. You can also read about previous winners, and how the awards have helped them pursue their dreams.

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

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

Don't forget to get in touch with your regional communications advisor, they're available if you'd like some help to check over your nominations before sending them through. They are:

9(2)(a)

Nominations for this year's awards will close on Friday 27 July 2012 and we'll send out a reminder closer to this date.

For more information

If you have any questions or would like to know more about nominating a young person, please email

9(2)(a)

Quick Quiz

To inject a bit of fun, we're introducing a monthly Need 2 Know 'five question quiz', which draws on new or topical information from our intranet, practice centre, or publications. Top point scorers will go into the draw to win a prize. The answers and quiz winner will be announced in next week's Need 2 Know.

This month's questions:

Who recently helped our young people at the Te Maioha o Parekarangi residence record the rap song they wrote as part of the consultation for the Minister's Green Paper?

What is the cover story of the latest Awhi Mai Awhi Atu newsletter?

Where on the intranet can you find information, resources and tools about preventing suicide and self harm? (email the link)

Who wrote the editorial for the latest issue of Social Work Now?

Who is the new Child, Youth and Family ECE funding available for?

Deadline for answers is midday, Friday 20 April.

For more information

9(2)(a)

Your Intranet – using the toolbars

This week's tips, tricks and shortcuts...

...did you know why there are two tool bars?

The orange everyday toolbar is the main toolbar you should use to get information targeted to Child, Youth and Family staff. Its landing page tab headings are: CYF Home, About CYF, Projects and Initiatives, Finance and Admin, Working for CYF, and Resources.

The blue doogle toolbar sits at the top of the page, letting you quickly access Ministry-wide information. Its landing page headings are: About Us, Business Groups, What's On, Working Here, Helping You, and Resources and Tools.

Once you move beyond the everyday landing pages, you are fully within doogle – the CYF toolbar has gone and you are using doogle's MSD-wide information architecture.

To quickly return to the Everyday home page and navigation, you can click on the 'CYF – Everyday' link at the top right hand corner (beside the starfish – the icon for CYF content), or use the return arrow on the top left hand side (just below the traffic lights).

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, I'd love to

9(2)(a)

Your Practice Centre – the smacking issue

This week's Practice Centre tips, tricks and shortcuts....

...did you know that you can find information about Child, Youth and Family's position on 'the smacking issue' (<http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html>) in the Engagement and Safety policy under 'Key Information'. There has been recent discussion about this in the media, so you may want to familiarise yourself with the law and our process when dealing with a report of concern for smacking. This Key Information covers:

[What does the law say? \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#Whatdoesthelawsav2#Whatdoesthelawsav2\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#Whatdoesthelawsav2#Whatdoesthelawsav2)

[Does Child, Youth and Family investigate "smacking"? \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#DoesChildYouthandFamilyinvestigatealldoosmackingordou3#DoesChildYouthandFamilyinvestigatealldoosmackingordou3\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#DoesChildYouthandFamilyinvestigatealldoosmackingordou3#DoesChildYouthandFamilyinvestigatealldoosmackingordou3)

[How do we deal with a report of concern for smacking? \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#Howdowedealwithareportofconcernforsmacking4#Howdowedealwithareportofconcernforsmacking4\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#Howdowedealwithareportofconcernforsmacking4#Howdowedealwithareportofconcernforsmacking4)

[Following up concerns that look serious at first but prove not to be \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#Followingupconcernsthatlookseriousatfirstbutprovenotto5#Followingupconcernsthatlookseriousatfirstbutprovenotto5\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#Followingupconcernsthatlookseriousatfirstbutprovenotto5#Followingupconcernsthatlookseriousatfirstbutprovenotto5)

[How about when smacking is part of other concerns for a child? \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#Howaboutwhensmackingispartofotherconcernsforachild6#Howaboutwhensmackingispartofotherconcernsforachild6\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#Howaboutwhensmackingispartofotherconcernsforachild6#Howaboutwhensmackingispartofotherconcernsforachild6)

[So how should I deal with smacking in the context of other issues? \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#Sohowshouldidealwithsmackinginthecontextofotherissues7#Sohowshouldidealwithsmackinginthecontextofotherissues7\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/the-smacking-issue.html#Sohowshouldidealwithsmackinginthecontextofotherissues7#Sohowshouldidealwithsmackinginthecontextofotherissues7)

For more information

If you have any questions about the practice centre, or ideas about information or resources that could be added, we'd

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need 2 Know - Issue 232

Need 2 Know - Issue 232

23 April 2012.

On this Page:

Need 2 Know 'five question quiz' winner

Thanks to all of you who entered this month's Need 2 Know 5 question quiz.

We're delighted that everyone who entered got the answers correct! There can be only one winner each month, and congratulations goes to **9(2)(a)** from our Wellington Site.

Here are the answers to this month's quiz:

Who recently helped our young people at the Te Maioha o Parekarangi residence record the rap song they wrote as part of the consultation for the Minister's Green Paper?

9(2)(a)

What is the cover story of the latest Awhi Mai Awhi Atu newsletter?

Christchurch one year on

Where on the intranet can you find information, resources and tools about preventing suicide and self harm? (email the link)

<http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/preventing-suicide-and-self-harm.html> (<http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/preventing-suicide-and-self-harm.html>)

Who wrote the editorial for the latest issue of Social Work Now?

9(2)(a)

Who is the new Child, Youth and Family ECE funding available for?

Children in the care of the CE and who are aged 18 months to three years

If you missed entering this month, be sure you keep your eye out in the coming editions of Need 2 Know for the next 'five question quiz'.

Rostered Duties Allowance

The settlement of both the PSA and NUPE CYF Collective Employment Agreements last year included an option to take payment at T1.5 for time spent working as a direct result of being on call.

The Payroll input form was amended to include the new code 'RDA2' to allow for this payment. The old 'RDA1' code is now defunct and where the old code had been used and staff haven't been paid properly, backdated payments for these will be made next month.

For more information

For further information or if you have any questions, please contact your HR consultant.

Home for Life evaluation

The Ministry's Centre for Social Research and Evaluation (CSRE) is undertaking an evaluation of the Home for Life package. The focus is on policy development and implementation, including financial and professional supports.

The evaluation involves qualitative and quantitative data collection, analysis and reporting. It will include staff interviews, which will be conducted between 26 April and 8 May 2012, so you may be contacted to contribute to this research.

The evaluation will be completed on 29 June, and its findings will be used to inform the Children's Action Plan White Paper work programme, as well as Home for Life implementation and practice.

For more information

For more information or any questions you have, please email:

9(2)(a)

Your Practice Centre – Home Alone

This week's Practice Centre tips, tricks and shortcuts...

.....Did you know that you can find information about 'Home Alone and the supervision of children and young people' (<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html>) in the Engagement and Safety policy under 'Key Information'. It's important when working with families to encourage them to use common sense and good judgement to make sure that children are safely supervised and cared for at all times. This Key Information covers:

[What needs to be considered when assessing appropriate levels of supervision? \(<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Whatneedstobeconsideredwhenassessingappropriatelevelsofsupervision3#Whatneedstobeconsideredwhenassessingappropriatelevelsofsupervision3>\)](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Whatneedstobeconsideredwhenassessingappropriatelevelsofsupervision3#Whatneedstobeconsideredwhenassessingappropriatelevelsofsupervision3)

[Babies and young children \(<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Babiesandyoungchildren4#Babiesandyoungchildren4>\)](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Babiesandyoungchildren4#Babiesandyoungchildren4)

[Older children \(<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Olderchildren5#Olderchildren5>\)](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Olderchildren5#Olderchildren5)

[Babysitting \(<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Babysitting6#Babysitting6>\)](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Babysitting6#Babysitting6)

[Unsupervised children outside the home \[http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Unsupervisedchildrenoutsidethehome7#Unsupervisedchildrenoutsidethehome7\]](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Unsupervisedchildrenoutsidethehome7#Unsupervisedchildrenoutsidethehome7)

[Working with families when children are unsupervised \[http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Workingwithfamilieswhenchildrenareunsupervised8#Workingwithfamilieswhenchildrenareunsupervised8\]](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/home-alone.html#Workingwithfamilieswhenchildrenareunsupervised8#Workingwithfamilieswhenchildrenareunsupervised8)

For more information

If you have any questions about the practice centre, or ideas about information or resources that could be added, we'd love to hear from you.

9(2)(a)

Your intranet – new Tai Tokerau regional page

This week...

.....Did you know you can now keep up to date with what's happening in the Tai Tokerau region? We've just added Tai Tokerau to the 'In the regions' section on our intranet, which you can access via quick links on the Everyday home page and About CYF page.

Remember to visit the regional pages to keep up to date with what's happening around the country:

[Tai Tokerau \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/northland.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/northland.html)

[Auckland \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/northern.html\]](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 include a message from the regional director, local news stories, site maps and regional contact information.

If you've got a great story idea or initiative underway in your region, don't forget to contact your regional communications advisor so they can share it on our intranet.

For more information

9(2)(a)

Contributing to Need 2 Know

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

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 2 know - Issue 233**

Need 2 know - Issue 233

30 April 2012

On this Page:

Multi-Agency Safety Plan

All children who have been admitted to hospital with a non-accidental injury (suspected or confirmed) must have a detailed Multi-Agency Safety Plan (MASP) prior to their discharge.

MASP must be completed regardless of the child's custodial status, as the plan should also provide for the child's ongoing health and recovery, and the wellbeing needs of the family.

In some cases, the safety plan would be developed in the discharge meeting and in other cases it might be developed at a separate multi-disciplinary meeting.

The child's social worker is responsible for facilitating the MASP. When a child is discharged outside of the usual working hours, it's the responsibility of the social worker on after-hours duty, supported by the Contact Centre supervisor, to ensure that there's a MASP for the child prior to discharge.

Your Child, Youth and Family Social Worker in Hospital is a good contact and is there to support you to ensure that a robust MASP is in place before discharge.

For more information

9(2)(a)

Staying On seminars

Workforce Development is offering three 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-aki-pnth.doc>) workshops in May 2012.

These practical workshops will assist you to:

- review where your career has come from and what is important to you
- consider your strengths, skills, career drivers and values
- develop an understanding of the types of careers and the possible options for the future
- draft a career action plan.

Please note that they will be held on the following dates and regions however venues will be confirmed soon:

Ellerslie 16 May 2012

Whakatakopakai 17 May 2012

Palmerston North 23 May 2012

For more information

For further information on the workshop content, dates and times visit our Staying On intranet page (<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/staying-on/staying-on-thinking-about-my-career-aki-pnth.doc>). To register for the workshop, please

9(2)(a)

Adult adoption counselling

Adult adopted people applying for their original birth certificates have the option to work with adoption social workers from Child, Youth and Family or to nominate approved independent counsellors.

There are currently 27 counsellors who perform this service - located in Dunedin, Christchurch Care Services, Upper South, Wellington, Palmerston North, Napier, Gisborne, Rotorua, Hamilton West, Care Services Grey Lynn and Whangarei. The list of counsellors is included in the Request for pre-adoptive NZ birth certificate (<http://www.oia.govt.nz/Puotoms.nsf/URL/RequestforPre-AdoptiveNewZealandBirthCertificateFormBDM451.pdf?Site/RequestforPre-AdoptiveNewZealandBirthCertificateFormBDM451.pdf>) form.

Just a reminder about the funding process for these counsellors - the cost of the service is \$90 per client, regardless of whether they see that person on one occasion or over a period of sessions.

The budget owners for these costs are the 11 sites listed above. The independent counsellors invoice NAC directly, quoting the reference order (cost centre) for their site.

For more information

9(2)(a)

Your Practice Centre – ‘Babysitting and Overnight Stays’

This week’s Practice Centre tips, tricks and shortcuts...

.....Did you know that you can find information about Babysitting and Overnight Stays: when children and young people are in care (<http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/babysitting-and-overnight-stays.html>) in the ‘Caring for Children and Young People Policy’ under ‘Key Information’. It’s important that children and young people in our care have normal and safe interactions with their extended family, friends and local community.

Key Information suggests some things for social workers to discuss with caregivers to help them in their decision-making and identify times when the social worker will need to be consulted or further assessment is required for out of home stays. It covers:

Some Things to Consider When Planning Babysitting or Overnight Stays (<http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/babysitting-and-overnight-stays.html#SomeThingsToConsiderWhenPlanningBabysittingorOvernightStays1#SomeThingsToConsiderWhenPlanningBabysittingorOvernightStays1>)

If Babysitting is Needed (<http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/babysitting-and-overnight-stays.html#IfBabysittingisNeeded2#IfBabysittingisNeeded2>)

Overnight Stay with a Friend (<http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/babysitting-and-overnight-stays.html#OvernightStaywithaFriend3#OvernightStaywithaFriend3>)

Overnight Stay with a Whānau Member (<http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/babysitting-and-overnight-stays.html#OvernightStaywithaWhanauMember4#OvernightStaywithaWhanauMember4>)

Care Arrangements for Longer Periods of Time (<http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/babysitting-and-overnight-stays.html#CareArrangementsforLongerPeriodsofTime5#CareArrangementsforLongerPeriodsofTime5>)

Restrictions on Contact (<http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/babysitting-and-overnight-stays.html#RestrictionsonContact6#RestrictionsonContact6>)

When There is Doubt (<http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/babysitting-and-overnight-stays.html#WhenThereisDoubt7#WhenThereisDoubt7>)

For more information

If you have any questions about the practice centre, or ideas about information or resources that could be added, we’d love to hear

9(2)(a)

Contributing to Need 2 Know

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

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 2 know - Issue 234

Need 2 know - Issue 234

08 May 2012

On this Page:

Note-taking at a family group conference

Families are encouraged to share some of their most intimate details at an FGC. Because of this, some people will be reluctant to speak freely if they know their comments will be recorded and could be used out of context. This may limit the sharing of what could be essential information and could reduce the likelihood of an FGC reaching an agreement.

The only formal and legal document allowed to be published and distributed is the plan. Occasionally, people may want to take notes and take them away. A coordinator or social worker should explore with them the reasons why they want to take notes, explaining the sensitivity of the information and the legal implications of sharing them after the conference.

An FGC coordinator can't insist that participants don't take notes, or insist that notes are handed over at the end of the FGC; but they can discuss and remind people about maintaining privilege/non-publication requirements. If someone insists on taking notes, the coordinator can remind them that publishing a report of FGC proceedings is an offence and can result in a substantial fine.

Privileged Communication

At a Family Group Conference, the coordinator explains to participants that information, statements or admissions disclosed at the conference are 'privileged communication' and can not be used as evidence in any Court, or before any person acting judicially (s271, s37). However, section 37 does not apply to the agreed FGC decisions, recommendations, and plans, or to information or reports provided to the FGC. Such information is not part of the proceedings and so can be considered for release under the Official Information Act. The information-giver can attach conditions to the release of the information and these must be taken into account.

When completing privacy and official information requests for FGC information those undertaking the requests need to seek legal advice in every instance.

For more information

If you have any questions, please talk to your practice leader or regional practice advisor.

SWRB registration workshops

The Social Worker Registration Board (SWRB) will be running the following registration workshops for social workers who want to become registered.

Christchurch

Friday 25 May (venue to be confirmed)

Session 1 10.30am - 12pm

Session 2 12.30pm - 2pm

Session 3 2.30pm - 4pm

Gisborne

Friday 29 June at EIT Tairāwhiti Campus Student Centre, room S01/02

Session 1 10.30am - 12pm

Session 2 12.30pm - 2pm

Session 3 2.30pm - 4pm

Dunedin

Friday 27 July (venue to be confirmed)

Session 1 10.30am - 12pm

Session 2 12.30pm - 2pm

Session 3 2.30pm - 4pm

For more information

Please contact 9(2)(a) if you want to attend one of these workshops to discuss your application.

Intranet – Youth justice

This week's intranet tips, tricks and shortcuts ...

... Did you know that the [youth justice page \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html) has recently been updated to better align with youth justice processes and information on the practice centre. The page is a 'one-stop-shop' which pulls together youth justice information and resources and links you through to relevant policy and key information on the practice centre. Topics include:

Youth justice practice vision

Engagement and assessment - preparing for a youth justice family group conference

Seeking solutions – holding a youth justice family group conference

Changing behaviour and enhancing wellbeing – monitoring and reviewing a youth justice family group conference

Righting the wrong – engaging and supporting victims

In the Youth Court

Teaming up – includes list of approved youth justice service providers

Fresh Start information

Youth Justice resources

New resources have also been added, including guidelines about [health and education assessments \[http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/resource-health-and-education-assessments.pdf\]](http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/resource-health-and-education-assessments.pdf), [education screens \[http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/resource-the-education-screen.pdf\]](http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/resource-the-education-screen.pdf), and [reparation \[http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/resource-youth-justice-reparation.pdf\]](http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/resource-youth-justice-reparation.pdf).

The youth justice page can be accessed via the 'Business Areas' quicklink on the 'About CYF' landing page. If you

9(2)(a)

For more information

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

9(2)(a)

Your Practice Centre – Assessing parenting capacity

This week's Practice Centre tips, tricks and shortcuts...

..... Did you know that you can find information about [Assessing parenting capacity \[http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html\]](http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html) in the 'Caring for Children and Young People Policy' under 'Key Information'. It's important that parents are confident and capable and have the necessary skills and insights to be a positive influence on their child's life.

Undertaking an assessment of parenting capacity involves determining whether or not a parent is able or has the potential to safely parent their child. This Key Information covers:

[What guides an assessment of parenting capacity? \[http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Whatguidesanassessmentofparentingcapacity1#Whatguidesanassessmentofparentingcapacity1\]](http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Whatguidesanassessmentofparentingcapacity1#Whatguidesanassessmentofparentingcapacity1)

[When do I assess parenting capacity? \[http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Whendolassessparentingcapacity2#Whendolassessparentingcapacity2\]](http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Whendolassessparentingcapacity2#Whendolassessparentingcapacity2)

[How do I assess parenting capacity? \[http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Howdolassessparentingcapacity3#Howdolassessparentingcapacity3\]](http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Howdolassessparentingcapacity3#Howdolassessparentingcapacity3)

[Planning \[http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Planning4#Planning4\]](http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Planning4#Planning4)

[Areas to explore in your assessment of parenting capacity \[http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Areastoexploreinyourassessmentofparentingcapacity5#Areastoexploreinyourassessmentofparentingcapacity5\]](http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Areastoexploreinyourassessmentofparentingcapacity5#Areastoexploreinyourassessmentofparentingcapacity5)

[Bringing it all together \[http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Bringingitalltogether6#Bringingitalltogether6\]](http://practicecentre.cyf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Bringingitalltogether6#Bringingitalltogether6)

[When specialist help is needed \[http://practicecentre.cvf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Whenspecialisthelpisneeded7#Whenspecialistneipisneeded7\]](http://practicecentre.cvf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Whenspecialisthelpisneeded7#Whenspecialistneipisneeded7)

[Other considerations \[http://practicecentre.cvf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Otherconsiderations8#Otherconsiderations8\]](http://practicecentre.cvf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#Otherconsiderations8#Otherconsiderations8)

[References \[http://practicecentre.cvf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#References9#References9\]](http://practicecentre.cvf.govt.nz/policy/caring-for-children-and-young-people/key-information/assessing-parenting-capacity.html#References9#References9)

For more information

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

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 235**

Need 2 Know - Issue 235

15 May 2012.

On this Page:

Changes to the Youth Justice FGC template

Please note that we have made two important changes to our FGC template:

S259A - family group conference must consider attendance at parenting education, mentoring and alcohol or drug rehabilitation programmes:

As this applies to all family group conferences held for children and young people who offend, the following table has been included in the youth justice family group conference template on CYRAS.

Programmes under s259A	Considered
Parenting education (young person)	
Parenting education (parent/caregiver)	
Mentoring	
Alcohol and other drugs	

The Youth Justice Coordinator will enter "Yes" or "No" after each programme to indicate that it has been considered. If the answer is "Yes", then there would be details in the family group conference plan about how the programme would be delivered for the child, young person or the parent/caregiver.

A new section for convening has been added to the template: s70(3)(a)

This is a direction from the Family Court for a family group conference for a child offender after the Police have made an application for declaration under s67 on s14(1)(e) grounds. It doesn't have a statutory timeframe, however it's expected that the family group conference is convened and held within a reasonable time, bearing in mind s5(f), s200, and s249(6)(b). This direction hasn't yet been included in CYRAS but has been added to the work programme.

For more information

9(2)(a)

Gateway Assessments - update

The latest Gateway Assessments leading sites news update is now available on the [Gateway Assessments project page](http://doogle.whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#AdditionalInformationandupdates) (<http://doogle.whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#AdditionalInformationandupdates>) on the intranet (There is a quicklink to this page on the intranet home page).

The update includes information about:

- Education Profiles
- RTLB cluster managers
- Examples of how to complete a referral
- Multi-disciplinary clinical meetings
- Upcoming training
- ECE funding

Case studies are also available on the page, so you can see the positive impact Gateway Assessments are having on the lives of children and young people. These will be added to over time.

For more information

For any query, please contact 9(2)(a)

Increase to administration fees for MTA vouchers

Effective on 1 June 2012, the administration cost for ordering Motor Trade Association (MTA) vouchers will increase from \$5.11 to \$5.50 per order.

If you raise a purchase order for MTA vouchers, please ensure you include the revised administration cost.

For more information

9(2)(a)

Calendar of events and activities

The latest calendar of events (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together.html#Calendarofeventsandactivities51>) for May/June, is available on the intranet. This gives the Minister's office an overview of upcoming events, and is good way for all of us to see what's happening around the regions.

Your events are noted, so please let your regional communications advisors know about activities happening in your area. A list of the things that you might include is available on the 'Working Together' (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together.html#Calendarofeventsandactivities51>) intranet page.

For more information

9(2)(a)

Notice of initiation of bargaining for CYF

The 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. For further details, click [here](http://doogle/whats-on/news/2012/notice-of-initiation-of-bargaining-for-cyf.html) (<http://doogle/whats-on/news/2012/notice-of-initiation-of-bargaining-for-cyf.html>).

For more information

If you have any questions, please talk to your local PSA representative

Your Intranet – Recruitment process

This week's intranet tips, tricks and shortcuts ...

..... Did you know that that a new [CYF step-by-step recruitment process](http://doogle/working-here/managing-staff/recruiting-staff/child-youth-family/cyf-step-by-step-recruitment-process.html) (<http://doogle/working-here/managing-staff/recruiting-staff/child-youth-family/cyf-step-by-step-recruitment-process.html>) has recently been developed to streamline the previous attraction, selection and recruitment pathway.

The process pulls together recruitment information and resources into one easy to follow package. The simplified process includes:

- Advice on sourcing candidates
- Selection panel and short-listing information
- An interview questions library for staff and management positions
- A Social Worker assessment toolkit
- Information on background checking
- Advice on making an offer of employment

The recruitment consultants have been introducing the step by step process to their regions over the past few weeks.

For more information

If you have any questions about the recruitment process or about recruitment in general, please contact your regional recruitment consultant.

Health and safety

The May [Health and Safety Scheduler Reminder](http://doogle/documents/working-here/health-safety/scheduler/2012-05-may-h-s-scheduler-reminder-including-national-office.doc) (<http://doogle/documents/working-here/health-safety/scheduler/2012-05-may-h-s-scheduler-reminder-including-national-office.doc>) and [Safety Newsletter](http://doogle/documents/working-here/health-safety/scheduler/2012-05-may-safety-newsletter.doc) (<http://doogle/documents/working-here/health-safety/scheduler/2012-05-may-safety-newsletter.doc>) are now available on the intranet.

For more information

9(2)(a)

Your Practice Centre – When a Child or Young Person Dies

This week's Practice Centre tips, tricks and shortcuts...

.....Did you know that you can find information about 'When a Child or Young Person Dies' in the 'Caring for Children and Young People Policy under 'Resources'.

We work closely with some of New Zealand's most vulnerable children and young people, and a sad reality for us is that we may be involved with them when they die. It's important that timely and appropriate supports are made available to those people directly affected by the death, including yourself and other professionals. This week we added new information to the resource to help strengthen our work with families, particularly siblings. This enhanced resource now covers:

[Working with the family](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/when-a-child-or-young-person-dies.html#Workingwiththefamily1#Workingwiththefamily1) [http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/when-a-child-or-young-person-dies.html#Workingwiththefamily1#Workingwiththefamily1]

[Thinking about the child's siblings and other young family members](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/when-a-child-or-young-person-dies.html#Thinkingaboutthechildssiblingsandotheryoungfamilymembers2#Thinkingaboutthechildssiblingsandotheryoungfamilymembers2) [http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/when-a-child-or-young-person-dies.html#Thinkingaboutthechildssiblingsandotheryoungfamilymembers2#Thinkingaboutthechildssiblingsandotheryoungfamilymembers2]

[Ensuring your own safety and wellbeing](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/when-a-child-or-young-person-dies.html#Ensuringyourownsafetyandwellbeing3#Ensuringyourownsafetyandwellbeing3) [http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/when-a-child-or-young-person-dies.html#Ensuringyourownsafetyandwellbeing3#Ensuringyourownsafetyandwellbeing3]

[What to do when a child or young person in care dies](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/when-a-child-or-young-person-dies.html#Whattodowhenachildoryoungpersonincaredies4#Whattodowhenachildoryoungpersonincaredies4) [http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/when-a-child-or-young-person-dies.html#Whattodowhenachildoryoungpersonincaredies4#Whattodowhenachildoryoungpersonincaredies4]

[Supporting the site or residence](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/when-a-child-or-young-person-dies.html#Supportingthesiteofresidence5#Supportingthesiteofresidence5) [http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/when-a-child-or-young-person-dies.html#Supportingthesiteofresidence5#Supportingthesiteofresidence5]

For more information

If you have any questions about the Practice Centre, or ideas about information or resources that could be added, we'd

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 07 March 2015



Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 know - Issue 236**

Need 2 know - Issue 236

21 May 2012

On this Page:

Around the regions

Check out the regional pages to read about some of the things that have been happening around the regions recently:

[Tai Tokerau \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/northland.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/northland.html)

[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)

There're also some great stories featured in the media recently, including a number of articles about celebrating our caregiver 'mums':

[Bluff caregiver Tracie Cook \[http://www.stuff.co.nz/southern-times/news/6908167/s-special-day-for-this-mother-to-many\]](http://www.stuff.co.nz/southern-times/news/6908167/s-special-day-for-this-mother-to-many)

[Waipawa Caregiver 9\(2\)\(a\) \[http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/2012/chba15may12a005.pdf\]](http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/2012/chba15may12a005.pdf)

[Nelson Caregiver Aimee Groome \[http://www.stuff.co.nz/nelson-mail/news/6910683/kicos-mum-steps-up-for-children-in-need\]](http://www.stuff.co.nz/nelson-mail/news/6910683/kicos-mum-steps-up-for-children-in-need)

[Auckland caregiver 9\(2\)\(a\) \[http://doogle/whats-on/news/business-groups/child-youth-family/media/2012/tv3-news-clip.html\]](http://doogle/whats-on/news/business-groups/child-youth-family/media/2012/tv3-news-clip.html)

[From Thomas the Tank to the real thing – profile of a foster child \[http://www.stuff.co.nz/dominion-post/news/6922991/One-track-mind-leads-to-train-drivers-ticket\]](http://www.stuff.co.nz/dominion-post/news/6922991/One-track-mind-leads-to-train-drivers-ticket)

[SPCA visits to Te Oranga \[http://www.stuff.co.nz/the-press/news/6833404/Learning-that-love-is-a-two-way-street\]](http://www.stuff.co.nz/the-press/news/6833404/Learning-that-love-is-a-two-way-street)

[Youth Crime in South Canterbury down a third \[http://www.stuff.co.nz/taranaki-news/news/6892245/Youth-crime-down-a-third\]](http://www.stuff.co.nz/taranaki-news/news/6892245/Youth-crime-down-a-third)

[Retiring YJ social worker 9\(2\)\(a\) reflects on his career \[http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/02-05-12-irm-farewells-his-great-kids-and-scary-wads.pdf\]](http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/02-05-12-irm-farewells-his-great-kids-and-scary-wads.pdf)

[9\(2\)\(a\) presents painting to local FFA \[http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/20120427-media-clip-painting-of-te-ora-anga-spirit.pdf\]](http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/20120427-media-clip-painting-of-te-ora-anga-spirit.pdf)

[How Te Maoha residence are giving young people another chance \[http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/rotorua-review.pdf\]](http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/rotorua-review.pdf)

[Teens help out with new mural for CYF \[http://www.stuff.co.nz/auckland/local-news/western-leader/6765923/Teens-help-out-with-new-mural-for-CYF\]](http://www.stuff.co.nz/auckland/local-news/western-leader/6765923/Teens-help-out-with-new-mural-for-CYF)

For more information

We're interested in hearing about what you'd like to see featured on your regional page, just contact your regional communications advisor with your ideas, or any stories you'd like featured.

Five minute quiz

This is the second of our Need 2 Know 'five question quiz', which draws on new or topical information from our intranet, practice centre, or publications. Top point scorers will go into the draw to win a prize. The answers and quiz winner will be announced in next week's Need 2 Know.

This month's questions:

When does Youth Week begin?

What is the opening line of Child, Youth and Family's waiata 'Puao te ata tu'?

What types of awards are available under the William Wallace Awards?

When should Gateway Assessment referrals be made for a child or young person?

Name three resources available on the service standards/service excellence intranet page?

Deadline for answers is midday, Friday 25 May.

For more information

9(2)(a)

Your Intranet – Staying On

This week...

.... Did you know that the [Staying On \[http://doogie/whats-on/projects/child-youth-family/staying-on.html\]](http://doogie/whats-on/projects/child-youth-family/staying-on.html) page has lots of information and resources to encourage you to think about your career, your future and how you can continue to contribute to the organisation.

Staying On is not just for people in the second half of their career or thinking about retirement, it's for all staff at whatever age and stage they find themselves. Staying On is designed to create options for staff and is:

- a way of thinking about our organisation
- a way of thinking about our people, their careers and career development
- a way of thinking about how we organise and structure work
- a set of resources for us all to use.

Check out the page to find out more about the initiative, including dates for upcoming workshops to help you think about your career and life beyond work.

For more information

If you have any questions about the intranet, or ideas about information or resources that could added, we'd love to hear

9(2)(a)

Your Practice Centre – 'Child pornography'

This week's Practice Centre tips, tricks and shortcuts...

..... Did you know that you can find information about 'Managing situations where adults are accessing, exchanging collecting and/or producing child pornography' [<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html>] in the 'Engagement and Safety policy' under 'Key Information'.

We've added a new key information to the website this week which will help you understand some of the issues involved when adults are accessing, exchanging, collecting and producing child pornography. It also outlines useful research and contacts to support you in assessing risk and moving forward with the family. It covers:

[What is child pornography? \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Whatischildpornography1#Whatischildpornography1\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Whatischildpornography1#Whatischildpornography1)

[The availability of child pornography \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Theavailabilityofchildpornography2#Theavailabilityofchildpornography2\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Theavailabilityofchildpornography2#Theavailabilityofchildpornography2)

[What does the law say? \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Whatdoesthelawsay3#Whatdoesthelawsay3\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Whatdoesthelawsay3#Whatdoesthelawsay3)

[The difference between viewing and making child pornography \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Thedifferencebetweenviewingandmakingchildpornography4#Thedifferencebetweenviewingandmakingchildpornography4\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Thedifferencebetweenviewingandmakingchildpornography4#Thedifferencebetweenviewingandmakingchildpornography4)

[Moving forward with the family \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Movingforwardwiththefamily5#Movingforwardwiththefamily5\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Movingforwardwiththefamily5#Movingforwardwiththefamily5)

[When to involve the Police \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#WhentoinvolvethePolice6#WhentoinvolvethePolice6\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#WhentoinvolvethePolice6#WhentoinvolvethePolice6)

[Responding to young people who access child pornography \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Respondingtoyoungpeoplewhoaccesschildpornography7#Respondingtoyoungpeoplewhoaccesschildpornography7\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#Respondingtoyoungpeoplewhoaccesschildpornography7#Respondingtoyoungpeoplewhoaccesschildpornography7)

[References \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#References9#References9\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/but-i-was-only-looking.html#References9#References9)

For more information

If you have any questions about the Practice Centre, or ideas about information or resources that could be added, we'd

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 237**

Need 2 know - Issue 237

28 May 2012.

On this Page:

Samoan Language Week 27 May - 2 June

Child Youth and Family is joining other agencies around New Zealand to celebrate Samoan Language Week with number of activities throughout the week.

We are sending out daily Samoan proverb so that you can learn and be familiar with the language. We also encourage your site or team to take part in this celebration, with the following suggestion:

To'onai /Laei day - Shared lunch and Samoan outfit

Make Friday a day where you wear something Pacific and bring a little something to share for lunch (Samoan or non-Samoan food - KFC, subway, croissants, sushi or pizzas). Samoan tastes are diverse and 'it's not the food, it's the fellowship'

Please make sure you have Samoan language week posters (<http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/communications/dol-12094-samoan-language-week-poster-food/>) around your office so others can learn a little Samoan. This will be a fun and easy way to show your support for the week.

We also have a booklet offering basic Samoan words and phrases in traditional and modern context which you can request from **9(2)(a)**

For more information

For more information on what is planned and what you can do to celebrate Samoan Language week, please contact **9(2)(a)**

or visit Human Rights Commission website (<http://www.hrc.co.nz/page/relations/samoan-language-week>)

Gateway Assessments update - the role of RTLBs

The Ministry of Education has restructured the Resource Teachers Learning and Behaviour

(RTLB) service into new clusters and have directed them to prioritise providing support for children coming into care. This includes supporting the teacher to complete and return the Gateway Assessment education profile within the seven day timeframe.

They have also introduced a new meeting, to be held within four days of receipt of the request for Education profile. This will bring together the RTLB, the social worker, and the child or young person's caregiver, to develop a plan that addresses their immediate education needs.

More information about the RTLB's role is available on the Gateway Assessment intranet page (<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/resource-teachers-learning-and-behaviour-rtlbs-and-gateway-assessments.html>).

For more information

9(2)(a)

CYRAS payments – Queen's Birthday weekend

Queens Birthday observance falls on Monday 4 June, so the provisions for making CYRAS payments will change. Please note the following:

If you have urgent payments due around Queens Birthday weekend, it would be preferable to get them authorised early this week.

CYRAS will be available on Monday 4 for all usual work, but there won't be a 4:30pm interface to the KEA system. Payments authorised on Friday 1 June will be created in KEA, but cheques will not be posted and the direct credit file will not go to Westpac Bank until Tuesday 5th June..

There will be no overnight processing on Monday 4
All operations back to normal on Tuesday 5

For more information

9(2)(a)

Management of medication in Child, Youth and Family Residences

A comprehensive medications management system is required in residential facilities to manage the safe and appropriate dispensing, supply, administration, review, storage, disposal and reconciliation of medicines. This system should be clearly documented and available to all staff at all time.

Two new documents (available on the Residential Services page, under Clinical services) have been developed to support the safe and appropriate management of medications.

Medication Procedures for Child Youth and Family Residences (2012) (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/residential-services/index.html#Clinicalservices6>)

Policy and Guidelines for Medication Management in Child Youth and Family Residences (2012) (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/residential-services/index.html#Clinicalservices6>)

For more information

9(2)(a)

Student Aide Support guidelines

Updated Student Aide Support guidelines (<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/sas-amended-guidelines-may-2012-2-0001>) are now available on the intranet.

The new guidelines aim to improve information flow and collaboration between the agencies, and improve access to education services for children in care.

The guidelines, covering Student Aide Support in schools and Te Aho o te Kura Pounamu (the Correspondence School), include:

- eligibility criteria
- roles and relationships
- application process.

These documents can be accessed via the resources landing page, under interagency agreements / education.

The application form is on CYRAS, located in the intervention phase under National Applications, Student Aide Support Application.

Processing of term three and term four applications will begin on 5 June. Please note funding is still available for the remainder of term two.

For more information

9(2)(a)

Child, Youth and Family ECE funding - Eligibility table

The ECE funding intranet page (<http://doogle/whats-on/projects/child-youth-family/early-childhood-education-for-children-in-care.html>) has been updated to include an eligibility table, which clarifies ECE funding eligibility and options for young children in care, particularly in relation to 'home for life'.

We have also updated the factsheet for caregivers, which is also available on this page.

For more information

9(2)(a)

Need 2 Know '5 question quiz' winner

Thanks to all of you who took the time to enter this month's '5 question quiz'.

Congratulations to our winner **9(2)(a)** a youth justice resource assistant from the New Plymouth Site. **9(2)(a)** your prize will be with you early next week.

Here are the answers to this month's quiz:

1) When does Youth Week begin?

Saturday 19th May

2) What is the opening line of Child, Youth and Family's waiata 'Puao te ata tu'?

Anei ra aku ringa (Here is our offering)

3) What types of awards are available under the William Wallace Awards (<http://doogle/resources/helping-cyf-clients/products-services/william-wallace-awards.html>) ?

Tertiary award: To help a young person go on to further study after school.

Vocational award: To help a young person train for a career or buy equipment for sports or artistic pursuits.

Leadership award: To help a young person develop their potential through a course like Outward Bound.

GFS Scholarship: This is a special scholarship for a young woman in the Wellington region

4) When should Gateway Assessment referrals be made for a child or young person?

Within 5 working days of a child or young person's entry to care

When a child or young person is already in care and a Gateway Assessment would help clarify and identify ways to address their needs

When a care and protection FGC is being convened and a Gateway Assessment will help clarify and identify ways to address their health and education needs

5) Name three resources available on the service standards/service excellence intranet page?

[Service excellence Wednesday brief - 19 June 2011 \(http://doogle/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2011/1/service-standards-personal-yaun2p-15-june-2011.html\)](http://doogle/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2011/1/service-standards-personal-yaun2p-15-june-2011.html)

[Ideas to reinforce service standards in sites and offices \(http://doogle/documents/whats-on/projects/ideas-to-reinforce-service-standards.pdf\)](http://doogle/documents/whats-on/projects/ideas-to-reinforce-service-standards.pdf)

[Here to Help - a guide to communicating well \(http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/here-to-help-a-guide-to-communicating-well.doc\)](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/here-to-help-a-guide-to-communicating-well.doc)

[Example of good case notes \(http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/example-of-a-2c-cs-notes.pdf\)](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/example-of-a-2c-cs-notes.pdf)

[Guidelines for writing clearly \(http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/guidelines-to-writing-clearly.pdf\)](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/guidelines-to-writing-clearly.pdf)

[Information and resources to help you with your stakeholder engagement \(http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/stakeholder-engagement.html\)](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/stakeholder-engagement.html)

If you missed entering this month, be sure you keep your eye out in the coming editions of Need 2 Know for the next '5 question quiz'.

Intranet - Leave information

This week's intranet tips, tricks and shortcuts ...

.....Did you know that you can access Leave information and resources via the 'Leave' quicklink on the Working for CYF landing page. It gives you a quick and easy access to:

Leave form

HR Kiosk to check your leave balances

Information about leave, including types of leave, eligibility and how to apply

Escalation form - for temporary changes.

For more information

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

9(2)(a)

Your Practice Centre – Practice sessions

This week's Practice Centre tips, tricks and shortcuts...

.....Did you know that last year we developed practice sessions on two priority areas for our organisation – recording, and engaging with fathers – to help strengthen practice and provide a forum for further discussions and learning.

You can find these practice sessions on the 'Supervision and Learning' page [<http://practicecentre.cvf.govt.nz/supervision-learning/#Practicesessions3>].

We encourage you to find time to run through each of these sessions – either in your teams or as a site group – and re-familiarise yourself with their key messages.

Recording: A child's story

Powerpoint presentation (Powerpoint 1.61MB) [<http://practicecentre.cvf.govt.nz/supervision-learning/recording.ppt>]

Notes (Word 40.5KB) [<http://practicecentre.cvf.govt.nz/supervision-learning/recording-notes-to-accompany-slides.doc>]

Resources, handouts and references [<http://practicecentre.cvf.govt.nz/supervision-learning/recording-resources-and-references.html>]

Engaging with fathers in our practice

Powerpoint presentation (Powerpoint 1.39MB) [<http://practicecentre.cvf.govt.nz/supervision-learning/engaging-with-fathers.ppt>]

Case example (Word 29.5KB) [<http://practicecentre.cvf.govt.nz/supervision-learning/case-example.doc>]

Notes (Word 43KB) [<http://practicecentre.cvf.govt.nz/supervision-learning/engaging-with-fathers-notes-guide-to-accompany-slides.doc>]

References [<http://practicecentre.cvf.govt.nz/supervision-learning/engaging-with-fathers-references.html>]

For more information

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

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 2 know - Issue 238

Need 2 know - Issue 238

05 June 2012.

On this Page:

TRIM gap analysis

Over the next while a gap analysis of TRIM is being undertaken to look at how this system works and the future needs in this area.

Frequent TRIM users may be contacted by the project team to participate in providing feedback and possibly attending workshops. Operations Managers are supportive of this project and they have agreed for the team to contact and involve staff from the high user group.

For more information

9(2)(a)

SWRB registration workshops

For all staff not yet registered in the Gisborne and Dunedin areas, the Social Worker Registration Board (SWRB) is running the following registration workshops. Make the most of this great opportunity.

Gisborne

Friday 29 June at EIT Tairāwhiti Campus Student Centre, room S01/02

Session 1 10.30am - 12pm

Session 2 12.30pm - 2pm

Session 3 2.30pm - 4pm

Dunedin

Friday 27 July (venue to be confirmed)

Session 1 10.30am - 12pm

Session 2 12.30pm - 2pm

Session 3 2.30pm - 4pm

For more information

Please contact 9(2)(a) if you want to attend one of the workshops to discuss your application.

Advanced Conflict Resolution

Mediation Services - Resolve Consultancy is currently delivering Advanced Conflict Resolution workshops for all Care and protection and Youth justice coordinators.

This workshop is designed to provide coordinators with an understanding of conflict behaviours. Coordinators will get to explore skills in managing conflict such as reflective listening, conflict resolution theory and interest-based problem solving. They will participate in skill practice resolutions to support their role in dealing with children, young people, their families, victims and other professionals.

9(2)(a) an expert in mediation services and a contractor from Resolve Consultancy, will be facilitating the training. She completed her Masters Student in the area of conflict resolution, community change and civic leadership. 9(2)(a) a conflict resolution academic and mediation practitioner who has also practiced mediation services in America.

Here is the schedule for the workshops:

Course Title	Location	Month	Date
Advanced Conflict Resolution	Porirua	June	14

Advanced Conflict Resolution	Hamilton	July	19
Advanced Conflict Resolution	Otaguhu	July	20
Advanced Conflict Resolution	Whangarei	July	24
Advanced Conflict Resolution	Dunedin	August	2
Advanced Conflict Resolution	Christchurch	August	17
Advanced Conflict Resolution	Palmerston North	August	23
Advanced Conflict Resolution	Otaguhu	September	6

If you'd like to enrol in any of the workshops, please apply online [<https://elearn.ssi.govt.nz/mod/face/view.php?id=57001>]. Make sure your PSD computer access card (IT security card) is inserted to access the link.

For more information

For any queries, please contact your local Learning and Development office:

Tai Tokerau / Northern / Midlands 09 917 5524

Central 04 913 2160

Southern 03 961 5526

or ld_course_application@cyf.govt.nz [mailto:ld_course_application@cyf.govt.nz]

Learning Opportunities

Learning and Development is offering a number of learning opportunities for staff in June 2012. You can view the training schedule [<http://doogle/documents/working-here/learning-development/your-development/cyf-learning-n-development-documents/need-to-know-updates/need2know-june2012.doc>] on intranet.

If you'd like to enrol in any of the workshops, please apply online [<https://elearn.ssi.govt.nz/mod/tab/view.php?id=71929j>]. Make sure your PSD computer access card (IT security card) is inserted before clicking on the link.

For more information

For any queries, please contact your local Learning and Development office:

Tai Tokerau / Northern / Midlands 09 917 5524

Central 04 913 2160

Southern 03 961 5526

or ld_course_application@cyf.govt.nz [mailto:ld_course_application@cyf.govt.nz]

Intranet – Contact Centre information and documents

Did you know that you can access key Contact Centre information and documents from the home page of the intranet, under 'related links' in the right hand column.

This includes:

The 'quick guide for sites' - information about the after hours service, the escalation process, duty kit mobile checklist

Link to the after hours pulse directory - where you can find after hours contact details for sites, residences and offices.

Escalation form - for temporary changes. Operations and site managers.

Check out the recent [Contact Centre Wednesday briefing](http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2012/contact-centre-site-briefing-30-may2012.ppt#256.1_Slide_1) (http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2012/contact-centre-site-briefing-30-may2012.ppt#256.1_Slide_1) to find out more about the Contact Centre.

For more information

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

9(2)(a)

Your Practice Centre – Cumulative harm

This week's Practice Centre tips, tricks and shortcuts...

.....Did you know that you can find information about [cumulative harm](#)

(<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html>) in the 'Engagement and Safety policy' under 'Key Information'. Exposure to repeated events of harm or neglect can have a significant effect on children and young people's sense of safety, stability and wellbeing, so it's important that we recognise and assess the impact of cumulative harm when we are working with them and their families.

This Key Information discusses cumulative harm including its impact on children, its relationship with neglect and family violence and practice implications for social workers. It covers:

[What is cumulative harm? \(<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Whatscumulativeharm2#Whatscumulativeharm2>\)](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Whatscumulativeharm2#Whatscumulativeharm2)

[The impact of cumulative harm on vulnerable infants \(<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Theimpactofcumulativeharmonvulnerableinfants3#Theimpactofcumulativeharmonvulnerableinfants3>\)](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Theimpactofcumulativeharmonvulnerableinfants3#Theimpactofcumulativeharmonvulnerableinfants3)

[Cumulative harm and neglect \(<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Cumulativeharmandneglect4#Cumulativeharmandneglect4>\)](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Cumulativeharmandneglect4#Cumulativeharmandneglect4)

[The cumulative impact of family violence \(<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Thecumulativeimpactoffamilyviolence5#Thecumulativeimpactoffamilyviolence5>\)](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Thecumulativeimpactoffamilyviolence5#Thecumulativeimpactoffamilyviolence5)

[Broader practice implications \(<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Broaderpracticeimplications6#Broaderpracticeimplications6>\)](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Broaderpracticeimplications6#Broaderpracticeimplications6)

For more information

If you have any questions about the Practice Centre, or ideas about information or resources that could be added, we'd love to hear from you. Please contact

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 239

Need 2 know - Issue 239

11 June 2012.

On this Page:

Gateway Assessments update – Gaining consents

Gaining consent is a very important step in the Gateway Assessment process.

The forms are found on the back of the 'Keeping Kids Healthy and Well - Gateway Assessments information for parents' brochure.

There are two consent forms on the back of the brochure:

Consent of the parent or guardian

This consent is essential. It confirms the parent/guardians consent for the Gateway Assessment and that the information from the government agencies (Health, Education and Child, Youth and Family) can be shared between those agencies.

Try to obtain the consent of each parent and guardian. Their involvement and support in the process ensures a more comprehensive assessment, and helps to address the child or young person's needs.

Where the Chief Executive holds additional guardianship, you should still try to obtain the consent of the other guardians.

Consent of the birth mother to collect information about the mother's health.

This consent is for release of health information that may be relevant to the health of the child.

Try to seek a similar consent from the father about the father's health that may be relevant to the health of the child. Without their consent, information about their health history can't be obtained.

Forms to gain consent from young people are on the back of the 'Sorting it Out: A guide to Health and Education Assessments' brochure. This form is used for both Gateway Assessments and Youth Justice's health and education assessments.

Refusal to consent

If you have tried to gain consent and the guardian is opposed to this, state clearly on the referral what you have tried. The Gateway Assessment Coordinator will then try to gain consent. Sometimes guardians will give consent to a health person rather than the social worker.

Completing the Referral Form

On the final page of the Referral to Gateway Assessment Coordinator form, the social worker confirms and signs that they have explained the Gateway Assessment process to the child or young person and their parent(s) or guardian(s), and that they have consented to the collection of their health information.

Please state clearly on the referral form that consent has been obtained and by whom. (Written consent is best, but if you only have verbal consent, the social worker should make file notes to confirm the consent, including appropriate detail of the discussion).

Fax a copy of the consent with the referral form to the Gateway Assessment Coordinator, who will check each referral for the appropriate consent (and education profile). If the referral doesn't have confirmation of consent it will be sent back to the social worker.

For more information

9(2)(a)

Health and safety

The June Health and Safety Scheduler Reminder (<http://doogle/documents/working-here/health-safety/scheduler/2012-06-june-h-s-scheduler-reminder-national-office.doc>) and Safety Newsletter (<http://doogle/documents/working-here/health-safety/scheduler/2012-06-june-safety-newsletter.doc>) are now available on the intranet.

For more information

9(2)(a)

Your intranet – William Wallace awards

This week's intranet tips, tricks and shortcuts....

....Did you know that you can find everything you need to know about William Wallace awards, including guidelines to making a great nomination, on the William Wallace project page (<http://doogle/resources/helping-our-clients/products-services/william-wallace-awards.html>) - this can be accessed via the 'other initiatives' quicklink on the projects and initiatives landing page.

Nominations close on 31 July 2012 so, if you haven't already, start thinking about which of the young people you work with you could put forward. Even if the nomination is unsuccessful, it still sends a powerful message to the young person that you believe in them and their potentials.

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, we'd love to hear from you. Please

9(2)(a)

Your Practice Centre – Working with professionals

This week's Practice Centre tips, tricks and shortcuts...

..... Did you know that you can find information about 'Working with professionals' (<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html>) in the Engagement and Safety policy under 'Key Information'. Working with professionals is a core part of Child, Youth and Family's work, and social workers play a key leadership role in bringing everybody together on a regular basis to share their knowledge, insights and ideas. This Key information discusses:

[What we have learned](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Whatwehavelearned1#Whatwehavelearned1) (<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Whatwehavelearned1#Whatwehavelearned1>)

[Developing quality professional relationships](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Developingqualityprofessionalrelationships2#Developingqualityprofessionalrelationships2) (<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Developingqualityprofessionalrelationships2#Developingqualityprofessionalrelationships2>)

[Working together to create the best outcomes for children and young people](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Workingtogethertocreatethebestoutcomesforchildrenandyoungpeople3#Workingtogethertocreatethebestoutcomesforchildrenandyoungpeople3) (<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Workingtogethertocreatethebestoutcomesforchildrenandyoungpeople3#Workingtogethertocreatethebestoutcomesforchildrenandyoungpeople3>)

[Challenges to working together](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Challengesofworkingtogether4#Challengesofworkingtogether4) (<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Challengesofworkingtogether4#Challengesofworkingtogether4>)

[Confidentiality](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Confidentiality5#Confidentiality5) (<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Confidentiality5#Confidentiality5>)

[Behaviours to improve our work with professionals](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Behaviours toimprove our work with professionals6#Behaviours toimprove our work with professionals6) (<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#Behaviours toimprove our work with professionals6#Behaviours toimprove our work with professionals6>)

[References](http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#References7#References7) (<http://practicecentre.cvf.govt.nz/policy/engagement-and-safety/key-information/working-with-professionals.html#References7#References7>)

For more information

If you have any questions about the Practice Centre, or ideas about information or resources that could be added, we'd love to hear from you.

9(2)(a)

Contributing to Need 2 Know

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

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 240**

Need 2 know - Issue 240

18 June 2012

On this Page:

Revised and updated youth justice practice information

We have extensively revised and updated the following youth justice practice information on the practice centre:

[Engagement and assessment policy \(youth justice\) \[http://www.practicecentre.cyf.govt.nz/policy/engagement-and-assessment/index.html\]](http://www.practicecentre.cyf.govt.nz/policy/engagement-and-assessment/index.html)

There are changes throughout the policy, but please note especially the new requirements for the application of TRAX and the roles of the field social worker and the residential case leader when dealing with young offenders on remand or child offenders in a care and protection residence.

[Getting Ready – Convening the youth justice family group conference \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/convening-the-youth-justice-family-group-conference.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/convening-the-youth-justice-family-group-conference.html)

The main changes are to the victim engagement section. However this section should be read in conjunction with the Engagement and Assessment Policy, as they both give significant guidance and advice about convening a youth justice family group conference.

[Righting the Wrong – Working with victims \[http://www.practicecentre.cyf.govt.nz/knowledge-base/practice-frameworks/youth-justice/processes-and-triggers/righting-the-wrong-information-on-working-with-victims.html\]](http://www.practicecentre.cyf.govt.nz/knowledge-base/practice-frameworks/youth-justice/processes-and-triggers/righting-the-wrong-information-on-working-with-victims.html)

Victim consultation is now clearly defined, and advice has been included about financially supporting victims and specifying who may or may not be listed as participants in the plan.

[Custody for children and young people following arrest \[http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/custody-for-children-and-young-people-following-arrest.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/custody-for-children-and-young-people-following-arrest.html)

This is now a complete stand alone section, that covers all required information when working with children and young people following their arrest by the Police. Please refer to it when dealing with s236 certificates and any other custody issues under s234, s235 and s238. Custody and placement matters for 12 and 13 year olds are also covered.

Please take the time to read through these four areas of the practice centre, to refresh your knowledge in these areas of practice (the titles link you to the relevant areas).

For more information

9(2)(a)

Yellow RFID carton barcodes

Records services are trying to determine which sites have received yellow RFID barcodes from Recall.

Your site may have received these barcodes when you requested carton barcodes. Please note that we want to stop using RFID barcodes as there is a cost attached to them whereas the regular carton barcodes that start with a C500 number are free.

If you have received any of these RFID barcodes, please email MSD_EDRMSRequests@msd.govt.nz Records Services. They would appreciate if you return them to Recall for regular carton barcodes replacements and to get a credit for the RFID barcodes you return.

For more information

For any queries, please contact MSD_EDRMSRequests@msd.govt.nz in the MSD_EDRMSRequests@msd.govt.nz

Rise - MSD's quarterly magazine

The latest Rise magazine (<http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/journals-and-magazines/rise/issue-nineteen/index.html>) is now available online, and features a number of Child, Youth and Family stories, including:

Watch this space - after a childhood in state care, 9(2)(a) is working towards his dream of inventing cutting edge robotic technology.

Unlocking the Future - feature about how we're partnering up with Palmerston North's Te Aroha Noa Community Services, to target young girls at risk of offending.

Young voices - children and young people involved with us were invited to take part in 'Green Paper' discussions, write, draw, answer questionnaires or record their views on what is important to children and young people.

For more information

Good stories are always welcome, so please tell the editor about a story idea as soon as it pops into your head – just fire off a quick email to rise@msd.govt.nz (<mailto:rise@msd.govt.nz>)

Resources for staff, kids and the community

Just a reminder that, along with our standard brochures, there are a range of resources that can be ordered through the Bluestar Orderware system. Examples include:

Resources for staff

Service standards/prompt booklet	(CYF521)
Star postcards for staff	(CYF503)
Practice package flip chart	(CYF163)
The Act booklet	(CYF082)

Resources for children and young people

YJ FGC pocket calendar	(CYF147)
Children's Day activity books	(CYF654)

Resources for community events

Working together bookmarks	(CYF652)
Never shake a baby brochure	(GOV001)
Everyday Families (available in English, Maori and Samoan)	
Keeping kids safe (available in English, Maori and Samoan)	

Posters

10 things kids need (available in English, Maori, Tongan and Samoan)

- Never shake a baby
- Safe, strong, thrive
- Social work recruitment posters
- Home for life posters

Everyday gear – talk to your regional communications advisor about what's available.

For more information

If you would like to order any of these resources, talk to your SWRA, or the person who has access to the Bluestar Orderware system.

Intranet – Site readiness

This week's intranet tips, tricks and shortcuts ...

... Did you know that the [site readiness process](http://dcooper.intracv/finance-admin/site-finance-admin-processes/site-readiness-process.html) focuses on a site's 'set up' in relation to not only its physical environment but also the processes that support the smooth running of our work. The aim is that all site administrative duties will function in a 'best practice', uniform way, across all sites.

The site readiness process includes:

- remedial filing
- environmental changes
- hints and tips.

You can access the site readiness page via the 'Finance and Admin' landing page, and then clicking on 'site finance and admin processes'

For more information

9(2)(a)

Your practice centre – When children and young people move (including overseas) policy

This week's practice centre tips, tricks and shortcuts...

..... Did you know that there is a policy which guides social work practice when children and young people move [between offices, around the country, and travel or move overseas](http://www.practicecentre.cyf.govt.nz/poi-cy/when-children-and-young-people-move-overseas.htm). At all times, these movements need to be managed in a timely manner and with the child or young person's best interests in mind. The policy covers:

[Notifications when multiple offices involved](http://www.practicecentre.cyf.govt.nz/poi-cy/when-children-and-young-people-move/notifications)

[Case Transfers](http://www.practicecentre.cyf.govt.nz/poi-cy/when-children-and-young-people-move/index.html#section/Case%20Transfers)

[Considerations taken when children or young people are living outside of their home area](http://www.practicecentre.cyf.govt.nz/poi-cy/when-children-and-young-people-move/index.html#section/Considerations%20taken%20when%20children%20or%20young%20people%20are%20living%20outside%20of%20their%20home%20area)

[International Travel](http://www.practicecentre.cyf.govt.nz/poi-cy/when-children-and-young-people-move/index.html#section/International%20Travel)

For more information

9(2)(a)

Contributing to Need 2 Know

If you have an article for Need 2 Know, please email it to [9\(2\)\(a\)](mailto:9(2)(a)@doogle.ssi.govt.nz) by 12.00pm on Thursday.

Content owner: [Child, Youth and Family](#) Last updated: 07 March 2015



Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need 2 know - Issue 241

Need 2 know - Issue 241

25 June 2012.

On this Page:

Social worker registration

Renewal of Annual Practicing Certificate

The [Social Workers Registration Board \(SWRB\)](http://www.swrb.govt.nz/about-us) has sent out Annual Practicing Certificate (APC) renewal notices to all registered social workers. These notices were sent to your home address, so if your address has changed, please advise the [SWRB](http://www.swrb.govt.nz/already-registered).

The form needs to be signed by you (as the practicing social worker) as well as your manager and then forwarded to the [SWRB](http://www.swrb.govt.nz/contact-us) before 30 June 2012. National Office covers the cost of renewal of APC for social workers.

If you don't hold a competency certificate and APC, you'll need to talk to your manager to discuss a plan on how to achieve this. You're required to do this within the next two weeks and submit your plan in writing to **9(2)(a)**. If you don't have a plan in place or don't hold a current APC as of 1 July 2012, you may be stood down from your role until you are eligible to practice (as per the SWR Act).

Re-certification of competency

Your 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 have received six month's notice to advise that your competency certificate is about to expire. It's important to complete the re-certification process within this timeframe, and if you think this will be a problem, you'll need to advise the SWRB.

There are two re-certification options available to registered social workers:

The [Aotearoa New Zealand Association of Social Workers \(ANZASW\)](http://anzasw.org.nz/member-services/competency-service/) offers a paper based exercise for social workers who hold a current competency certificate and are seeking re-confirmation of their competency. Maori candidates have the additional option of electing the Niho Taniwha process, where references may be provided verbally. Forms are available on the [ANZASW](http://anzasw.org.nz/member-services/competency-service/) website.

The SWRB also offers a competency re-certification assessment process and forms are available on the [SWRB](http://www.swrb.govt.nz/competence-assessment) website.

The cost for all options of re-certification is covered by National Office however if you are a member of the ANZASW and chose to recertify with the SWRB, you'll have to cover this cost.

For social workers who gained competency with Te Ara Aromatawai (TAA), please note that this provider no longer offers a certification service.

For more information

9(2)(a)

Five question quiz

The 'five question quiz' draws on new or topical information from our intranet, practice centre, or publications. Top point scorers will go into the draw to win a prize. The answers and quiz winner will be announced in next week's Need 2 Know.

This month's questions:

How many new 'social workers in schools' will be employed as part of the expansion of the SWIS service?

In the first month following a child returning home, how often must their social worker visit them?

Name the four youth justice practice areas that have recently been updated on the practice centre?

What are the three contact centre related links that you can access from the intranet home page?

Who delivers the Towards Wellbeing suicide risk assessment and monitoring programme?

Deadline for answers is midday, Friday 29 June.

For more information

Send your completed quiz questions or any feedback you have about Need 2 Know to:

9(2)(a)

Unpublished Electoral Roll

There are provisions in the Electoral Act for people whose personal or family safety is at risk which means they do not need to have their particulars shown in a printed roll.

The Act specifies four circumstances under which publication of details may be withheld:

- a protection order that is in force under the Domestic Violence Act 1995.
- a restraining order that is in force under the Harassment Act 1997.
- a statutory declaration from a member for the police, to effect that he or she believes that the personal safety of a person or of a persons family could be prejudiced by publication of that persons names.
- a letter from either a Barrister or Solicitor, the persons employer, a Justice of the Peace, stating that you are applying on the grounds that the personal safety could be prejudiced by the publication of a persons name and details.

For more information

For more information, please visit www.election.org.nz (<http://www.election.org.nz/>)

Contributing to Need 2 Know

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 2 know - Issue 242

Need 2 know - Issue 242

29 June 2012.

On this Page:

Youth Justice resources on the Practice Centre

We have added three new resources to the Practice Centre to support best practice in Youth Justice.

The Education Screen

When children and young people are not engaged in education, training or employment, there is a strong likelihood that they will become involved in offending. The youth justice coordinator is required to provide information and advice on the education needs of the child or young person for whom a youth justice family group conference is held and the family group conference must ensure that any issues are dealt with in the plan.

The purpose of the education screen is to provide information on which the youth justice coordinator can make an informed decision about the level of educational need for each offender. This will vary from not requiring any more information than the screen provides to referring for a full education assessment.

[Download the resource \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/resources/120613-resource-the-education-screen-2-.doc\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/resources/120613-resource-the-education-screen-2-.doc)

The Health and Education Assessment Programme

The Youth Justice Health and Education Programme provides a comprehensive health and/or education assessment for eligible children and young people to support more informed decisions and better outcomes at the family group conference.

A health assessment is a wide ranging primary screening process using a holistic approach with a focus around identifying the risks and resiliencies around the young person and how to formulate a plan towards protective factors. An education assessment aims to reduce risks associated with non attendance, enhance protective factors, and work in culturally responsive ways to support the young person.

[Download the resource \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/resources/120613-resource-health-and-education-assessments-2-.doc\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/resources/120613-resource-health-and-education-assessments-2-.doc)

The Youth Justice Reparation Accord

Reparation is a key component of the family group conference outcome – victims deserve (and expect) to be recompensed for their losses, and these payments reinforce the restorative element of the family group conference. All children and young people who offend should be held accountable for their offending and this includes the payment of any reparation due to the victim(s) of that offending.

By using the Youth Justice Reparation Accord, offenders can make small payments on a weekly or as agreed basis. This greatly increases the opportunity to collect reparation and the accord should be seen as a way of supporting young people (and their families) in meeting a key obligation to victims by providing the mechanism to repay what has been lost or damaged.

[Download the resource \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/resources/microsoft-word-120613-res-2-re-youth-justice-reparation.pdf\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/resources/microsoft-word-120613-res-2-re-youth-justice-reparation.pdf)

For more information

9(2)(a)

India intercountry adoption programme

New Zealand Central Authority is reviewing the India intercountry adoption programme in collaboration with its accredited bodies, Inter Country Adoption New Zealand and Compassion for Orphans.

While this review is taking place, we won't be sending new application to India. If you have clients seeking to adopt from India, or with applications currently in India please access the information and resources on our India intercountry page.

[Find out more about India intercountry \(http://google/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-india.html\)](http://google/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-india.html)

For more information

9(2)(a)

Changes to National High Needs Hub

The National High Needs HUB is changing the way it assesses and manages referrals for specialist care placement funded under YSS, National Bed Nights and for Te Poutama national programmes (all these national programmes are now referred to as high needs services).

High needs services and the High and Complex Needs Unit are now part of the residential and high needs services group. This has strengthened the operation of the National HUB across high needs services, residential services and High and Complex Needs Unit.

We're strengthening our focus on the needs of the young person and putting them at the centre of the way we work.

We now have four national HUB advisors who'll be working with your sites, the Regional HUBs and with our providers on referrals to YSS and national bed night care placements, and Te Poutama Arani Rangahi (TPAR), and monitoring transitions in and out of these placements.

From now on, as much as possible, one national HUB advisor will maintain an overview of a young person as they move through high needs services including at transition points into and out of residential services. This will help to:

- develop an overview of the young person's needs at the National HUB.
- support sites to get schooling/education in place and facilitate referrals to services such as Gateway assessments.
- assist with coordination of transition out of residence to high needs placements or to high and complex needs plans where this is needed.

What the changes look like

You might expect to hear from any one of our National HUB Advisors depending on the case.

You might be offered a different placement from within residences or high needs services - so for instance if we can't help with the placement requested (because they are full) we will try to offer another suitable alternative or we might suggest a different sort of placement based on the young person's reported needs.

We'll share information about the needs of young people across the HUB so residential services and High and Complex Needs can be linked in quickly when needed.

We'll monitor transition into and out of placements.

We can help with escalating school/education issues and with referrals to Gateway for our high needs young people.

We're developing a new national HUB referral form and will provide more help with getting the right information to the providers.

HUB Advisors

Our national HUB advisors are:

9(2)(a)

For more information

9(2)(a)

Need 2 Know '5 question quiz' winner

Thanks to all of you who took the time to enter this month's '5 question quiz'. Congratulations to our winner **9(2)(a)** your prize will be with you early next week.

Here are the answers to this month's quiz:

1. How many new 'social workers in schools' will be employed as part of the expansion of the SWIS service?

There'll be an additional 149 full-time social workers to support children in low decile primary schools.

2. In the first month following a child returning home, how often must their social worker visit them?

Once a week.

3. Name the four youth justice practice areas that have recently been updated on the practice centre?

Engagement and assessment policy (youth justice)

Getting Ready - Convening the youth justice family group conference

Righting the wrong - Working with Victims

Custody for children and young people following arrest.

4. What are the three contact centre related links that you can access from the intranet home page?

After Hours Quick Guide

After Hours Pulse Directory

Escalation form - temporary changes Ops and Site managers.

5. Who delivers the Towards Wellbeing suicide risk assessment and monitoring programme?

Clinical Advisory Services Aotearoa (CASA)

If you missed entering this month, be sure to keep your eye out for the coming editions of Need 2 Know for the next '5 question quiz'

Vodafone World Difference programme

The Vodafone NZ Foundation supports people in the community to pursue a better life and every year they offer our young people two William Wallace scholarships.

Currently they are offering a World of Difference programme to develop leaders and provide financial and professional support to enable recipients to pursue a youth-focused project at a charity of their choice for a year. Salary and expenses will be covered by the Foundation. You may know some young people in the community who would be interested in this great opportunity.

[Find out more about the World of Difference programme \(http://foundation.vodafone.co.nz/what-we-fund/world-of-differences/\)](http://foundation.vodafone.co.nz/what-we-fund/world-of-differences/)

[Read about what the current World of Difference recipients are doing \(http://foundation.vodafone.co.nz/foundation-biog/\)](http://foundation.vodafone.co.nz/foundation-biog/)

William Wallace nominations close on 31 July

Nominations for the William Wallace Awards 2012 will be closing on 31 July. We have only received a few nominations so far, but we know many of you are considering making nominations and are working hard on them.

This year we are asking every site to make a nomination – and of course, you're welcome to make more than one! Please ensure your site has completed and sent in your nomination by 31 July.

Fill out the nomination form and check out the guidance on making great nominations on our intranet. An example of a nomination is also available on the intranet.

[Download the nomination form \(http://doogle/resources/helping-cvf-clients/products-services/william-wallace-awards.html\)](http://doogle/resources/helping-cvf-clients/products-services/william-wallace-awards.html)

For more information

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

[William Wallace awards \[mailto:cvf_williamwallaceawards@cvf.govt.nz\]](mailto:cvf_williamwallaceawards@cvf.govt.nz)

Your intranet - 'Who's who and where'

This week's intranet tips, tricks and shortcuts ...

...Did you know that you can find out 'who's who' in Child, Youth and Family by checking out the Organisational structure section of the 'About CYF' landing page. It includes links to:

[CYF organisational structure \[http://doogle/unit/cyf/about-cyf/cyf-organisational-structure.html\]](http://doogle/unit/cyf/about-cyf/cyf-organisational-structure.html)

[How we fit into the MSD structure \[http://doogle/about-us/structure/index.html\]](http://doogle/about-us/structure/index.html)

[Regional map \[http://doogle/documents/about-us/structure/mhtml-file-corp.ssi.govt.pdf\]](http://doogle/documents/about-us/structure/mhtml-file-corp.ssi.govt.pdf)

You can also get a list of all the sites, offices, residences and supervised group homes within each region by clicking on the regional headings on the 'About CYF' page map. This takes you to their global details.

[Go to the About CYF page map \[http://doogle/unit/cyf/about-cyf/index.html\]](http://doogle/unit/cyf/about-cyf/index.html)

For more information

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

9(2)(a)

Your Practice Centre – Caregiver Assessment and Approval policy

This week's Practice Centre tips, tricks and shortcuts...

...Did you know that you can find information about the Caregiver Assessment and Approval policy online.

[Find out more about the Caregiver Assessment and Approval policy \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/\]](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/)

In both youth justice and care and protection cases, when children and young people require placement away from their usual caregiver, they're entitled to a safe placement to meet their particular needs. This policy covers non-custodial situations and custody, including informal care decisions made at Family Group Conferences.

For all non-family/whānau caregiver and adoption assessments please use the following policy:

[Non-family/whānau caregiver assessment and approval policy \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/non-whanau-caregivers/index.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/non-whanau-caregivers/index.html)

[Key information \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/non-whanau-caregivers/key-information/index.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/non-whanau-caregivers/key-information/index.html)

For all family/whānau caregiver assessments please use the following policy:

[Family/whānau caregiver assessment and approval policy \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/index.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/index.html)

[Key information \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/index.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/index.html)

If you need further guidance please refer to:

[Key Information: Which caregiver assessment process should I use? \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/which-caregiver-assessment-process-should-i-use.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/which-caregiver-assessment-process-should-i-use.html)

Also pay particular attention to the Key Information on Identifying safe care solutions when children and young people can't stay at home.

For more information

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

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 243**

Need 2 know - Issue 243

09 July 2012

On this Page:

Staying On Seminars

Workforce Development are offering **Staying On: thinking about my career** workshops with the first in Ellerslie on 26 July. Click here [<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/staying-on/staying-on-thinking-about-my-career-julyaugust-2012.doc>] for the schedule and locations in August.

We are also offering **Staying On: Planning for a Future Beyond Work** workshops. Click here [<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/staying-on/staying-on-planning-a-future-beyond-work-workshops-aug-2012.doc>] information about this seminar.

Dates and venues: Ellerslie Tues 14 August; Hamilton Wed 15 August

To register

9(2)(a)

Social Worker Registration Workshops

The final in a series of SWRB registration workshops for 2012 will be kicking off from Friday 27 July. These workshop is open to all social workers who wish to become registered.

Visit www.swrb.govt.nz [<http://www.swrb.govt.nz>] for a list of workshop dates and venues.

For further information

Please contact the SWRB Deputy Registrar, 9(2)(a) if you wish to attend one of these workshops to book a time to discuss your application.

Management of High Risk Children and Young People (Youth Justice) and the High Risk Register

This policy has been completely revised and a detailed template for the High Risk Register is now available for tracking and reporting.

A child or young person is considered high risk if they:

- have a high risk of re-offending
- have a high risk of poor life outcomes because of their offending behaviour
- pose a high risk to the community because of their offending

The criteria for children and young people who are considered at high risk and the process for monitoring their behaviour are clearly defined.

Individual plans are required for each child and young person on the register and clear expectations for monitoring his/her behaviour are given in detail. The processes for escalating any issues for a child or young person and for exiting them from the register are given in full.

The high risk register is maintained at site level so that it is available to all social workers, supervisors, practice leaders, and the youth justice manager. It is reviewed weekly by the youth justice manager and the youth justice supervisor.

The high risk register must include:

- the names and legal statuses in the identified categories
- an indication under the Current Risk Status that the case is 'on track' or that 'action is required'
- the date of last contact with the child or young person

notes against the client's name indicating where actions being taken to manage the risk if required.

To ensure continuity of reporting for high risk children and young people who have offended, the [high risk register template \[http://cvf-practice-centre.ssi.govt.nz/policy/management-of-high-risk-children-and-young-people/120706-high-risk-register-youth-justice.xls\]](http://cvf-practice-centre.ssi.govt.nz/policy/management-of-high-risk-children-and-young-people/120706-high-risk-register-youth-justice.xls) must be used at all times and must not be altered in any way.

The document and the template are now available on the Practice Centre. It is expected that all Youth Justice teams will be using the template for their High Risk registers from 23 July 2012.

For further information

9(2)(a)

Your Practice Centre – Family Start: Safety of Children where parents or carers have lost the care of other children

This week's Practice Centre tips, tricks and shortcuts...

Last week, an email from Paul Nixon alerted you to best practice when working alongside Family Start. It outlined each organisation's role and responsibilities in the case of a family who has had a child previously placed outside of their care.

This is very important information that each of us should be aware of. Please go to the [practice centre \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/resources/\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/resources/) to read more about this.

For more information

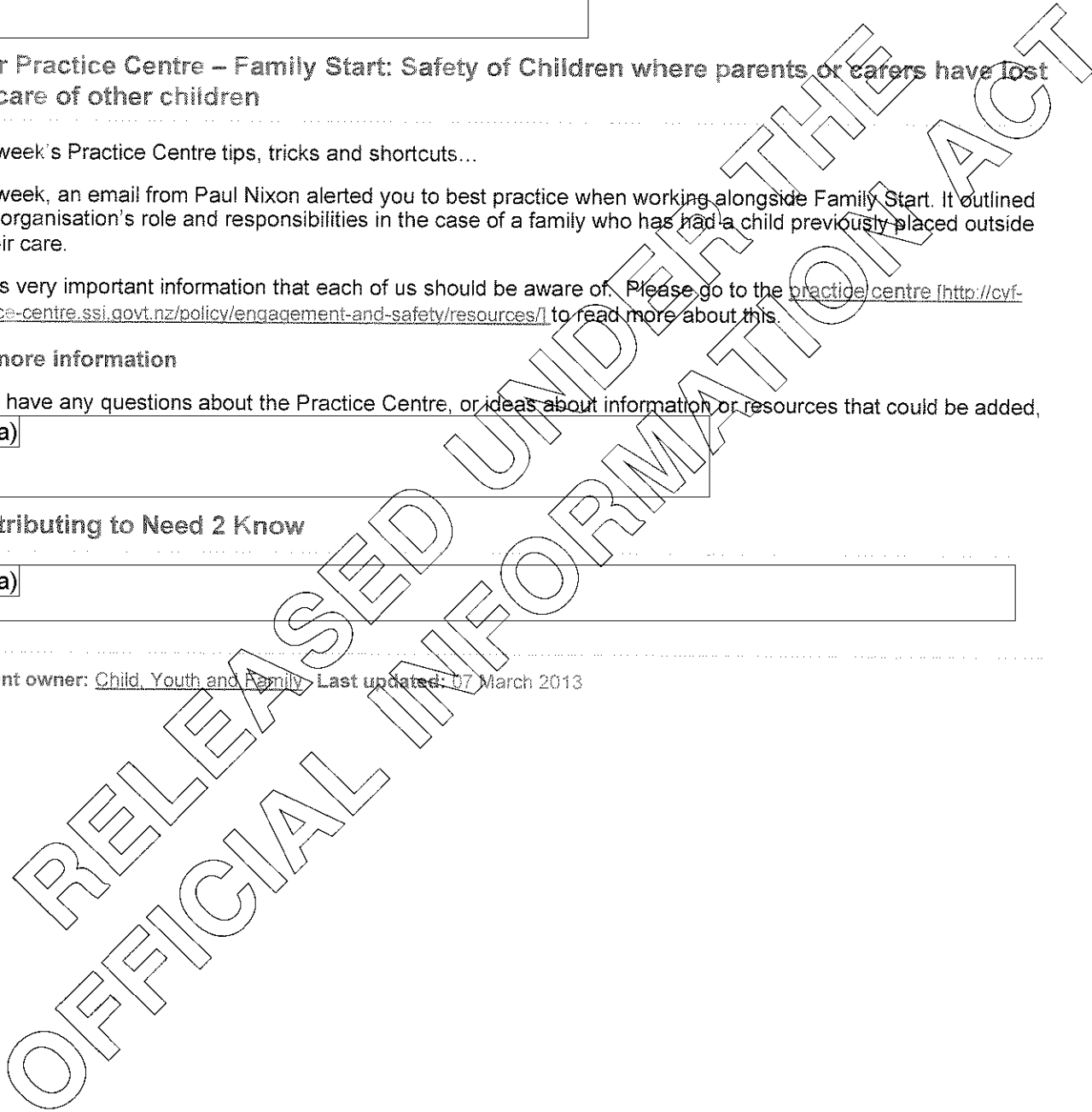
If you have any questions about the Practice Centre, or ideas about information or resources that could be added,

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 244

Need 2 know - Issue 244

18 July 2012.

On this Page:

National Contact Centre open days

The national contact centre is holding a series of open days next month. The open days are for all staff, and external agencies we work with gain a better understanding of the work we do here in the National Contact Centre.

Managers in the Auckland region are invited to send out the attached invitation to their local stakeholder groups.

Please note, if there any matters that need in-depth discussion around how we make Social Work Decisions or complaints etc, then they need to come through other forums.

For more information

9(2)(a)

Difficulty accessing SWRB competency forms?

The SWRB is concerned that some Child, Youth and Family registered social workers may be having problems accessing the competency assessment / competency recertification forms on the SWRB website www.swrb.govt.nz [<http://www.swrb.govt.nz/>]

These forms can be downloaded from the website and the following link will take you to the relevant tab

<http://www.swrb.govt.nz/competence-assessment/application-forms-and-guidelines>
[<http://www.swrb.govt.nz/competence-assessment/application-forms-and-guidelines>]

For more information

9(2)(a)

Trans-Tasman criminal history information sharing trial

You may have noticed recent publicity about a trans-Tasman information sharing trial that Child, Youth and Family has agreed to participate in. The Ministry the Teachers' Council and IHC are also taking part in the trial.

The trial began on 1 July 2012 and will run to 21 December 2012. It enables us to request the Australian criminal history of someone who has lived or worked in Australia for a period of twelve months or more in the last ten years. Criminal history information means a record of criminal convictions that can lawfully be released – the Australian equivalents of the Clean Slate legislation will apply.

The trial forms the basis for the Governments to consider a longer term systematic sharing of criminal history information, open to all agencies approved to access vetting services.

When will we use it?

We should request an Australian criminal history when we are requesting the police vetting checks for potential caregivers for children in the care of the Chief Executive, or when we are involved with the placement of a child or young person who is being placed away from home, where that person has lived or worked in Australia for twelve months or more in the last ten years.

In the case of a care and protection investigation, access to an Australian criminal history should be discussed with the Interstate Liaison Officer, 9(2)(a)

How do I request a check?

You need to gain the written consent of the person on a specially developed form. You can request this form from 9(2)(a) You must include your name and contact details on the form.

Forms are posted to:

Police Licensing and Vetting Service Centre
Police National Headquarters
PO Box 3017
Wellington

The Vetting Centre will manage the request with Australian authorities and return the results to you. You must include a stamped, self addressed envelope with your request.

All requests for New Zealand Police Vetting must continue to be submitted electronically via QueryME.

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 245

Need 2 Know - Issue 245

24 July 2012.

On this Page:

Youth Justice Management of High Risk Children and Young People and the High Risk Register

In late 2010, we conducted an audit of the implementation of the policy on managing children and young people who were offenders and who were considered to be high risk of re-offending. As a result of this audit, the policy regarding the [Management of High Risk Children and Young people](http://cyf-practice-centre.ssi.govt.nz/policy/management-of-high-risk-children-and-young-people/index.html) [http://cyf-practice-centre.ssi.govt.nz/policy/management-of-high-risk-children-and-young-people/index.html] was refreshed and the [High Risk Register](http://cyf-practice-centre.ssi.govt.nz/policy/management-of-high-risk-children-and-young-people/120706-high-risk-register-youth-justice.xls) [http://cyf-practice-centre.ssi.govt.nz/policy/management-of-high-risk-children-and-young-people/120706-high-risk-register-youth-justice.xls] was introduced in 2011.

A further review in 2012 highlighted some issues with continuity in reporting and the use of the register. The policy has been completely revised and a single template for the high risk register had been created. The template will be used by all YJ teams to ensure continuity of tracking and reporting across the organisation and must not be altered in any way.

The criteria for children and young people who are considered at high risk and the process for monitoring their behaviour are clearly defined.

Individual plans are required for each child and young person on the register and clear expectations for monitoring his/her behaviour are given in detail. The processes for escalating any issues for a child or young person and for exiting them from the register are given in full.

The High Risk Register is maintained at site level so that it is available to all social workers, supervisors, practice leaders, and the youth justice manager. It is reviewed weekly by the youth justice manager and the youth justice supervisor. Copies are sent to the Operations Managers who review the registers as part of their regular risk assurance monitoring and include any relevant advice in their monthly report to their regional director.

The High Risk Register needs to include:

- the names and legal statuses in the identified categories
- an indication under the Current Risk Status that the case is 'on track' or that 'action is required'
- the date of last contact with the child or young person
- notes against the client's name indicating where actions being taken to manage the risk if required.

The document and the template are now available on the Practice Centre. It is expected that all YJ teams will be using the template for their High Risk Registers from 30 July 2012.

For more information

9(2)(a)

Health and Safety

The [July Health and Safety Scheduler Reminder](http://doogle/documents/working-here/health-safety/scheduler/2012-07-july-h-s-scheduler-reminder-including-national-office.doc) [http://doogle/documents/working-here/health-safety/scheduler/2012-07-july-h-s-scheduler-reminder-including-national-office.doc] and [Safety Newsletter](http://doogle/documents/working-here/health-safety/scheduler/2012-07-july-safety-newsletter.doc) [http://doogle/documents/working-here/health-safety/scheduler/2012-07-july-safety-newsletter.doc] are now available on the intranet.

For more information

9(2)(a)

Blackberry roll out

The first phase of the Blackberry rollout will continue until September 2012 and so far we have sent out Blackberry mobile phones to:

Site managers
Residence management
Greater Wellington
Tai Tokerau operations areas.

Between now and September 2012, Blackberry mobile phones will also go to:

Upper South, Southland
Bay of Plenty, Waikato and Lower North operations areas
Auckland Regional Office (including the Care Services Team, the Contact Centre and Care and Protection Residences Case Leaders).

More information about future roll outs will be available soon. We will keep you up to date through Need 2 Know.

For more information

9(2)(a)

Calendar of events

The latest Calendar of Events, which is sent to the Minister's Office each month, is available on the 'Working Together' [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/communications/working-together.html#Calendarofeventsandactivities5>] intranet page. The calendar gives the Minister an overview and 'heads up' about what's happening in our sites and residences around the country for the coming two months.

We want this calendar to be as full as possible, to showcase the extensive stakeholder and community engagement that's happening around the country. Please let your regional communications advisors know about any events or activities happening in your area. A list of the things that you might include is also available on the 'Working Together' intranet page.

For more information

9(2)(a)

Five question quiz

The 'five question quiz' draws on new or topical information from our intranet, practice centre, or publications. Top point scorers will go into the draw to win a prize. The answers and quiz winner will be announced in next week's Need 2 Know.

This month's questions:

1. Name the caregivers who featured on TVNZ's 'Good sorts' recently?
2. What are the five priority areas of our new strategic plan, Mā mātou, mā tātou?
3. Name three youth justice resources that have recently been added to the Practice Centre?
4. What is the link to the intranet page featuring the Child, Youth and family organisational structure?
5. How long ago was 'Puaoteata-tu' gifted to Child, Youth and Family?

Deadline for answers is midday, Friday 27 July.

For more information

9(2)(a)

Operational Level Agreement: Requests for information from Child, Youth and Family by Community Probation Services

A new Operational Level Agreement (OLA) with Community Probation Services (CPS) will be effective on 3 August 2012 and this will replace the old OLA Notification of suspected child abuse and/or neglect and Home Detention applications May 2006.

The purpose of the new OLA is to support the provision of information from Child, Youth and Family to CPS as this will help CPS complete their assessment of a proposed address for offenders who are being considered for release or sentence in the community. The OLA highlights the shared responsibility of the agencies to ensure that any children living at or frequenting the address are safe and their well-being isn't compromised. The agreement, and the process it supports, is important as it helps protect young people and children from potentially dangerous people.

The Contact Centre will receive, manage and coordinate all requests for information from CPS. They will summarise Child, Youth and Family's involvement with the family. They will also contact the site social worker and practice leader to obtain local knowledge and views and this information will be incorporated into the response to CPS.

Please note that OLA only applies when the Contact Centre receives a request for information from CPS to complete their assessment under specific criteria and it's important that local relationship about any other work stays with CPS.

Requests for information will include the categories of offenders who are being considered for release or sentence into the community or where their living circumstances may change during the time they are working with CPS. They are:

offenders who are being considered for electronic monitoring (Community Detention, Home Detention and Parole with Residential Restrictions)

offenders who have a criminal history of offences against children, or of violent or sexual offences against anyone

offenders who are assessed by CPS as being a high risk of reoffending for harm.

A brief about the new OLA will be added to the Wednesday brief schedule.

For more information

9(2)(a)

Your Practice Centre – Family violence practice triggers and resources

This week's Practice Centre tips, tricks and shortcuts.

.....Did you know that you can find family violence practice triggers (<http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/triggers/index.html>) and family violence resources (<http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/triggers/index.html>), online which were developed to help support your social work practice.

The family violence practice triggers are designed to be used by social workers across all phases of their work with a child or young person and their family. The triggers cover :

[Assessment](http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/triggers/assessment.html) (<http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/triggers/assessment.html>)

[Planning, implementation and review](http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/triggers/planning-implementation-and-review.html) (<http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/triggers/planning-implementation-and-review.html>)

The family violence resources include:

[Key information](http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html) (<http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html>)

[Resources](http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html) (<http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html>)

[Practice session](http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html) (<http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html>)

[Useful links](http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html) (<http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html>)

[Articles](http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html) (<http://cvi-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/family-violence/resources/index.html>)

For more information

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

9(2)(a)

Intranet – Forms and templates

This week's intranet tips, tricks and shortcuts ...

....Did you know that by clicking on the 'Forms and templates' quicklink on the 'Resources' and 'Working here' pages you can 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.

You can also access frequently used MSD and Child, Youth and Family forms via the [Most Popular forms and templates](#) (<http://doogle/resources/forms.html>) section on doogle's forms and templates landing page (via the navy toolbar at the top of your screen).

If you are unable to find a form, please contact the relevant business unit.

For more information

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

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 246

Need 2 Know - Issue 246

30 July 2012.

On this Page:

SWiS services expansion - update

The first phase of the SWiS expansion sees around 50 new social workers starting work during term three 2012.

The new social workers are based in schools in Northland, South Auckland and Hawkes Bay. In some areas social workers cover more than one school.

The successful SWiS expansion providers are all existing providers, including:

Ngapuhi Iwi Social Services	Mid Northland
Presbyterian Support (Family Works) Northern	Whangarei area
Anglican Trust for Women and Children	Papatoetoe, Otahuhu
Presbyterian Support (Family Works) Northern	Manurewa, Manukau
Mangere East Family Service Centre	Mangere
IOSIS Family Solutions	Papakura, Manurewa
Te Tai Awa O Te Ora	Otara
Birthright Hawkes Bay	Napier
Presbyterian Support (Family Works) Hawkes Bay	Hastings

Following the tender process, we still have gaps in service provision to the Far North. We have just received approval to develop an alternative approach plan and we will update you once the plan has been completed.

The areas to be covered in stage two of the expansion will cover the whole of the South Island and the remainder of the Greater Auckland area, with services due to begin in schools from the beginning of term one 2013.

Stage three of the expansion will cover the remainder of the North Island, with services due to begin in schools at the start of term three of 2013.

For more information

9(2)(a)

New machine to process incoming fax at National Contact Centre

National Contact Centre (NCC) will start using new technology to process incoming fax information from 24 July 2012.

The process will be:

All incoming faxes will be converted to a picture file (an electronic form) and sent to an inbox at the NCC.

NCC will then assess and forward a copy of the electronic form to sites, with an assessment sheet, that will arrive at sites via your fax machine.

Please note:

The first page is the 'gateway sheet' from the server, followed by the assessment sheet and the report of concern information. If you don't receive a gateway page, it means the document has been faxed from our usual fax machine.

The assessment cover sheet will be a simplified version of what has been previously sent. All relevant information will still be present.

For more information

If you have any issues or questions, please contact the social work resource assistant team on 0508 326 459

Need 2 Know '5 question quiz' winner

Thanks to all of you who took the time to enter this month's '5 question quiz'. Congratulations to our winner **9(2)(a)** **9(2)(a)** your prize will be with you early next week.

The answers to this month's quiz are:

Name the caregivers who featured on TVNZ's 'Good sorts' recently?

James and Heather Tuhoro – check out the [video \[http://tvnz.co.nz/national-news/good-sorts-james-and-heather-tuhoro-video-4960899\]](http://tvnz.co.nz/national-news/good-sorts-james-and-heather-tuhoro-video-4960899)

What are the five priority areas of our new strategic plan, Mā mātou, mā tātou [\[http://doogle/unit/cyf/projects-initiatives/m-mtou-m-tou-changing-young-lives.html#StrategicPlan1\]](http://doogle/unit/cyf/projects-initiatives/m-mtou-m-tou-changing-young-lives.html#StrategicPlan1)?

Quality Social Work Practise

Working together with Māori

Voice of Children and young people

Connecting Communities

Leadership

Name three youth justice resources that have recently been added to the Practice Centre?

The Education Screen

Youth Justice Reparation Accord

The Health and Education Assessment Programme

Check out the N2K item [\[http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2012/need-2-know-issue-242.html#YouthJusticeResourcesonthePracticeCentre1\]](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2012/need-2-know-issue-242.html#YouthJusticeResourcesonthePracticeCentre1) to find out more about them.

What is the link to the intranet page featuring the Child, Youth and family organisational structure?

<http://doogle.ssi.govt.nz/unit/cyf/about-cyf/cyf-organisational-structure.html> [<http://doogle/unit/cyf/about-cyf/cyf-organisational-structure.html>] (accessed via the 'About CYF' landing page - scroll to 'Find out who's who in the CYF organisational structure')

How long ago was 'Puao-te-ata-tu' gifted to Child, Youth and Family?

26 years ago

If you missed entering this month, be sure to keep your eye out for the coming editions of Need 2 Know for the next '5 question quiz'

Te Reo Māori resources

Our staff have been celebrating the 'Te Wiki o Te Reo Māori' and it's important we continue to incorporate the language into our daily practice. Here are some of our resources you will be able to use in te reo.:

Parents

When we visit - [Ina iro atu mātua \[http://www.cyf.govt.nz/documents/about-us/publications/27993-when-we-visit-maori-3-0-to.pdf\]](http://www.cyf.govt.nz/documents/about-us/publications/27993-when-we-visit-maori-3-0-to.pdf)

Gateway assessment - [Te tiaki tamariki kia hauora kia pai \[http://www.cyf.govt.nz/documents/about-us/publications/28717-gateway-assessment-maori-di-2-1.pdf\]](http://www.cyf.govt.nz/documents/about-us/publications/28717-gateway-assessment-maori-di-2-1.pdf)

Fostering and adoption

Ways you can care – [Ngā huarahi tiaki ka taea e koe \[http://www.cyf.govt.nz/documents/about-us/publications/27989-ways-you-can-care-maori-3-0.pdf\]](http://www.cyf.govt.nz/documents/about-us/publications/27989-ways-you-can-care-maori-3-0.pdf)

Families and community

Keeping kids safe – [He kawenga tō te katoa kia noho haumaruru nga tamariki \[http://www.cyf.govt.nz/documents/about-us/publications/27992-keeping-kids-safe-di-maori-4-0.pdf\]](http://www.cyf.govt.nz/documents/about-us/publications/27992-keeping-kids-safe-di-maori-4-0.pdf)

Everyday families - [Manaakihia te Pāherakeke \[http://www.cyf.govt.nz/documents/about-us/publications/cyf069-everyday-families-maori.pdf\]](http://www.cyf.govt.nz/documents/about-us/publications/cyf069-everyday-families-maori.pdf)

SKIP also has a wide range [Te reo Māori resources \[http://www.skip.org.nz/resources/other-languages/te-reo-maori.html\]](http://www.skip.org.nz/resources/other-languages/te-reo-maori.html) which you may also want to check out.

Intranet – Working with Māori resources

This week's Practice Centre tips, tricks and shortcuts...

..... Did you know that you can find [supervision triggers \[http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/\]](http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/) online? The triggers are designed to be used by all staff who are providing and receiving professional supervision and focus on three key areas: professional practice, enhancing outcomes for children, young people and their families and supporting practitioners.

The practice triggers provide reference points for the formal supervision session and are also useful for informal discussions and case consultations. They cover:

[Child, Young Person and Family Focused \[http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/child-young-person-and-family-focused-and-strengthening-practice.htm\]](http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/child-young-person-and-family-focused-and-strengthening-practice.htm)

[Strengthening Practice \[http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/child-young-person-and-family-focused-and-strengthening-practice.htm\]](http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/child-young-person-and-family-focused-and-strengthening-practice.htm)

[Worker Safety and Ongoing Development \[http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/worker-safety-and-ongoing-development.htm\]](http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/worker-safety-and-ongoing-development.htm)

For more information

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

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Intranet – Working with Māori resources

This week's intranet tips, tricks and shortcuts ...

..... Did you know that the 'Working with Māori', has some great resources to help incorporate te reo Māori and the values, culture and beliefs of Māori into our everyday work with tamariki and their whanau.

Along with links to guidance and support on the Practice Centre, there is also a range of resources and interactive including:

[Te Rito o te Harakeke \[http://doogle/resources/helping-staff/culture/te-rito-o-te-harakeke.html\]](http://doogle/resources/helping-staff/culture/te-rito-o-te-harakeke.html) - this is a computer based cultural awareness resource aimed at expanding your understanding of Māori perspectives. The programme has been developed as a self paced tool, divided into five topic areas: Protocols, the Treaty of Waitangi, the Marae, Communication and Te Reo Māori.

[Te Hunua Akoako \[http://www.karero.maori.nz/forlearners/\]](http://www.karero.maori.nz/forlearners/) - a great interactive website to help you learn basic Te Reo, including common words and greetings, as well as tips to help you in Maori cultural settings

[Te Taura Whiri i te Reo Māori \[http://www.telatawhiri.govt.nz/\]](http://www.telatawhiri.govt.nz/) the website of the Māori Language Commission

[Iwi organisations \[http://www.tpk.govt.nz/en/\]](http://www.tpk.govt.nz/en/) - click in your region - Te KāhuiMāngai (Directory of Iwi and Māori organisations/publications)

[Marae Search \[http://www.pau.maipace.com/home/marae/search\]](http://www.pau.maipace.com/home/marae/search)

[Māori/English Dictionary \[http://www.maoridictionary.co.nz/\]](http://www.maoridictionary.co.nz/)

[Statistics NZ \[http://www.stats.govt.nz/\]](http://www.stats.govt.nz/) - Click Quick Links Māori

[Puaoteatatu soundtrack \[http://doogle/documents/resources/helping-staff/child-youth-family/communications/msd-song.mp3\]](http://doogle/documents/resources/helping-staff/child-youth-family/communications/msd-song.mp3)

[Waiata Book \[http://doogle/documents/resources/publications/internal-publications/awhi-mai-awhi-atu/ngawaiata.pdf\]](http://doogle/documents/resources/publications/internal-publications/awhi-mai-awhi-atu/ngawaiata.pdf) - includes lyrics for Puaoteatatu

We will continue to add information and resources to this page, and would love to know what else you would like to

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For more information

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

9(2)(a)

Your Practice Centre – supervision triggers

This week's Practice Centre tips, tricks and shortcuts...

..... Did you know that you can find [supervision triggers \[http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/\]](http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/) online? The triggers are designed to be used by all staff who are providing and

receiving professional supervision and focus on three key areas: professional practice, enhancing outcomes for children, young people and their families and supporting practitioners.

The practice triggers provide reference points for the formal supervision session and are also useful for informal discussions and case consultations. They cover:

[Child, Young Person and Family Focused](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/child-young-person-and-family-focused-and-strengthening-practice.html) [<http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/child-young-person-and-family-focused-and-strengthening-practice.html>]

[Strengthening Practice](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/child-young-person-and-family-focused-and-strengthening-practice.html) [<http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/child-young-person-and-family-focused-and-strengthening-practice.html>]

[Worker Safety and Ongoing Development](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/worker-safety-and-ongoing-development.html) [<http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/worker-safety-and-ongoing-development.html>]

For more information

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

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 08 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 247**

Need 2 Know - Issue 247

06 August 2012.

On this Page:

Information for media: official data available on our website

We have introduced a new [information for media](http://www.cvf.govt.nz/about-us/who-we-are-what-we-do/information-for-media.html) (<http://www.cvf.govt.nz/about-us/who-we-are-what-we-do/information-for-media.html>) section on our website which provides information and data frequently requested by the media and others.

The data consists of notification numbers, substantiated findings, the number of children and young people in out of home placements, family group conference numbers, and residences data. This data is broken down by site, and is accompanied by commentary that helps media understand what the numbers mean, and how we work with children and their families.

The data will be updated quarterly, with this first set including the official data from F2007 through to the end of March 2012.

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 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. This year we've updated some of the categories, to better align with our new strategy, Mā mātou, mā tātou.

National Office and the regions (which include residences in their area) each run their own award process. Winners will be announced on National Social Workers Day, Wednesday 26 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

Health and Safety

The [August Health and Safety Scheduler Reminder](http://doogle/documents/working-here/health-safety/scheduler/2012-08-august-h-s-scheduler-reminder.doc) (<http://doogle/documents/working-here/health-safety/scheduler/2012-08-august-h-s-scheduler-reminder.doc>) and [Safety Newsletter](http://doogle/documents/working-here/health-safety/scheduler/2012-08-august-safety-newsletter.doc) (<http://doogle/documents/working-here/health-safety/scheduler/2012-08-august-safety-newsletter.doc>) are now available on the intranet.

For more information

9(2)(a)

CYRAS maintenance

Due to maintenance changes, CYRAS won't be available on **Sunday 12 August between 6:00am to approximately 12 noon.**

Please ensure that you undertake the following for your PC's and laptops:

Restart your PC/laptop at the end of your last day of work before the weekend of 11/12 August

When you first log back into your PC/laptop after the weekend, please allow 10 minutes before accessing CYRAS. (Laptop users please ensure you've connected the laptop to the network to pick up the changes)

For more information

If you have any questions about restarting your PC/laptop, please contact MSD IT Help on *777

'It's not OK' campaign new resources

The 'It's not OK' campaign has produced new posters, postcards and stickers to support staff working with families and communities to protect vulnerable children. You may find these resources useful when engaging with our young people and their families.

Please view and order these resources [online \(http://www.oneyouok.org.nz/campaign_material.php\)](http://www.oneyouok.org.nz/campaign_material.php) and check out what's happening around the country at [www \(http://www.facebook.com/ItsNotOK\)](http://www.facebook.com/ItsNotOK) [facebook.com/ItsNotOK](http://www.facebook.com/ItsNotOK) [\[http://www.facebook.com/ItsNotOK\]](http://www.facebook.com/ItsNotOK)

Below are some suggested key messages to use alongside the new resources and you may also find them useful for your practice:

Children need adults to keep them safe

We all have a role to play in keeping children safe

If you are worried about a child you know don't ignore it

Children see and hear everything happening in their homes

Parenting is hard work – it is OK to ask for help

Children thrive in happy healthy homes

Children learn what's OK from the adults around them

Don't be afraid to offend an adult if it means helping a child

The sooner you reach out, the sooner people can get the help they need

Help is available – phone the It's not OK information line on 0800 456 450

For more information

If you need more information or want to talk about the resources, please contact the 'It's not OK' campaign team [\[http://www.oneyouok.org.nz/contact_us.php\]](http://www.oneyouok.org.nz/contact_us.php).

Your Practice Centre – Grief and separation: When a child or young person enters care

This week's Practice Centre tips, tricks and shortcuts...

Did you know that you can find information about [Grief and separation: When a child or young person enters care \(http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/grief-and-separation-when-a-child-or-young-person-enters-care.html\)](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/grief-and-separation-when-a-child-or-young-person-enters-care.html) in the 'Caring for Children and Young People Policy' under 'Key Information'?

Children and young people entering our care or moving between placements often experience a sense of loss and grief – this can be a really confusing, scary and distressing time for them and one that we need to do everything in our power to support them through. This Key Information covers:

[Consequences \(http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/grief-and-separation-when-a-child-or-young-person-enters-care.html#Consequences2#Consequences2\)](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/grief-and-separation-when-a-child-or-young-person-enters-care.html#Consequences2#Consequences2)

[Cycle of grief \(http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/grief-and-separation-when-a-child-or-young-person-enters-care.html#Cycleofgrief3#Cycleofgrief3\)](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/grief-and-separation-when-a-child-or-young-person-enters-care.html#Cycleofgrief3#Cycleofgrief3)

[The child or young person and the grief process \(http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/grief-and-separation-when-a-child-or-young-person-enters-care.html#Thechildoryoungpersonandthegriefprocess4#Thechildoryoungpersonandthegriefprocess4\)](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/grief-and-separation-when-a-child-or-young-person-enters-care.html#Thechildoryoungpersonandthegriefprocess4#Thechildoryoungpersonandthegriefprocess4)

For more information

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

9(2)(a)

Intranet – Interagency agreements

This week’s tips, trick and shortcuts....

... Did you know that the [interagency agreement \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html) page pulls together all the Memorandums of Understanding, protocols and interagency agreements that we hold with partner agencies and groups? It can be accessed from the ‘Resources’ landing page, by clicking on the Interagency agreements and legislation link.

The agreements give guidance about the way we work together with other agencies, including our different roles and responsibilities, reporting processes, the sharing of information, and other factors relating to our shared efforts to keep children and young people safe. It includes the recently signed [Operational Level Agreement with Community Probations Services \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/operational-level-agreement-with-corrections.pdf\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/operational-level-agreement-with-corrections.pdf), which took effect on 3 August 2012. The agreements are grouped under their various sector headings, including:

[General - Protocol Development Tools \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#GeneralProtocolDevelopmentTools1\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#GeneralProtocolDevelopmentTools)

[Family Court \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#FamilyCourt2\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#FamilyCourt2)

[Police \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Police3\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Police3)

[Health \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Health4\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Health4)

[Education \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Education5\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Education5)

[Care Placements \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#CarePlacements6\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#CarePlacements6)

[Corrections \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Corrections7\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Corrections7)

[Other Child Abuse Reporting Protocols \(S7 C&YRF Act\) \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#OtherChildAbuseReportingProtocolsS7C&YRFAct8\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#OtherChildAbuseReportingProtocolsS7C&YRFAct8)

For more information

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

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 2 Know - Issue 248**

Need 2 Know - Issue 248

14 August 2012

On this Page:

Gateway Assessment training dates

Training dates are confirmed in the following DHB areas where the Gateway Assessment process is being implemented. The one day training is intended for all site social workers, however if you have other staff wishing to attend, please contact us and we'll add their names to the attendance list.

Bay of Plenty DHB area

Whakatane 13 and 14 August

Tauranga 15, 16 and 17 August

Taranaki

New Plymouth 23 and 24 August

Hutt Valley DHB area

Porirua training hub 4, 5 and 6 September

Capital and Coast

Porirua training hub 11,12 and13 September

Southern DHB area

Invercargill 17 and 18 September

Dunedin 20 and 21 September

West Coast DHB area

Greymouth 26 and 27 September

We are still to confirm training and implementation dates for the South Canterbury, Taifawhiti and Hawkes Bay DHB areas.

For more information

9(2)(a)

Windows 7 and Office 2010 upgrades

Child, Youth and Family desktops and laptops will soon be upgraded to Window 7 and Office 2010.

The upgrade will start with Child Youth and Family only sites from 20 August to mid-October and shared sites and residences will follow. We will send out further details to the identified change site champions in the next few weeks.

The Office 2010 suite (which includes Outlook, Word, Excel and PowerPoint) has significant improvements in functionality, look and feel and will be easier to use once you are familiar with the system.

You can find more information (<https://doogle/business-groups/ncipmc-staff/people-capabilities-resources/who-we-are/it/infrastructure-services/microsoft-office-2010-upgrade-need2know>) about the changes (including the project overview) and details on the [training material](http://dspace.hsc.pnz.govt.nz/infrastructure/projects/windows-7-office-2010/windows-7-office-2010.html) (<http://dspace.hsc.pnz.govt.nz/infrastructure/projects/windows-7-office-2010/windows-7-office-2010.html>) (with quick reference guides, FAQs and Handy Hints) on doogle.

For more information

9(2)(a)

SWiS service - amendment to update

Please note that we have revised the recent [SWiS services expansion Need 2 Know update](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2012/need-2-know-issue-246.html#SWiSservicesexpansionupdate1) (<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2012/need-2-know-issue-246.html#SWiSservicesexpansionupdate1>).

The areas where the successful SWiS expansion providers will work have been updated, and the stage two tendering process will no longer involve a call for expressions of interest. Tenders open on 16 August 2012.

For more information

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

Your intranet - Help with global

This week's tips, trick and shortcuts....

Did you know that you can find information about how to edit, navigate and use the advanced search options of Global directory from the [Getting help with Global Directory \(http://trns085.ssi.govt.nz/helping-you/it-training/eno-user-training/user-guides/global-directory.html\)](http://trns085.ssi.govt.nz/helping-you/it-training/eno-user-training/user-guides/global-directory.html) page.

Guides include:

[A quick guide to navigating and searching in Global \(http://trns085.ssi.govt.nz/documents/helping-you/it-training/global-directory/quick-guide-to-global-directory-navigation-and-search-functionality.pdf\)](http://trns085.ssi.govt.nz/documents/helping-you/it-training/global-directory/quick-guide-to-global-directory-navigation-and-search-functionality.pdf)

The Windows 2000 Quick Guide to changing My Details in Global Directory

The Windows 2000 Quick Guide to changing your Password in Global Directory

The Windows XP & Vista Quick Guide to changing My Details in Global Directory

The Windows XP & Vista Quick Guide to changing your Password in Global Directory

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, we'd love to hear from you.

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

Your Practice Centre – Findings about investigation and assessments

This week's Practice Centre tips, tricks and shortcuts...

.... Did you know that there is guidance on the Practice Centre to help social workers understand why they need to record findings in investigations and Child and Family Assessments, and how to decide which finding to choose. Identifying the correct finding is important for two key reasons:

It helps us put in place the best interventions for the child or young person

It informs us about the overall rates of child abuse in our community and is used to influence practice developments and service provision.

The Key Information 'What did we find? Recording findings about investigations and Child and Family Assessments' (<http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html>) includes:

[Why do I need to record a finding? \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#WhydoIneedtorecordfindings?#WhydoIneedtorecordfindings1\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#WhydoIneedtorecordfindings?#WhydoIneedtorecordfindings1)

[How do I decide which finding to choose? \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#HowdoIdecidewhichfindingtochoose?#HowdoIdecidewhichfindingtochoose1\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#HowdoIdecidewhichfindingtochoose?#HowdoIdecidewhichfindingtochoose1)

[What are the different types of assessment and investigation findings? \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Whatarethedifferenttypesofassessmentandinvestigationfindings?#Whatarethedifferenttypesofassessmentandinvestigationfindings3\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Whatarethedifferenttypesofassessmentandinvestigationfindings?#Whatarethedifferenttypesofassessmentandinvestigationfindings3)

[Physical abuse \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Physicalabuse4#Physicalabuse4\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Physicalabuse4#Physicalabuse4)

[Sexual abuse \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Sexualabuse5#Sexualabuse5\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Sexualabuse5#Sexualabuse5)

[Emotional abuse \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Emotionalabuse6#Emotionalabuse6\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Emotionalabuse6#Emotionalabuse6)

[Neglect \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Neglect7#Neglect7\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Neglect7#Neglect7)

[Self harm/Suicide \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#SelfharmSuicide8#SelfharmSuicide8\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#SelfharmSuicide8#SelfharmSuicide8)

[Behaviour/Relationship difficulties \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#BehaviourRelationshipdifficulties9#BehaviourRelationshipdifficulties9\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#BehaviourRelationshipdifficulties9#BehaviourRelationshipdifficulties9)

[Not found \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Notfound10#Notfound10\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Notfound10#Notfound10)

[Key considerations \(http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Keyconsiderations11#Keyconsiderations11\)](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/what-did-we-find-recording-findings-from-investigations-and-child-and-family-assessments.html#Keyconsiderations11#Keyconsiderations11)

For more information

If you have any questions about the Practice Centre or ideas about information or resources that could be added, we'd love to hear from you. Please contact [9\(2\)\(a\)](#)

Contributing to Need 2 Know

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

Content owner: [Child, Youth and Family](#) Last updated: 11 October 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 249**

Need 2 Know - Issue 249

20 August 2012

On this Page:

Welfare Reform - Youth Service

A Youth Service programme has been developed as a part of the Welfare Reform and will be rolled out nationally by Work and Income on Monday, 20 August 2012. The programme has two components and they are:

Youth Service (NEET) - a voluntary service for young people aged 16 or 17 years old, who are Not in Employment, Education or Training (NEET)

Youth Service (Youth Payment and Young Parent Payment) - Youth Payment is designed for 16 and 17 year olds and the Young Parent Payment for 16 to 18 year olds with a dependant child. These payments will replace the Independent Youth Benefit and most other benefits for young people. They include incentives and obligations that require most recipients to:

- be in education or training full-time
- attend a budgeting (financial literacy) course
- attend a parenting course if they are receiving the Young Parent Payment.

Young people accessing Youth Service (NEET) (which replaces Youth Transition Services) will receive ongoing, personalised and intensive support from providers to ensure they are sustainably engaged in education, training or work-based learning.

The desired outcome of Youth Service is for young people to achieve NCEA level 2 and to not go onto a benefit after leaving the service.

Child, Youth and Family process

Care and Protection and Youth Justice Support, National Office, have been working closely with Work and Income to develop the business process that will best assist young people involved with us, who may be eligible for the programme.

Providers have been asked to contact our Contact Centre when they are referred a young person who is or was in our care. The Contact Centre will connect the provider with a social worker. For the first two weeks of the roll out, the provider will be referred to a senior advisor at National Office Operations. If you are contacted by a provider, please contact **9(2)(a)** for further information. **9(2)(a)** and other national office staff will ensure that you are guided through the process.

Work is also underway to brief and discuss the Youth Service with operations managers in the next week. This will include how the Youth Service will be considered at all Intention to Charge and Youth court directed Family Group Conferences, and as part of section 335 Implementation Plans, post supervision with residence. Youth justice co-ordinators and social workers will be responsible for contacting local providers to discuss the service, where it's appropriate for the young person. However, there may be times where a provider contacts a young person directly.

More information about the process will be available shortly.

Read more about the Welfare Reform and Youth Service on [doogle](http://doogle/whats-on/projects/welfare-reform/) (<http://doogle/whats-on/projects/welfare-reform/>) or check out our [Wednesday brief](http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2012/work-and-income-presentation.pdf) (<http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2012/work-and-income-presentation.pdf>) on Reform.

For more information

9(2)(a)

Five question quiz

The 'five question quiz' draws on new or topical information from our intranet, practice centre, or publications. Top point scorers will go into the draw to win a prize. The answers and quiz winner will be announced in next week's Need 2 Know.

This month's questions:

Which NGO is providing the expanded SWiS services in Napier?

When do the Shining Star award nominations close?

What are the dates for the Gateway Assessments training workshops in Greymouth?

What is the link to the intranet page featuring the 'Child, Youth and Family in the media' archived stories?

In the recent Operation Level Agreement with Community Probation Services, what is the turnaround time for information requests?

Deadline for answers is midday, Friday 24 August.

For more information

Send your completed quiz, or any feedback you have about Need 2 Know, to

Gateway Assessments update

The latest 'Update for leading sites' newsletter (<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#Additionalinformationandupdates61>) is available on the Gateway Assessment intranet page. Included in this issue are items about:

- Case studies
- Ordering brochures
- Social workers attending Gateway Assessments
- Q&As developed for frequently asked questions
- Education profile updates.

The Gateway Assessment interagency guide, and accompanying forms, tools and templates booklet, have been printed and will be delivered to sites in the next week or two. The interagency guide includes a stand-alone summarised guide for social workers' section.

A bookmarked pdf version of both documents is available on the Gateway Assessment intranet page.

[Gateway Assessment interagency guide](http://www.cvf.govt.nz/documents/keeping-kids-safe/gateway-assessments-interagency-guide.pdf) (<http://www.cvf.govt.nz/documents/keeping-kids-safe/gateway-assessments-interagency-guide.pdf>)

[Gateway Assessments – forms, tools and templates](http://www.cvf.govt.nz/documents/keeping-kids-safe/gateway-assessments-forms-tools-and-templates.pdf) (<http://www.cvf.govt.nz/documents/keeping-kids-safe/gateway-assessments-forms-tools-and-templates.pdf>)

For more information

New adoption performance measures

There are changes to the performance measures for adoption that are reported to the Minister.

The new measures have been chosen to best represent quality social work practice and to identify the breadth of Child, Youth and Family's legal responsibilities under the various adoption acts. They will include the:

- percentage of Child, Youth and Family adoptive placements made where agreement for future contact between birth and adoptive parents has been discussed will be between 90 - 100%.
- number of requests from adults seeking identifying information on birth parents will be between 170 and 200.

The reporting of the performance measures to the Minister will be delayed until after the Ways to Care CYRAS rolls out and the new Ways to Care reporting suite is available.

You can read more information about the new measures on [doogle](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/adoptions/#Newadoptionkeyperformanceasures61) (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/adoptions/#Newadoptionkeyperformanceasures61>).

For more information

Your Practice Centre – Towards independence: Voices of Young People

This week's Practice Centre tips, tricks and shortcuts...

.... Transitioning to independence can be a really daunting and difficult time for young people, particularly those young people that we work with. We need to take the time to listen to what they need from us and others around them, and give them lots of support and guidance, as well as opportunities to 'practice' their independence, so they can safely and confidently move into this new phase of their lives.

The Key Information 'Towards Independence: Voices of young people' provides insight into the views of young people in the care of Child, Youth and Family about what helps when transitioning from care to independence. It covers:

[When to begin preparing young people for independent living](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/towards-independence-voices-of-young-people.html#Vhentobeginpreparingyoungpeopleforindependentliving2#Vhentobeginpreparingyoungpeopleforindependentliving2) (<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/towards-independence-voices-of-young-people.html#Vhentobeginpreparingyoungpeopleforindependentliving2#Vhentobeginpreparingyoungpeopleforindependentliving2>)

[Achieving best practice when planning transition to independence](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/towards-independence-voices-of-young-people.html#Achievingbestpracticewhenplanningtransitiontoindependence4#Achievingbestpracticewhenplanningtransitiontoindependence4) (<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/towards-independence-voices-of-young-people.html#Achievingbestpracticewhenplanningtransitiontoindependence4#Achievingbestpracticewhenplanningtransitiontoindependence4>)

[Key areas to consider in the plan](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/towards-independence-voices-of-young-people.html#Keyareastoconsiderintheplan5#Keyareastoconsiderintheplan5) (<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/towards-independence-voices-of-young-people.html#Keyareastoconsiderintheplan5#Keyareastoconsiderintheplan5>)

[Just prior to leaving care \[http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/towards-independence-voices-of-young-people.html#Justprioroleavingcare7#Justprioroleavingcare7\]](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/towards-independence-voices-of-young-people.html#Justprioroleavingcare7#Justprioroleavingcare7)

If you have any questions about the Practice Centre or ideas about information or resources that could be added, we'd love to

9(2)(a)

Your intranet – Business units

This week's tips, tricks and shortcuts....

..... Did you know that you can, by clicking on the Business Areas quicklink on the About CYF landing page, quickly access information and resources relating to the different business areas, including:

[Care and protection \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/care-and-protection/index.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/care-and-protection/index.html)

[Intensive services for young people \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/high-complex-needs/index.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/high-complex-needs/index.html)

[Residential and high needs services \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/residential-services/index.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/residential-services/index.html)

[Youth Justice \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html)

[Adoptions \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/adoptions/index.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/adoptions/index.html)

[Inter-country casework \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/inter-country-adoptions/index.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/inter-country-adoptions/index.html)

[Learning and development \[http://doogleworking-here/learning-development/cvf-learning-development/index.html\]](http://doogleworking-here/learning-development/cvf-learning-development/index.html)

[Communications \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/)

[Office of the Chief Social Worker \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-chief-social-worker.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-chief-social-worker.html)

[IT, CYRAS and information reporting \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/it-and-business-planning/it-directorate-and-information-management.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/it-and-business-planning/it-directorate-and-information-management.html)

[Social worker quality assurance \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/swqa.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/swqa.html)

[Community relationships, funding and contracting, and approvals \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-community-relationships/\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-community-relationships/)

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, we'd love to hear from you. Please contact 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 2 Know - Issue 250

Need 2 Know - Issue 250

27 August 2012.

On this Page:

Shining Star nominations reminder

A big thanks to those who've already taken the time to acknowledge an outstanding colleague. And to the rest of you who are working on nominations, or thinking about what you're going to write to capture the essence of that workmate who inspires you, goes 'above and beyond', is a service star, etc etc..... **it's not too late!!!**

Closing date is at the end of this week, Friday 31 August, and we would love to hear from you.

National office and the regions (which include residences in their area) each run their own award process. Winners will be announced on National Social Workers Day, Wednesday 26 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.

Need 2 Know '5 question quiz' winner

Thanks to all of you who entered this month's '5 question quiz'. It's great to get your feedback about how much a social worker in our Tauranga youth justice

9(2)(a)

The answers to this month's quiz are:

Which NGO is providing the expanded SWiS services in Napier?

· Birthright Hawkes Bay

When do the Shining Star award nominations close?

· Friday 31 August 2012

What are the dates for the Gateway Assessments training workshops in Greymouth?

· 26 & 27 September 2012

What is the link to the intranet page featuring the 'Child, Youth and Family in the media' archived stories?

· <http://doogle/whats-on/news/business-groups/child-youth-family/media/index.html> [<http://doogle/whats-on/news/business-groups/child-youth-family/media/index.html>] accessed from the "See All" link under the heading 'Child, Youth and Family in the Media' on the intranet homepage

In the recent Operation Level Agreement with Community Probation Services, what is the turnaround time for information requests?

5 working days

If you missed entering the quiz this month, be sure to keep your eye out for the coming editions of Need 2 Know for the next '5 question quiz'.

Legal status of adopted children in CYRAS

It's important that the CYRAS records of children are complete, and trace all the significant events in that child's life.

Please ensure all adopted children's records are always attached as a client to the adoptive applicant case. They must also have a Court Result recorded in the Adoption court record, including those that are concluded by an

overseas authority that haven't come through the New Zealand Family Court. 'Overseas Hague' and 'Overseas Non-Hague' are court result options for these non-New Zealand Court Results.

The adoptive applicant Court Result tab informs the legal status of the child on the child's own record.

Social workers with adoption caseloads need to check for attached clients and Court Results in CYRAS, particularly for cases where post placement reporting is occurring.

For more information

9(2)(a)

Your Practice Centre – Our Practice Package

This week's Practice Centre tips, tricks and shortcuts...

.... [Our Practice Package: How we work with children and young people](http://cvf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/our-practice-package.pdf) (<http://cvf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/our-practice-package.pdf>) was introduced in 2010 (you can find it under [Knowledge and Practice](http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/) (<http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/>) on the home page) and represents the next step in strengthening our practice and our focus on practice depth. It is a visual prompt that outlines the practice priorities when working with children and young people.

As well, Our Practice Package highlights the developmental milestones of the children and young people we work with, and provides guidance on what social workers can do to engage with them.

Our Practice Package also links to key information in the Practice Centre (see below) working on the basis of knowledge leading to action:

Children

[Strengthening practice with children and families](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-practice-with-children-and-families.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-practice-with-children-and-families.html>)

[Maintaining a child focus and building communities of support](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/maintaining-a-child-focus-and-building-communities-of-support.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/maintaining-a-child-focus-and-building-communities-of-support.html>)

[Understanding children's needs and making good assessments](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/understanding-childrens-needs-and-making-good-assessments.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/understanding-childrens-needs-and-making-good-assessments.html>)

[Seeking safe solutions and developing good plans](http://cvf-practice-centre.ssi.govt.nz/policy/seeking-solutions-with-families/key-information/seeking-safe-solutions-and-developing-good-plans.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/seeking-solutions-with-families/key-information/seeking-safe-solutions-and-developing-good-plans.html>)

[Responding to children with complex needs](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/responding-to-children-with-complex-needs.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/responding-to-children-with-complex-needs.html>)

[Intensifying social work efforts with children in care](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/intensifying-our-social-work-effort-with-children-in-care.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/intensifying-our-social-work-effort-with-children-in-care.html>)

[Focusing on attachment and stability](http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/care-and-protection/resources/focusing-on-attachment-and-stability.html) (<http://cvf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/care-and-protection/resources/focusing-on-attachment-and-stability.html>)

[Securing a bright and safe future in a home for life](http://cvf-practice-centre.ssi.govt.nz/policy/permanent-care-and-creating-a-home-for-life/key-information/creating-a-bright-and-safe-future-in-a-home-for-life.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/permanent-care-and-creating-a-home-for-life/key-information/creating-a-bright-and-safe-future-in-a-home-for-life.html>)

Young people

[Strengthening practice with young people and their families](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/strengthening-practice-with-young-people-and-their-families.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/strengthening-practice-with-young-people-and-their-families.html>)

[Focusing on young people](http://cvf-practice-centre.ssi.govt.nz/policy/changing-behaviour-and-wellbeing/key-information/focusing-on-young-people.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/changing-behaviour-and-wellbeing/key-information/focusing-on-young-people.html>)

[Undertaking good assessments with young people](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/undertaking-good-assessments-with-young-people.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/undertaking-good-assessments-with-young-people.html>)

[Planning with others to support change](http://cvf-practice-centre.ssi.govt.nz/policy/seeking-solutions-with-families/key-information/planning-with-others-to-support-change.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/seeking-solutions-with-families/key-information/planning-with-others-to-support-change.html>)

[Responding to a young person's complex needs](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/responding-to-a-young-persons-complex-needs.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/responding-to-a-young-persons-complex-needs.html>)

[Supporting young people to return home](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/supporting-young-people-to-return-home-safely.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/supporting-young-people-to-return-home-safely.html>)

[Preparing for independence](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/preparing-for-independence.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/preparing-for-independence.html>)

For more information

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

9(2)(a)

Your intranet – tips, tricks and shortcuts collection page

This week...

..We've had great feedback from many of you about this weekly Need 2 Know item, with one person recently suggesting it would be good to be able to access them more easily, instead of having to go back through past Need 2 Knows. So, we've set up a 'tips, tricks and shortcuts' collection page (<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/your-intranet-tips-tricks-and-shortcuts.html>), which you can access from the popular links section of the homepage.

For more information

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

9(2)(a)

Contributing to Need 2 Know

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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 251

Need 2 Know - Issue 251

04 September 2012.

On this Page:

Tongan Language Week 1- 8 September

Māiō e laumālie e fānau 'a hou'eiki mo matāpule.

Tongan Language Week gives us an opportunity to learn about the Kingdom of Tonga. Some of our staff will be joining their communities to mark this very special annual occasion. As we've seen during the Rugby World Cup, Tongans know how to have fun.

Feel free to join in on the fun supporting our Tongan colleagues and here a few suggestions for you and your team:

Please make sure you have Tonga Language Week posters (<http://doogle.ssi.govt.nz/documents/business-groups/helping-clients/child-youth-family/what-we-do/communications/tongan-language-poster-2012.docx>) around your office so others can learn a little Tongan.

Wear red and white at least once on the week.

Organise a shared lunch for your team - Tongan families normally catch up during 'ma'u me'a tokoni' (food).

To find out about more about the week, please visit the Human Race Commission website (<http://www.hrc.co.nz/race-relations/tongan-language-week>) or check out what is happening around the country on their official Tongan Language Week facebook ([http://www.facebook.com/pages/Tongan-Language-Week/\(21941617883036\)](http://www.facebook.com/pages/Tongan-Language-Week/(21941617883036))) page.

For more information

9(2)(a)

Gateway Assessment update - CYF mental health services

The Gateway Assessment project page has been updated, and now includes information and resources relating to the new funding for mental health services. These include primary level child mental health services and intensive clinical support services for children and young people with high and complex mental health needs.

For more information about the range of services, and to access the new resources (including a delivery model diagram, process flowchart, and literature review) check out the [Gateway Assessment intranet page](http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#CYFMentalHealthServices4) (<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#CYFMentalHealthServices4>)

For more information

9(2)(a)

Launch of Money Week

This week is New Zealand's first Money Week, which encourages people to take action to improve their personal financial management, and highlights the resources and tools that can help.

The Ministry and many of our providers are involved in a variety of events and activities around the country. To find out more, check out the [Money Week website](http://moneyweek.org.nz/) (<http://moneyweek.org.nz/>)

New CYRAS release notes - maintenance changes for 9 September 2012

There are a number of CYRAS maintenance changes that take effect on 9 September 2012. These include:

the introduction of a new role/relationship type (aka notifier type) of CPS-OLA Report of Concern (Contact Centre staff only to use).

change to the POLFVIARS headings in the Contact Record notes area

the introduction of two new Worker Safety Alerts:

- Do not disclose SW name or site
- Repetitive caller: Refer casenotes

the introduction of a WSA column and symbol in the Person Search results window. This symbol displays irrespective of the type of alert.

Further detail about these changes is included in the 'Release note - 9 September' on the [CYRAS intranet page \[http://doogle/resources/helping-cvf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html\]](http://doogle/resources/helping-cvf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html)

For more information

9(2)(a)

Your Practice Centre – Maintaining family relationships

This week's Practice Centre tips, tricks and shortcuts...

..... Did you know that you can find information about [Maintaining Family Relationships \[http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html\]](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html) in the 'Caring for Children and Young People Policy' under 'Key Information'?

When children and young people can't live at home it's important that they have meaningful contact with their family of origin. Family is there forever and children need to have safe, nurturing contact with family who can help them understand who they are and their place in the wider whānau.

This key information covers:

[Purpose of contact \[http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Purposeofcontact3#Purposeofcontact3\]](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Purposeofcontact3#Purposeofcontact3)

[When to start contact \[http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Whentostartcontact4#Whentostartcontact4\]](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Whentostartcontact4#Whentostartcontact4)

[Contact arrangements \[http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Contactarrangements5#Contactarrangements5\]](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Contactarrangements5#Contactarrangements5)

[Reactions to Contact \[http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Reactionstocontact6#Reactionstocontact6\]](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Reactionstocontact6#Reactionstocontact6)

[Supervised contact \[http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Supervisedcontact7#Supervisedcontact7\]](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Supervisedcontact7#Supervisedcontact7)

[Ending contact \[http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Endingcontact8#Endingcontact8\]](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Endingcontact8#Endingcontact8)

[Sibling contact \[http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Siblingcontact9#Siblingcontact9\]](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Siblingcontact9#Siblingcontact9)

[Contact in residential facilities \[http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Contactinresidentialfacilities10#Contactinresidentialfacilities10\]](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Contactinresidentialfacilities10#Contactinresidentialfacilities10)

For more information

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

9(2)(a)

Your intranet – Working Together workshops

This week's tips, tricks and shortcuts....

.....Did you know that you can easily find out about any upcoming Working Together workshops scheduled in your area, by clicking on the Working Together quicklink on the homepage and checking out the [schedule of workshops \[http://www.cvf.govt.nz/working-with-others/working-together-to-keep-children-and-young-people-safe/working-together-workshops.html\]](http://www.cvf.govt.nz/working-with-others/working-together-to-keep-children-and-young-people-safe/working-together-workshops.html). This takes you to a Child, Youth and Family website page, so the information is accessible to the public as well.

The [Working Together page \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cvf-communications/working-together.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cvf-communications/working-together.html) also has a guide for inviting stakeholders, helpful templates, Q&As, and a copy of the presentation and tutor manual so you can familiarise yourself with the programme.

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For more information

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

9(2)(a)

Contributing to Need 2 Know

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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 252

Need 2 Know - Issue 252

10 September 2012.

On this Page:

Your Practice Centre – Suicide Risks Factors

This week's Practice Centre tips, tricks and shortcuts...

..... Did you know that find information about 'Suicide Risk Factors' (<http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/key-information/suicide-risk-factors.html>) in the Practice Tools policy under 'Key Information'.

The young people that we work with are one of the most vulnerable groups in our society to self harm and suicide. Knowing the risk factors, triggers and indicators of self harm reminds us to be vigilant to this risk when assessing the safety of a young person.

This key information covers :

[Suicide Risk Assessment - Question Prompts](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/suicide-risk-assessment-prompt-qs-final.doc) (<http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/suicide-risk-assessment-prompt-qs-final.doc>)

[Suicide Risk Assessment Tool](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/suicide-risk-assessment-template-final.doc) (<http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/suicide-risk-assessment-template-final.doc>)

You can read the Release of Critical Risks Check 11 April 2011 on our CYRAS page (<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/release-of-critical-risk-checks-11-april-2011.doc>).

For more information

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

9(2)(a)

Your intranet – ECE funding

This weeks, tips trick and shortcuts.....

.....Did you know that the [Early childhood education for children in care](http://doogle/whats-on/projects/child-youth-family/early-childhood-education-for-children-in-care.html) (<http://doogle/whats-on/projects/child-youth-family/early-childhood-education-for-children-in-care.html>) project page pulls together information you need to know about the ECE funding available to our young ones. This includes:

- an eligibility framework
- finding a local ECE service
- how it links in with Home for Life
- how to access the funding.

The page can be accessed from the 'Other initiatives' quicklink on the projects and initiatives landing page.

For more information

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

9(2)(a)

Outbound calling to schools

Last year, the introduction of EDASSIST was accompanied by an outbound calling campaign to all schools. Schools responded very positively to this proactive approach, so the contact centre is repeating this exercise, this time targeting all decile 1-3 schools.

Over coming weeks, you can expect to get emails generated by the contact centre, telling you what the schools want at this time. The services are the same as those offered last year:

providing CYF Social Workers when school staff wish to seek advice or make a report of concern about a child or young person

giving information about the 'working together' child protection workshops for professionals working with children and young people.

linking schools directly to their local Child, Youth and Family offices and staff.

arranging supplies of the interagency guide 'Working together to keep children and young people safe' and our public education brochures.

National communications will arrange the distribution of pamphlets and the Working Together guide.

Schools are key partners in our work with children, so look at what else you 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.

For more information

9(2)(a)

Health and safety

The September [Health and Safety Scheduler Reminder](http://doogle/documents/working-here/health-safety/scheduler/2012-09-september-n-s-scheduler-reminder-national-office.doc) (<http://doogle/documents/working-here/health-safety/scheduler/2012-09-september-n-s-scheduler-reminder-national-office.doc>) and [Safety Newsletter](http://doogle/documents/working-here/health-safety/newsletter/2012-09-september-safety-newsletter.doc) (<http://doogle/documents/working-here/health-safety/newsletter/2012-09-september-safety-newsletter.doc>) are now available on the 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 253**

Need 2 Know - Issue 253

18 September 2012.

On this Page:

New complaints process

We have redesigned our complaint management process to simplify the process, and free up frontline staff.

Once the new process is implemented, our frontline social workers will no longer be responsible for investigating and reporting on complaints. Over the next couple of months we will be introducing the role of advisor service improvement as a site resource for complaint investigations. These positions will be based at your regional office.

Outline of new process

The new complaints process will revolve around site managers assessing and categorising complaints into low, medium and high intensity.

Complaints that are assessed as low intensity (to be resolved in 10 working days) will be those that:

- do not require an investigation
- may previously be dealt with as informal complaints
- can be resolved with a face-to-face meeting or telephone call
- can be resolved to both parties satisfaction within 10 working days.

Complaints that are assessed as medium intensity (to be resolved in 30 working days) will be those that:

- require an investigation
- have the potential to escalate
- have the potential to cause friction between CYF and the child, young person and their family/whānau
- are about the practice and or behaviour of staff
- if the complainant has had a number of recent complaints registered in the complaints management system.

Complaints that are assessed as high intensity will require approval from the regional director and will include those that:

- require national office co-ordination
- have multiple and complex issues
- relate to more than one CYF site/region
- have been sent to different agencies (such as MSD, the Office of the Ombudsman (<http://www.ombudsmen.govt.nz/>), or the Office of the Children's Commissioner (<http://www.occ.org.nz/>)) at the same time.

At any stage during the complaint resolution process a complaint category may be upgraded to a higher intensity level.

The chart attached outlines the process once the complaint has been assessed and categorised. You'll see this involves a new regionally based role of Advisor Service Improvement. These new positions will be advertised in the week beginning 17/9/2012.

For more information

9(2)(a)

[Chart of complaints process \(0.71 MB\) \(http://doogle/documents/whats-on/news/business-groups/child-youth-family/need-2-know/complaint-resolution-process.pdf\)](http://doogle/documents/whats-on/news/business-groups/child-youth-family/need-2-know/complaint-resolution-process.pdf)

Use of Support Orders to meet the needs of children and young people

New practice guidance is now available on the Practice Centre on the [Use of Support Orders \(http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html\)](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html) to provide intensive support and oversight for children and young people living at home.

The Key Information outlines:

- the use and provisions of a Support Order
- the role of the social worker
- the importance of working with the child or young person, their family and other professionals to bring the plan to life, monitor and review progress and determine its effectiveness.

Please note that the frequency of social worker visits when a Support Order is in place has been set at a minimum of every 8 weeks. Visiting is how we ensure children and young people are safe and their evolving needs are being met.

You can find this new practice guidance on both the 'Caring for Children and Young People Policy' and 'Permanent Care and Creating a Home for Life Policy'.

For more information

9(2)(a)

Information for media: updated data available on our website

We've updated the [information for media \[http://www.cyf.govt.nz/about-us/who-we-are-what-we-do/information-for-media.html\]](http://www.cyf.govt.nz/about-us/who-we-are-what-we-do/information-for-media.html) section on our website with data as at 30 June 2012. The page is updated quarterly with information and data frequently requested by the media and others.

The data consists of notification numbers, substantiated findings, the number of children and young people in out of home placements, family group conference numbers, and residences data. This data is broken down by site, and is accompanied by commentary that helps media understand what the numbers mean, and how we work with children and their families.

For more information

9(2)(a)

Ways to care CYRAS changes

There are a number of significant changes happening to better align CYRAS with the Ways to Care policy changes that have been in place for over 12 months.

The following changes will go live on 23 September:

Introduction of four new types of carer record:

Fostering/Adoption - those applicants that wish to provide care for a child, as a foster parent and/or to be available for adoption. There are five sub care types under this category.

Family/Whānau - those that wish to provide care for a family member or a child with a psychological attachment. There are three sub care types under this category.

Family Home - to provide care in a Child, Youth and family's family home (fulltime or reliever).

Identified Child Adoption - those applicants who wish to be assessed for their suitability to adopt a specific child. There are three sub care types under this category.

Enhancements to the search function in CYRAS, giving the ability to search for available non-family/whānau carers by filtered criteria. The search function can be used to produce reports for after-hours social work.

All review documentation will now be held in the one review folder.

Enhancements to Te Pakoro reporting, enabling us to combine several reports into one.

For more detail about these changes, check out the [CYRAS release note – Ways to care 23 Sept 2012 \[http://doogie/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html\]](http://doogie/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html).

The [Ways to Care CYRAS to go list \[http://doogie/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/ways-to-care-cyras-to-go-1st.docx\]](http://doogie/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/ways-to-care-cyras-to-go-1st.docx), which outlines the process for when you open your carer case for the first time, is also available on the CYRAS release notes page.

Getting ready for go-live

On or before 21 September, we recommend that all social workers print out their caseloads and ensure all records have been converted correctly on Monday 24 September.

The following records that aren't updated/corrected and don't have a current placement will either be moved back to 'application received' or closed with a new phase opened:

- > Carer records that don't have a placement and don't have the two carer type fields completed that are currently in CYRAS.
- > Non family/whānau that have an 'emergency approval' status
- > Family/whānau records that don't have a placement and don't have an identified child in the carer record.

All 'pending approval' records that don't have the CPFA (Confirm Proceed to Final Assessment) checklist item completed and/or have the request approval tick box completed will be moved back to 'application received'. The old record will be closed and will be available to view.

Assessments that are nearly completed should be completed and approved prior to 23 September 2012.

For more information

If you have any questions regarding the CYRAS changes, speak with the Ways to Care champion at your site. Information about Ways to Care practice is located on the Practice Centre (under [Caregiver Assessment and Approval policy \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/index.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/index.html)).

Virtual book club

Picking up on an idea from some book-lovers at the recent managers' forum, we're introducing a 'virtual book club' [\[http://doogie/resources/helping-staff/child-youth-family/child-youth-and-family-virtual-book-club.html\]](http://doogie/resources/helping-staff/child-youth-family/child-youth-and-family-virtual-book-club.html) on our intranet. The focus will be

on books that relate to our work, and could be fiction or non-fiction. We'll also include reviews on books that are ideal for parents, social workers and caregivers to read to, or share with, a child or young person.

We're starting off with books we've read, but want to hear your ideas for great books to profile. This site will work best when people share their favourites. Perhaps you'd like to be our first guest reviewer?

By now, sites and residences should have received the books gifted to us by Gecko Press. We hope you and the children you work with enjoy the books, and our plan is to keep them coming so you can have a library for the children and young people who visit you. You might like to build on this site resource with pre-loved books from home.

For more information

9(2)(a)

Your Practice Centre – Righting the wrong: Information on Working with Victims

This week's Practice Centre tips, tricks and shortcuts...

..... Did you know that you can find [Righting the Wrong: Information on Working with Victims](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html) (<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html>) on Engagement and Assessment policy under Key Information? While victims have an important role in youth justice family group conference, they are also ordinary, everyday people, who may feel wronged and by no fault of their own.

Victims may have strong feelings about what has happened to them although experience has shown that they can also be very forgiving and generous. They also have vulnerabilities and rights, which mean that Child, Youth and Family need to have a strong focus on victims' interests and support them through the family group conference process.

This Key information covers:

[Engaging with the Victim](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Engagingwiththevictim) (<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Engagingwiththevictim>)

[At the conference](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Attheconference) (<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Attheconference>)

[After the conference](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Aftertheconference) (<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Aftertheconference>)

[When the victim is also a family member](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Whenthevictimisalsoafamilymember) (<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Whenthevictimisalsoafamilymember>)

[When the victim is a child or young person](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Whenthevictimisachildoryoungperson) (<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Whenthevictimisachildoryoungperson>)

[When the victim is the community, business or a corporate body](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Whenthevictimisthecommunitybusinessoracorporatebody) (<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Whenthevictimisthecommunitybusinessoracorporatebody>)

[When an insurance company pays out on a claim following an offence](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Whenaninsurancecompanypaysonaclaimfollowinganoffence) (<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Whenaninsurancecompanypaysonaclaimfollowinganoffence>)

[Closure](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Closure) (<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/key-information/righting-the-wrong-key-information-on-working-with-victims.html#Closure>)

9(2)(a)

For more information

If you have any questions about the Practice Centre or ideas about information or resources that could be added, we'd love to

9(2)(a)

Your intranet - Knowledge services and library resources

This weeks tips, tricks and shortcuts.....

.....Did you know that the [Knowledge services and library resources](http://doogle/helping-you/research-help/library/index.html) (<http://doogle/helping-you/research-help/library/index.html>) page provides access to academic books, reports, articles, databases and other resources to help you in your work. The page also includes information about:

How to set up information alerts

Research and study support

How copyright affects you

How to search

and much more.

You can access from the 'Resources' landing page by clicking on 'Resources for helping staff', and then 'Library resources'.

The Knowledge Services team also offer research support for policy, research, evaluation and practice. You can contact the team on 42154 or by emailing mailto:knowledge_services@msd.govt.nz mailto:knowledge_services@msd.govt.nz

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, we'd love to hear from you. Please contact **9(2)(a)**

Youth Crime Action Plan terms of reference

The [terms of reference](http://www.beehive.govt.nz/sites/all/files/Terms_of_Reference_for_Youth_Crime_Action_Plan.pdf) http://www.beehive.govt.nz/sites/all/files/Terms_of_Reference_for_Youth_Crime_Action_Plan.pdf for the Youth Crime Action Plan have recently been released.

The plan will help deliver the Government's Better Public Services goal of reducing youth crime and the wider goal of reducing offending and victimisation rates. The plan is intended to be released in early 2013.

Officials are consulting with frontline practitioners, non-government organisations, experts and other interested parties who regularly work with child and youth offenders. In addition, extensive consultation is being held with Māori through a reference group and a series of hui across the country, and also with young people and service users.

Closing day for submissions is today, however late submissions for the Action Plan can be sent to YCAPideas@justice.govt.nz <mailto:YCAPideas@justice.govt.nz>.

For more information

Check out Minister Borrow's [press release](http://www.beehive.govt.nz/release/youth-crime-action-plan-terms-reference-released) <http://www.beehive.govt.nz/release/youth-crime-action-plan-terms-reference-released> for more

9(2)(a)

Contributing to Need 2 Know

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

Content owner: [Child, Youth and Family](#) Last updated: 08 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 254

Need 2 know - Issue 254

25 September 2012.

On this Page:

Regional news stories

You can keep up to date with what's happening around the country through the news stories featured on the regional pages. The regional pages also include messages from the Regional Directors, site maps, contact details and, on the Southern Region's page, a special 'Practice Place' and a 'Canterbury getting Reconnected' page.

Some of the recent stories include:

[Auckland](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/northern.html#Northernnews21) [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/northern.html#Northernnews21>]:

- Farewell for **9(2)(a)**
- MSD Emergency Reserve Team 'bootcamp'
- Auckland Youth Forum

[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>]

- Child, Youth and Family master chefs
- Big breakfast by brave blokes

[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>]

- More to meet the eye than rugby – **9(2)(a)** visit to Epuhi residence
- Towards Whanganui as a restorative city conference
- There is an artist in us all – staff in Napier site share their talents

[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>]

- Foster Bear celebrates fantastic foster dad
- Puketai endure sub-zero conditions for experience of a lifetime
- Caregivers catch up over lunch and training

You can also keep in touch with what's happening in the regions by checking out the '[Child, Youth and Family in the media](http://doogle/unit/cyf/insej.html)' section on the home page.

For more information

If you have something you'd like to share on these pages, we'd love to hear from you. Just contact your regional communications advisor with your ideas, or any stories you'd like featured.

Five question quiz

The 'five question quiz' draws on new or topical information from our intranet, practice centre, or publications. Top point scorers will go into the draw to win a prize. The answers and quiz winner will be announced in next week's Need 2 Know.

This month's questions:

Under the new complaints process which is soon to be implemented, when do complaints assessed as 'low intensity' need to be resolved?

What triggers the completion of an investigation/CFA phase in CYRAS

Name the six Child, Youth and Family funded primary-level mental health? interventions that are being funded as part of the Gateway Assessment process?

Who is eligible for the new MSD study awards?

What are the two new Youth Services introduced by Work and Income?

Deadline for answers is midday, Friday 28 September.

For more information

Send your completed quiz, or any feedback you have about Need 2 Know, to

New Zealand ShakeOut 2012

The New Zealand ShakeOut 2012 is part of the Ministry of Civil Defence and Emergency Management national exercise programme.

The aim of ShakeOut is to have more than 1 million people throughout New Zealand practice the earthquake drill 'drop, cover and hold' at 9.26am on 26 September 2012. (Please note that 26 September is also National Social Workers Day.) This provides a great opportunity for you to reinforce your existing emergency response procedures and to promote personal emergency preparedness at work and at home.

For more information, visit our doogle page [<http://doogle.working-here/health-safety/emergency-management/exercises/shakeout/index.html>] or check out the New Zealand ShakeOut website [<http://www.shakeout.govt.nz/>].

For more information

any questions

Search and Surveillance Act 2012: Changes to Child, Youth and Family processes and warrant forms

Effective on 1 October 2012, there will be legal changes regarding warrants sought by social workers under sections 39, 40 and 386 of the Children, Young Persons, and their Families Act (CYPFA).

The warrant applications and support paperwork won't be updated on CYRAS until 7 October, however your solicitors will have copies of the templates. Please destroy any old forms once you start using the new ones.

The changes are:

The issuing officer: The term 'Issuing Officer' replaces Judge, Justice of the Peace (JP) and Court Registrar. From 1 October only an Issuing Officer can issue a warrant and that will be all judges and also registrars and JPs who have been approved. You are still required, in the first instance, to put your warrant application before a judge. It's only when a judge isn't available that you can ask an issuing officer who is a registrar or JP to consider your warrant application.

Fax/electronic copies of the warrant may be used if it's not practical or possible to show the original warrant. You don't need to make a special application to use a fax copy or to have special mention endorsed on the face of the warrant.

Statement not Affidavit – the supporting paperwork will be referred to as a Statement in support of your application, replacing the previous requirement for an affidavit. The statement isn't required to be given under oath. The application for a warrant must contain or be accompanied by a statement by the applicant confirming the truth and accuracy of the contents of the application.

After hours – call Contact Centre supervisor for guidance on the process of making warrant applications.

Please note that Solicitors will provide training to all front line staff before the changes come into effective. Your site solicitor will be able to give you more information on this.

For more information

Your Practice Centre – practice sessions

This week's Practice Centre tips, tricks and shortcuts...

.....Did you know that there are a suite of [Practice sessions](http://cyf-practice-centre.ssi.govt.nz/supervisor-learning/#Practicesessions6) on the Practice Centre which aim to help strengthen your practice and provide a forum

for further discussions and learning about priority areas for Child, Youth and Family. The first two sessions – Recording: A child's story and Engaging with fathers in our practice – went on the Practice Centre last year, and a new practice session was added this week on the family/whānau caregiver assessment and approval process.

Each practice session includes a powerpoint presentation, notes to accompany the presentation, and a range of handouts and other resources to support the learning.

For more information

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

9(2)(a)

Your intranet - Family Services Directory and Contract Mapping website

This week's intranet tips, tricks and shortcuts.....

..... Did you know that you can use the [Family Services Directory](http://www.familyservices.govt.nz/directory/index.jsp) to find family support services in your local area. It features organisations that offer a range of services, including counselling, parenting programmes, budgeting, basic needs etc.

The Directory helps you find local providers that offer (mostly free or subsidised) family-related services around New Zealand. It provides practical information about community support available, including contact details, opening hours, a description of the services and who the services are for.

The [Contract Mapping](http://www.contractmapping.org.nz/) website is a related resource, which provides information about the contracts the Ministry has with social service providers. Details include the MSD service line that funds them, and whether the funding is DOE or non DOE.

You can access these websites via the related link on the right-hand side of the home-page.

For more information

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

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 2 Know - Issue 255**

Need 2 Know - Issue 255

02 October 2012.

On this Page:

Alcohol and Other Drugs Residential Rehabilitation Programmes for young offenders

Fresh Start funding was provided for 32 residential places each year for child and young offenders. These placements are contracted to four providers who have residential alcohol and other drugs (AOD) programmes suitable for this age group:

Odyssey House, Auckland
 Rongo Atea, (Te Runanga O Kirikiriroa), Hamilton
 Te Waireka (Central Health), Otane, Hawkes Bay
 Odyssey, Christchurch

To request a Fresh Start funded place at any of the four youth residential providers, please contact **9(2)(a)** at Youth Justice Support, National Office, Wellington. The following is required:

the child or young person has current youth justice matters.

there is an assessment by an AOD clinician (not connected with any of the four providers) which clearly indicates the need for residential treatment.

an FGC has been held where the residential treatment has been recommended and agreed or a Youth Court order under s283(jc) is contemplated (Please note that the provider must have been consulted and agreed to provide the programme to the young person before an order can be made by the Youth Court – see s286A).

the referral to the preferred provider is made by Child Youth and Family.

Please note funding doesn't guarantee acceptance on the chosen programme as the funding is subject to the child or young person meeting the provider's own criteria for entry onto the programme.

For more information

9(2)(a)

Raising awareness about Sudden Unexpected Death in Infancy (SUDI) - Safe sleeping and smokefree environment

Babies and toddlers in care can be particularly susceptible to health problems, and have increased risk of Sudden Infant Death Syndrome. To help raise awareness about this, and ensure that caregivers of children under two years old have support and information to understand the risk of SUDI for children in this age group, we're rolling out a SUDI awareness raising initiative this week. This initiative focuses on safe sleeping practices and smokefree environments for under 2s.

The operations managers will manage:

instructions to sites regarding the initiative, including the tasks social workers are required to complete timeframes and reporting requirements.

To support the work in the regions, all caregivers, including s. 396 carers, who have a child under 2 years of age (in the custody of the CE) placed with them will receive a letter from the General Manager Operations which will have key information about SUDI, links to helpful information, and the details of the visits that social workers will be making.

Parents who have their children (in the custody of the CE) with them at home won't receive a letter but will get all necessary information through the social work visits.

Please note that this is the start of a larger piece of work to look at the practice policy in this area and we'll keep you updated on the progress.

For more information

9(2)(a)

Upcoming CYRAS maintenance changes

There'll be changes to CYRAS that take effect on 8 October 2012. These changes include:

- resolving the issue to do with the Vendor details button not being enabled for Family Home Carer records
- resolution of the fault with the Caregiver assessment narrative for Family/Whanau caregivers
- the ability to edit and save changes to a Carer review record
- resolution of the search by affiliation issue in the Carer search
- the introduction of 12 new Search and Surveillance Act 2012 templates
- changes to existing Order Sought descriptions
- casenotes which are restricted to Contact Centre staff only.

More information about these changes is available on the [CYRAS release notes](http://doogle/resources/neljins-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html#Releasenotes2) (<http://doogle/resources/neljins-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html#Releasenotes2>) page.

For more information

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

Practice resources - tools and prompts

We have surplus supplies of the following practice resources:

[Safety Permanency and wellbeing prompts](http://cyf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/care-and-protection/pf-cp-resource-towards-wellbeing-prompts.pdf) (<http://cyf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/care-and-protection/pf-cp-resource-towards-wellbeing-prompts.pdf>)

[Cage Kessler Prompt](http://cyf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/care-and-protection/pf-cp-resource-cage-kessler-prompts.pdf) (<http://cyf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/care-and-protection/pf-cp-resource-cage-kessler-prompts.pdf>)

[Supervision preparation prompt](http://cyf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/supervision/pf-sup-resource-supervision-prep-prompt.pdf) (<http://cyf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/supervision/pf-sup-resource-supervision-prep-prompt.pdf>)

[3 houses \(young people\) prompt card](http://cyf-practice-centre.ssi.govt.nz/documents/policy/practice-tools/adolescent-three-houses.pdf) (<http://cyf-practice-centre.ssi.govt.nz/documents/policy/practice-tools/adolescent-three-houses.pdf>)

[TRAX assessment tool prompt card](http://doogle/documents/whats-on/news/business-groups/child-youth-family/need-2-know/final-adolescent-assessment-tool-3-houses-1en.pdf) (<http://doogle/documents/whats-on/news/business-groups/child-youth-family/need-2-know/final-adolescent-assessment-tool-3-houses-1en.pdf>)

[Kolb Experiential Learning Cycle](http://cyf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/supervision/pf-sup-resource-kolbs.pdf) (<http://cyf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/supervision/pf-sup-resource-kolbs.pdf>)

[Supervision Practice triggers](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/child-youth-person-and-family-focused-and-strengthening-practice.html) (<http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/supervision/triggers/child-youth-person-and-family-focused-and-strengthening-practice.html>)

[Vulnerable Infants](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/vulnerable-infants/phases-and-triggers/assessment.htm) (<http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/vulnerable-infants/phases-and-triggers/assessment.htm>)

If you'd like copies of any of these resources, please contact 9(2)(a)

Regional Practice advisors hold supplies of the black 'Visiting Book' compendiums, which contain all these resources and more.

Accessing other resources

The practice framework desk-top flip charts have been reproduced, and can be ordered through the Bluestar orderware system.

CYF165 - C&P and YJ practice framework

CYF166 - Care practice framework

The visiting book and supervision pads are ordered by creating a requisition in KEA. These include:

CYF566a - Visiting book pad

CYF566b - Child and family consult pad

CYF566c - Three Houses pad (child)

CYF566f - Three Houses pad (young person)

CYF566d - Young persons and Family consult pad

CYF566e Supervision record pad

For more information

9(2)(a)

Your Practice Centre – working with different cultures

This week's Practice Centre tips, tricks and shortcuts...

....Did you know that you can find information about working with different cultures in the [Resources](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/care-and-protection/resources/index.html) for Care and Protection Practice framework under the Knowledge and Practice. This includes :

[Working with Maori](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/care-and-protection/resources/working-with-maori.html)

[Working with Pacific Peoples](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/care-and-protection/resources/working-with-pacific-peoples.html)

[E. Kaveinga: A Cook Island Model of Social Work Practice \(Word 7.7MB\)](http://cyf-practice-centre.ssi.govt.nz/documents/knowledge-base-practice-frameworks/care-and-protection/a-kaveinga.doc)

[Working with Migrants](http://cyf-practice-centre.ssi.govt.nz/knowledge-base-practice-frameworks/care-and-protection/resources/working-with-migrants.html)

For more information

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

9(2)(a)

Five question quiz

Thanks to all of you who entered this month's '5 question quiz'. Congratulations to our winner 9(2)(a) a resource assistant in our Waikato East youth justice office. 9(2)(a) your prize will be with you shortly.

The answers to this month's quiz are:

Under the [new complaints process](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2012/need-2-know-253.html) which is soon to be implemented, when do complaints assessed as 'low intensity need to be resolved'?

10 working days

What triggers the completion of an investigation/CFA phase in CYRAS?

an entry in the type header on the details tab in the assessment record
an entry in the date field of the details tab in the assessment record
an assessment finding is entered.

Name the six [Child, Youth and Family funded primary-level mental health interventions](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/mental-health-services.ppt) that are being funded as part of the Gateway Assessment process?

Watch, Wait & Wonder

Incredible Years

Triple P (Primary levels and levels 4 and 5)

Parent Child Interaction Therapy

Trauma Focused Cognitive Behaviour Therapy

Abuse Focused Cognitive Behaviour Therapy

Who is eligible for the new [MSD study awards](http://doogle/whats-on/news/dce-message/child-youth-family/2012/bernadines-message-msd-study-awards.html)?

All staff that have been in the Ministry for 2 or more years

What are the two new Youth Services (<http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2012/youth-services-wednesday-briefing.ppt>) introduced by Work and Income?

NEET Not in Employment or Education Training

YP/YPP Youth Payment & Young Parent Payment

If you missed entering the quiz this month, be sure to keep your eye out for the coming editions of Need 2 Know for the next '5 question quiz'.

Contributing to Need 2 Know

9(2)(a)

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

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Need 2 Know 256

08 October 2012.

On this Page:

Our people in the media

This year's media coverage for National Social Workers Day has been outstanding. It involved our regional communications advisors working with the media, inviting journalists to spend time with social workers to find out more about their work and why they feel so passionate about it.

Thanks to everyone who appeared in these stories, which helps people better understand the complexities and breadth of our work.

Check out the [Child, Youth and Family in the media](http://doogle/whats-on/news/business-groups/child-youth-family/media/index.html) (<http://doogle/whats-on/news/business-groups/child-youth-family/media/index.html>) page to see their stories.

For more information

If you've got a story to share, your regional communications advisor would love to hear from you. Check out your regional page to get their details.

Awahi Mai Awahi Atu

You will have noticed the new look of the weekly Bernadine's Message and Need 2 Know, which is being sent out under the restored Panui banner. Now keep your eye out for our refreshed Awahi Mai Awahi Atu e-newsletter, which should be arriving in your in-box shortly. Yes, we've gone electronic because it's the fastest, easiest way of keeping you up to date with what's happening at Child, Youth and Family. We'll be emailing you with a new issue of Awahi Mai Awahi Atu every couple of months. As well as sending it to all staff, we'll be forwarding it to our key stakeholders as well. Please feel free to forward it to people you think may be interested, for example local NGOs, community partners etc.

For more information

9(2)(a)

Health and Safety

The October [Health and Safety Scheduler Reminder](http://doogle/documents/working-here/health-safety/scheduler/2012-10-october-h-s-scheduler-reminder.doc) (<http://doogle/documents/working-here/health-safety/scheduler/2012-10-october-h-s-scheduler-reminder.doc>) and [Safety Newsletter](http://doogle/documents/working-here/health-safety/scheduler/2012-10-october-safety-newsletter.doc) (<http://doogle/documents/working-here/health-safety/scheduler/2012-10-october-safety-newsletter.doc>) are now available on the intranet.

For more information

9(2)(a)

Your Practice Centre – Putting safety first: Is it okay to use reasonable force on children and young people?

This week's Practice Centre tips, tricks and shortcuts...

....Did you know that you can find information about [Putting safety first: Is it okay to use reasonable force on children and young people?](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html) (<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html>) in the 'Caring for Children and Young People Policy' under 'Key Information'? The use of force against children and young people is always a last resort. If a decision is made to use reasonable force against a child or young person, we need to be sure this is a last resort and premised only on keeping the child or young person safe from further harm.

This key information refers to situations regarding the use of reasonable force against a child or young person in the Chief Executive's custody. It applies to Child, Youth and Family staff (including escorts, mentors and trackers) and approved Child, Youth and Family caregivers. This key information covers:

[Using force: An assault?](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.nimi#UsingforceAnassault1#UsingforceAnassault1) (<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.nimi#UsingforceAnassault1#UsingforceAnassault1>)

[What do we mean by 'reasonable force'? \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Whatdowemeanbyreasonableforce2#Whatdowemeanbyreasonableforce2\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Whatdowemeanbyreasonableforce2#Whatdowemeanbyreasonableforce2)

[Legal considerations for social workers \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Legalconsiderationsforsocialworkers3#Legalconsiderationsforsocialworkers3\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Legalconsiderationsforsocialworkers3#Legalconsiderationsforsocialworkers3)

[Defences available to social workers, other staff members, and Child, Youth and Family approved caregivers \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#DefencesavailabletosocialworkersotherstaffmembersandChildYouthandFamilyapprovedcaregivers4#DefencesavailabletosocialworkersotherstaffmembersandChildYouthandFamilyapprovedcaregivers4\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#DefencesavailabletosocialworkersotherstaffmembersandChildYouthandFamilyapprovedcaregivers4#DefencesavailabletosocialworkersotherstaffmembersandChildYouthandFamilyapprovedcaregivers4)

[Preparation and support \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Preparationandsupport5#Preparationandsupport5\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Preparationandsupport5#Preparationandsupport5)

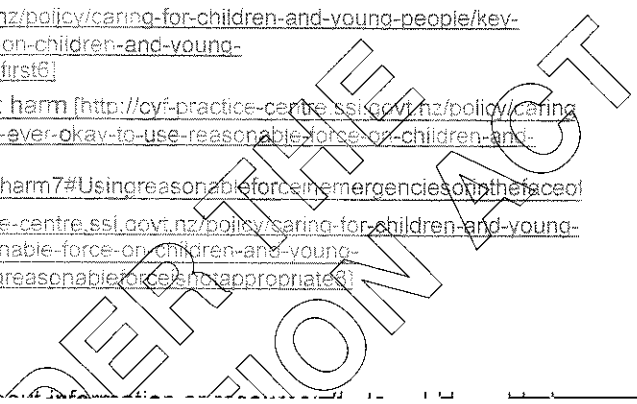
[Always look for alternatives first \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Alwayslookforalternativesfirst6#Alwayslookforalternativesfirst6\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Alwayslookforalternativesfirst6#Alwayslookforalternativesfirst6)

[Using reasonable force in emergencies or in the face of imminent harm \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Usingreasonableforceinemergenciesorinthefaceofimminentharm7#Usingreasonableforceinemergenciesorinthefaceofimminentharm7\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Usingreasonableforceinemergenciesorinthefaceofimminentharm7#Usingreasonableforceinemergenciesorinthefaceofimminentharm7)

[When using reasonable force is not appropriate \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Whenusingreasonableforceisnotappropriate8#Whenusingreasonableforceisnotappropriate8\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/putting-safety-first-is-it-ever-okay-to-use-reasonable-force-on-children-and-young-people.html#Whenusingreasonableforceisnotappropriate8#Whenusingreasonableforceisnotappropriate8)

For more information

If you have any questions about the Practice Centre evidence about this topic, please contact us on 0800 000 000.



Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 257**

Need 2 Know - Issue 257

15 October 2012.

On this Page:

White Paper update

In the weeks ahead there is much work to be done at the national level to understand the best way to engage all the agencies, community partners, and iwi in shaping the implementation of the Children's Teams, and other aspects of the Children's Action Plan. You will receive regular updates on progress.

White paper resources

There have been lots of requests for copies of the White Paper for Vulnerable Children and the Children's Action plan.

As soon as copies become available we will send packs to every site, office, and residence, and have copies on hand for national office staff. They are likely to arrive within the next ten days, but we'll let you know. It's also okay if you or your staff have requested copies via the email info@childrensactionplan.govt.nz [<mailto:info@childrensactionplan.govt.nz>]

To recap on material:

- All the White paper information is linked from our Mā mātou, mā tātou – changing young lives project page, and there's easy access from the home page alert
- Paul's video talks through what the changes mean for us and our kids
- The presentation on our intranet supports this
- 'Volume one' is an overview of the White Paper for Vulnerable Children
- The Children's Action Plan tells us what's going to be done by when
- Our 'strategy for children in care' is outlined in chapter six of 'volume two'

For more information

9(2)(a)

Workshops on registration for unqualified social workers

The Social Workers Registration Board is holding a series of workshops on gaining social work registration by way of section 13 of the Registration Act. This section recognises there may be some instances where social workers practising in New Zealand have never gained formal qualifications, but who in other respects could be registered.

The workshops are a great opportunity for social worker staff who don't currently hold a recognised social work qualification, to better understand and explore registration through this option, and ask any questions they may have.

Upcoming workshops include:

- | | | |
|------------|-----------------|--|
| 19 October | 9:30 - 11:30am | Te Oranga Care and Protection South Residence
60 Horseshoe Lake Rd, Shirley, Christchurch |
| 15 October | 3.00 - 4.30pm | Eastern Institute of Technology, Taradale Campus, Room L319 |
| 7 November | 10.00 - 11.30am | Duncan Dovico House, 62 Gill Street, New Plymouth, Kaitake Room |

More information about the criteria for Section 13 applications is also available on the [SWRB website](http://www.swrb.govt.nz/new-applicants/section-13-applications) [<http://www.swrb.govt.nz/new-applicants/section-13-applications>]. If you wish to attend one of these workshops, contact the SWRB Office on office@swrb.govt.nz [<mailto:office@swrb.govt.nz>]

For more information

9(2)(a)

Brainwave Trust seminars

Learning and Development has coordinated Brainwave Trust seminars on 'What's going on in an adolescent's brain' to upskill staff, NGOs and caregivers. These workshops will help you work more effectively with young people and their families, and better understand:

- the impulsive emotional decision-making of the teenage years
- risk-taking behaviour from a different perspective
- how decisions are made differently when peers are involved
- why teenagers' sleep patterns change
- the impact of technology on teenagers
- how alcohol and drugs affect the adolescent brain.

There will be two seminars at each region targeting the following groups:

- 9.00am to 12.30pm - Carers
- 1.00pm to 4.00pm - Child, Youth and Family site-staff and NGOs

Location	DATE	Location	DATE
Masterton	23 October	Hastings	5 November
Hamilton	23 October	Takapuna	15 November
Whakatane	26 October	Dunedin	22 November
Whangarei	31 October	Papakura	23 November
Christchurch	2 November	Nelson	29 November

Carers can register directly through the Caregiver Training website or the Fostering Kids [website](http://schedule.fosteringkids.net/schedule.php) (<http://schedule.fosteringkids.net/schedule.php>). Staff and NGOs need to register through the 'Online eLearn Booking System' (<https://elearn.ssi.govt.nz/mod/faceoface/view.php?f=6207>), or you can contact one of our Learning and Development administrators:

9(2)(a)

There will also be two seminars held at each residence for staff:

- 9.00am to 12.30pm
- 1.00pm to 4.30pm

Residence	Date	Residence	Date
Korowai Manaaki	23 October	Te Oranga	13 November
Te Puna Wai o Tuhinapo	30 October	Epuni	13 November
Whakatakakopakai	6 November	Puketai	20 November

Lower North	6 November	Te Maioha o Parekarangi	20 November
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If you would like to attend, please discuss with your Team Leader.

Staff on Individual Employment Agreements

Child, Youth and Family and the PSA have recently negotiated a new Collective Agreement.

In order to achieve consistency and equity for all of our employees, a process is currently underway to align the terms and conditions of employment across the organisation. Part of this process includes reviewing the terms and conditions of 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 can either accept or decline the offer. If you accept the offer the one-off payment will be paid on 5 December 2012.

For further information

For further information please contact your Human Resources Consultant.

Labour Day impact on payments

While the CYRAS system will be available on Labour Day, Monday 22 October, there'll be no payments processed on that day.

Payments authorised on Friday 19 October will be created in KEA, but with no overnight processing on Monday 22, Friday's cheques and direct credits will be delayed until Tuesday 23.

If you have urgent payments, you should get them authorised in the week before Labour Day, to ensure timely payment.

For more information

9(2)(a)

Your Practice Centre – Safety Assessment Tool guidelines

This week's Practice Centre tips, tricks and shortcuts...

.....Did you know that you can find the key information about the [Safety Assessment](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html) [http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html] in the Engagement and Safety Policy? It's timely to remind everyone that when we assess the safety of a child or young person it's important that our decision making is sound, evidence based and transparent. It is essential to engage the child or young person and their family in the assessment to help them understand what we are worried about.

The following provides the guidelines for using the Safety Assessment :

[Background](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#Background2#Background1) [http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#Background2#Background1]

[Description](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#Description2#Description2) [http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#Description2#Description2]

[Which cases need the Safety Assessment?](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#WhichcasesneedtheSafetyAssessment3#WhichcasesneedtheSafetyAssessment3) [http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#WhichcasesneedtheSafetyAssessment3#WhichcasesneedtheSafetyAssessment3]

[Who completes the Safety Assessment?](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#WhocompletestheSafetyAssessment4#WhocompletestheSafetyAssessment4) [http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#WhocompletestheSafetyAssessment4#WhocompletestheSafetyAssessment4]

[How is the Safety Assessment completed?](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#HowisnpsptheSafetyAssessmentcompleted5#HowisnpsptheSafetyAssessmentcompleted5) [http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#HowisnpsptheSafetyAssessmentcompleted5#HowisnpsptheSafetyAssessmentcompleted5]

[Section 1 - Safety Assessment](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#Section1SafetyAssessment6#Section1SafetyAssessment6) [http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#Section1SafetyAssessment6#Section1SafetyAssessment6]

[Section 2 - Safety Decision and Response](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#Section2SafetyDecisionandResponse7#Section2SafetyDecisionandResponse7) [http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#Section2SafetyDecisionandResponse7#Section2SafetyDecisionandResponse7]

[When is the Safety Assessment completed? \[http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#WhenisnbsptheSafetyAssessmentcompleted8#WhenisnbsptheSafetyAssessmentcompleted8\]](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#WhenisnbsptheSafetyAssessmentcompleted8#WhenisnbsptheSafetyAssessmentcompleted8)
[Safety Assessment Exception Case Note \[http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#SafetyAssessmentExceptionCaseNote9#SafetyAssessmentExceptionCaseNote9\]](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#SafetyAssessmentExceptionCaseNote9#SafetyAssessmentExceptionCaseNote9)
[Next Steps \[http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#NextSteps10#NextSteps10\]](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/safety-assessment-tool-guidelines.html#NextSteps10#NextSteps10)

For more information

If you have any questions about the Practice Centre or ideas about information or resources that could be added, **9(2)(a)**

Your Intranet - Self Assessments material for residences and the contact centre

This week's intranet tips, tricks and shortcuts.....

..... Did you know that specific information and templates for residences and the contact centre have been added to the intranet. They can be accessed directly from the mā mātou mā tātou – changing young lives page:

[Specific information and templates for residences \[http://doogle/whats-on/projects/child-youth-family/self-assessment-information-and-templates-for-residences.html\]](http://doogle/whats-on/projects/child-youth-family/self-assessment-information-and-templates-for-residences.html)

[Specific information and templates for the national contact centre \[http://doogle/whats-on/projects/child-youth-family/self-assessment-information-and-templates-for-national-contact-centre.html\]](http://doogle/whats-on/projects/child-youth-family/self-assessment-information-and-templates-for-national-contact-centre.html)

For general guidance and information on the self assessment process, check out the [self assessment page \[http://doogle/unit/cyf/projects-initiatives/self-assessment-information.html\]](http://doogle/unit/cyf/projects-initiatives/self-assessment-information.html) information

For more information

9(2)(a)

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

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 19 October 2012



Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 258**

Need 2 Know - Issue 258

23 October 2012.

On this Page:

White Ribbon Day resources

Supporting White Ribbon Day, on 25 November, is one of the ways we can all help raise awareness about family violence. By wearing a white ribbon, we help show that preventing family violence is everyone's responsibility.

You can order resources, including Fabric ribbons, A3 campaign posters, White Ribbon Ride posters, window stickers, balloons and temporary tattoos, directly from the [White Ribbon website \(http://whiteribbon.org.nz/act/get-resources/order-resources/\)](http://whiteribbon.org.nz/act/get-resources/order-resources/). We encourage staff to wear a ribbon in the week beginning 22 November, and ribbons can also be left on site counters for members of the public to access.

In past years, many of our sites have been involved in events in their communities, either leading events, or supporting activities organised by other agencies or community groups. If your site is planning to be involved this year, please let your regional communications advisor know.

For more information

9(2)(a)

Care Matters out this week

'Care Matters' – our magazine for caregivers - will hit our caregivers' letter boxes directly this week. This new system will save sites distributing them themselves, however it relies on caregiver details being kept up to date in CYRAS.

We are also providing all site offices with 40 extra copies for their pleasure and distribution to stakeholders. If you don't have enough copies, please feel free to give us a call.

In this issue:

- Working holiday leads to a home for life for six siblings
- Gateway assessment making a difference
- Education support for children and young people
- Sharing lives... a perspective from a young woman whose parents are foster carers
- Tips for caring
- Finding a voice – a young man's rap speaks a thousand words
- Lose yourself in a book

For more information

9(2)(a)

Your Practice Centre – Young people held in custody

This week's tips and tricks....

....Did you know that the Practice Centre has lots of guidance and information around holding a child or young person following arrest. It includes information on:

[Custody for children and young people following arrest: s234 and s235 \(http://www.cvf-practice-centre.ssi.govt.nz/policy/youth-court-processes/kev-information/custody-for-children-and-young-people-following-arrest.html#Custodyforchildrenandyoungpeoplefollowingarrests234ands235\)](http://www.cvf-practice-centre.ssi.govt.nz/policy/youth-court-processes/kev-information/custody-for-children-and-young-people-following-arrest.html#Custodyforchildrenandyoungpeoplefollowingarrests234ands235)

[Police custody and placements in residences for 12 and 13 year olds \[http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/custody-for-children-and-young-people-following-arrest.html#Policecustodyandplacementsinresidencesfor12and13yearolds2\]](http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/custody-for-children-and-young-people-following-arrest.html#Policecustodyandplacementsinresidencesfor12and13yearolds2)

[S236: Continued detention over 24 hours in Police cells for young people \[http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/custody-for-children-and-young-people-following-arrest.html#S236Continueddetentionover24hoursinPolicecellsforyoungpeople3\]](http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/custody-for-children-and-young-people-following-arrest.html#S236Continueddetentionover24hoursinPolicecellsforyoungpeople3)

[Preparing for Youth Court \[http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/custody-for-children-and-young-people-following-arrest.html#PreparingforYouthCourt4\]](http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/custody-for-children-and-young-people-following-arrest.html#PreparingforYouthCourt4)

[Custody of a child or young person pending hearing \[http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/custody-for-children-and-young-people-following-arrest.html#Custodyofachildoryoungpersonpendinghearing5\]](http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/custody-for-children-and-young-people-following-arrest.html#Custodyofachildoryoungpersonpendinghearing5)

During weekends, and especially long weekends, we need to pay particular attention to young people being held in cells, and ensure they are held in police custody for the shortest period of time possible. It's important that social workers consider their caseloads (both YJ and CP), identify children and young people that have a high chance of coming to the attention of the Police over the weekend, and update CYRAS with a case note to cover the current situation, including alternative placement options should they be required.

Escorting young people can be more problematic over the weekend, however we need to ensure that when a placement is available, young people are transported as soon as possible. If the placement is a residential placement, Operations and Residences should work together to find transport solutions.

For more information

9(2)(a)

Your Intranet - Managing board overpayments

This week's tips, tricks and shortcuts....

... Did you know that there is information about the [board overpayment process \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/board-overpayment-process.doc\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/board-overpayment-process.doc) on the intranet. It includes:

an overview of the process

board overpayment tools (including debtor records and reports)

board overpayment process

draft letters and forms.

This information will help social workers, social worker resource assistants (SWRAs) and regional administration staff to identify board or allowance overpayments to caregivers, and initiate repayment of overpayments in an appropriate way.

You can access this information from the 'finance and admin' landing page.

For more information

9(2)(a)

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

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 2 Know 259**

Need 2 Know 259

30 October 2012.

On this Page:

Philippines intercountry adoption programme

The Philippines Intercountry Adoption Board (ICAB) introduced a world-wide 'conditional moratorium' on its intercountry 'regular' adoption programmes early this month.

This moratorium aims to reduce the current three year waiting time to match applicants to a child down to 1.5 years. You can read the about the changes, the implications for applicants, and instructions for social workers online [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-philippines.html>].

Please note that it's important that all staff involved in intercountry adoption have access to the information we emailed out on 16 October. If you are a manager or supervisor in the area of intercountry adoption, please ensure your staff have this information.

For more information

9(2)(a)

NAC - Changes to travel booking

Please note that from 1 November 2012 there'll be changes to all travel and car rental bookings including new fees.

You can read more about the changes and the new rates on the NAC CAN newsletter [<http://doogle/documents/business-groups/helping-staff/people-capabilities/resources/news-and-events/finance/nac-can-special-travel-edition-october-2012.doc>].

For more information

9(2)(a)

Your Practice Centre - Capturing the essence of our practice

This week's tips and tricks...

....Did you know that there are two resources on the Practice Centre, written by two former Chief Social Workers, about care and protection and youth justice practice in New Zealand. You can find these resources under Practice Vision on the home page, or simply click on the links below.

Each resource provides insight into New Zealand's approach to child welfare and youth offending over the years, as well as presenting a picture of current practice and offering thoughts for the future:

Care and protection - Capturing the essence of our practice [<http://cyf-practice-centre.ssi.govt.nz/practice-vision/care-and-protection/capturing-the-essence-of-our-practice/care-and-protection-capturing-the-essence-of-our-practice.html>] covers:

Why care and protection is important [<http://cyf-practice-centre.ssi.govt.nz/practice-vision/care-and-protection/capturing-the-essence-of-our-practice/care-and-protection-capturing-the-essence-of-our-practice.html#Whycareandprotectionisimportant1>]

Some history of New Zealand's approach to child welfare [<http://cyf-practice-centre.ssi.govt.nz/practice-vision/care-and-protection/capturing-the-essence-of-our-practice/care-and-protection-capturing-the-essence-of-our-practice.html#SomehistoryofNewZealandsapproachtochildwelfare2>]

Changing practice [<http://cyf-practice-centre.ssi.govt.nz/practice-vision/care-and-protection/capturing-the-essence-of-our-practice/care-and-protection-capturing-the-essence-of-our-practice.html#Changingpractice3>]

Challenges along the way [<http://cyf-practice-centre.ssi.govt.nz/practice-vision/care-and-protection/capturing-the-essence-of-our-practice/care-and-protection-capturing-the-essence-of-our-practice.html#Challengesalongtheway4>]

Youth justice - Capturing the essence of our practice [<http://cyf-practice-centre.ssi.govt.nz/practice-vision/care-and-protection/capturing-the-essence-of-our-practice/care-and-protection-capturing-the-essence-of-our-practice.html>] covers:

Why youth justice is important [<http://cyf-practice-centre.ssi.govt.nz/practice-vision/youth-justice/youth-justice-capturing-the-essence-of-our-practice.html#Whyyouthjusticeisimportant1>]

Some history of New Zealand's approach to youth offending [<http://cyf-practice-centre.ssi.govt.nz/practice-vision/youth-justice/youth-justice-capturing-the-essence-of-our-practice.html#SomehistoryofNewZealandsapproachtoyouthoffending2>]

[Why things needed to change \[http://cyf-practice-centre.ssi.govt.nz/practice-vision/youth-justice/youth-justice-capturing-the-essence-of-our-practice.html#Whythingsneededtochange3\]](http://cyf-practice-centre.ssi.govt.nz/practice-vision/youth-justice/youth-justice-capturing-the-essence-of-our-practice.html#Whythingsneededtochange3)

[What changes did the 1989 law bring about? \[http://cyf-practice-centre.ssi.govt.nz/practice-vision/youth-justice/youth-justice-capturing-the-essence-of-our-practice.html#Whatchangesdidthe1989lawbringabout4\]](http://cyf-practice-centre.ssi.govt.nz/practice-vision/youth-justice/youth-justice-capturing-the-essence-of-our-practice.html#Whatchangesdidthe1989lawbringabout4)

[What is expected of you \[http://cyf-practice-centre.ssi.govt.nz/practice-vision/youth-justice/youth-justice-capturing-the-essence-of-our-practice.html#Whatisexpectedofyou5\]](http://cyf-practice-centre.ssi.govt.nz/practice-vision/youth-justice/youth-justice-capturing-the-essence-of-our-practice.html#Whatisexpectedofyou5)

[Will all the effort be worthwhile? \[http://cyf-practice-centre.ssi.govt.nz/practice-vision/youth-justice/youth-justice-capturing-the-essence-of-our-practice.html#Willalltheeffortbeworthwhile6\]](http://cyf-practice-centre.ssi.govt.nz/practice-vision/youth-justice/youth-justice-capturing-the-essence-of-our-practice.html#Willalltheeffortbeworthwhile6)

For more information

If you have any questions about Practice Centre or ideas about information or resources that could be added, we'd

9(2)(a)

Your Intranet – Example of good case-note

This week's tips, tricks and shortcuts....

... Did you know that you can find [examples of good case notes \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/example-of-good-casenotes.pdf\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/example-of-good-casenotes.pdf) on the Service Excellence page. Case notes are a record of our interactions with clients, so it's important to keep them concise, relevant and always respectful.

Other resources on the Service Excellence page include:

[Our service standards \[http://doogle/whats-on/projects/child-youth-family/service-excellence.html#Ourservicestandards1\]](http://doogle/whats-on/projects/child-youth-family/service-excellence.html#Ourservicestandards1)

[Service excellence Wednesday brief - 15 June 2011 \[http://doogle/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2011/service-standards-national-launch-15-june-2011.html\]](http://doogle/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2011/service-standards-national-launch-15-june-2011.html)

Ideas to reinforce service standards in sites and offices

[Here to Help - a guide to communicating well \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/here-to-help-a-guide-to-communicating-well.doc\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/here-to-help-a-guide-to-communicating-well.doc)

[Guidelines for writing clearly \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/guidelines-for-writing-clearly.pdf\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/guidelines-for-writing-clearly.pdf)

[Information and resources to help you with your stakeholder engagement \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf/communications/stakeholder-engagement.html\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf/communications/stakeholder-engagement.html)

The Service Excellence page can be accessed via the 'projects and initiatives' landing page.

For more information

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

9(2)(a)

Five question quiz

The 'five question quiz' draws on new or topical information from our intranet, practice centre, or publications. Top point scorers will go into the draw to win a prize. The answers and quiz winner will be announced in next week's Need 2 Know.

This month's questions:

Who have we recently signed a Memorandum of Understanding with?

Where do you access White Ribbon Day resources from?

What areas are being covered by the second stage of the SWiS services expansion?

Where can you find resources for the White Paper, including Paul Nixon's introductory video clip? (send link to page)

Where can you find the new index of Need 2 Know topics, which lists the topics covered in each issue? (send link to page)

Deadline for answers is midday, Friday 2 November.

For more information

9(2)(a)

Contributing to Need 2 Know

<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: 30 October 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 260**

Need 2 Know 260

05 November 2012.

On this Page:

Memorandum of Understanding with Education

The recently signed [MoU with Education](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Education5) [http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Education5] is now available on our intranet.

This document sets out in detail how the two agencies will work together at local, regional and national levels to ensure the safety and education of vulnerable children. Overall, this is about working together to achieve better outcomes for the children and young people we have in common.

See [Bernadine's message](http://doogle/whats-on/news/dce-message/child-youth-family/2012/bernadines-message-mou-with-education.html) [http://doogle/whats-on/news/dce-message/child-youth-family/2012/bernadines-message-mou-with-education.html] for more information about the MoU and what it means for us.

More information

9(2)(a)

Transitioning plans for young people

Transitioning from custody is a crucial time for the young person and it's important that we manage this process very carefully.

We are introducing new [key information](http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/transition-planning-for-a-supervision-order-s283(s3)-collaborative-approach.html) [http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/transition-planning-for-a-supervision-order-s283(s3)-collaborative-approach.html] on the Practice Centre that clearly outlines what is expected of site social workers and residential staff when developing the Supervision order. It takes into account the legal framework and procedure around Split Sentencing and the Residence Transition plan.

The purpose of transition planning is to

- discuss the conditions of the proposed supervision order or discuss the need to vary existing or impose new conditions for the supervision plan that has already been directed
- provide a seamless and successful transition from residential custody to community based supervision, including escorting arrangements
- assist the site social worker to complete the s335 plan for the young person prior to their discharge from the residence
- stipulate the level of supervision, monitoring, and any additional conditions that will promote the successful completion of the young person's plan,
- reduce the likelihood of reoffending and re-admission to a residence.

This key information has been jointly developed by Youth Justice Support and Residential Services at National Office. We have consulted with the Youth Justice Regional Practice Advisors, residential case leaders and some Youth Justice supervisors in the frontline. Once all the feedback was received and incorporated, it was reviewed and approved by Child, Youth and Family Youth Justice Legal.

For more information

9(2)(a)

Keeping track of Carer reviews

Te Pakoro Report 87 will help you - if you help it!

For every carer case on your caseload, you need to promptly open a 2 year review record and manually calculate a date due that matches where you were up to with the 2 year reviews at the time of the Ways to Care CYRAS upgrade. Without this first step, the report doesn't have enough information to calculate this from.

At the time of the change over, review information and dates were in casenotes and scattered throughout the record so the system couldn't automatically convert this. That's why we need you to manually calculate the date to initiate the process. You can read more about this in [CYRAS](http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html) [http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html]

Currently, only 3% of carer records have a CYRAS 2 year review record opened.

For more information

Any questions on how to do this, please talk to your Ways to Care site or ring *777 CYRAS team.

Gateway Assessment - update

'Virtual' learning opportunities

The Gateway Assessment project team are working with Health and Education to establish a series of virtual workshops. The first session, on November 16 from 2-4pm, is **9(2)(a)** speaking on Traditional Maori Parenting. **9(2)(a)** works for Ririki, and has developed the *Tikanga Whakatipu Ririki: A way Of Raising Children* booklet. More information about **9(2)(a)** work is available on the [Ririki website \[http://ririki.org.nz/index.php/parents\]](http://ririki.org.nz/index.php/parents).

If you are interested in booking into this workshop session, or finding out more, please contact **9(2)(a)**.

Latest newsletter

The latest [Gateway Assessment update \[http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/october-2012-s4cic-news.doc\]](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/october-2012-s4cic-news.doc) is available on the Gateway Assessment intranet page. Included in this issue are items about:

- Increased participation in ECE for children in care
- Requesting education profiles from ECE providers
- National student numbers
- MoU with Education
- Regional mental health updates
- Regional Implementation Coordinators
- Referrals for young people in residences or with high and complex needs
- Conferences
- Where to find more resources

For more information

9(2)(a)

Five question quiz – winner and answers

Thanks to everyone who entered this month's '5 question quiz'. Congratulations to our winner **9(2)(a)** **9(2)(a)** Social worker with the Hawkes Bay youth justice team. **9(2)(a)** your prize will be with you shortly.

The answers to this month's quiz are:

1) Who have we recently signed a Memorandum of Understanding with?

The [Ministry of Education \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Education51\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html#Education51) (Ngapuhi also accepted as correct)

2) Where do you access White Ribbon Day resources from?

You can order resources, including fabric ribbons, A3 campaign posters, White Ribbon Ride posters, window stickers, balloons and temporary tattoos, directly from the [White Ribbon website \[http://whiteribbon.org.nz/act/get-resources/order-resources/\]](http://whiteribbon.org.nz/act/get-resources/order-resources/)

3) What areas are being covered by the second stage of the [SwiS services expansion? \[http://doogle/whats-on/news/dce-message/child-youth-family/2012/bermadines-message-social-workers-in-schools-update.html\]](http://doogle/whats-on/news/dce-message/child-youth-family/2012/bermadines-message-social-workers-in-schools-update.html)

The whole of the South Island and the remainder of the Greater Auckland area, with services due to begin in schools from the beginning of term one 2013

4) Where can you find resources for the White Paper, including Paul Nixon's introductory video clip? (send link to page)

From the [White Paper page \[http://doogle/whats-on/projects/child-youth-family/white-paper-for-vulnerable-children.html\]](http://doogle/whats-on/projects/child-youth-family/white-paper-for-vulnerable-children.html), accessed from the projects and initiatives landing page

5) Where can you find the new index of Need 2 Know topics, which lists the topics covered in each issue? (send link to page)

Listed under Popular links on the right hand side of the homepage [Need 2 Know – topic index \[http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/need-2-know-topic-index-2.html\]](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/need-2-know-topic-index-2.html)

For more information

If you missed entering the quiz this month, be sure to keep your eye out for the coming editions of Need 2 Know for the next '5 question quiz'.

Care café

Just a reminder that the [Care Café \[http://www.carecafe.co.nz/\]](http://www.carecafe.co.nz/) is a great website for young people in care.

Along with general information about being in care (from general questions and answers to information on their rights), it has tips and guides to help young people as they move towards independence.

The network also encourages young people's participation. It's a great way to connect them up with others who have similar experiences, and enable them to share their views with care providers and policy makers.

If you would like supplies of the Care Café wallet card to give to young people, just contact the Dingwall Trust on admin@dingwall.co.nz [mailto:admin@dingwall.co.nz]

Several other websites, developed to help teens, are available on our website [\[http://www.cyf.govt.nz/info-for-teenagers/websites-that-help-teens-stay-safe.html\]](http://www.cyf.govt.nz/info-for-teenagers/websites-that-help-teens-stay-safe.html).

More information

9(2)(a)

Your Practice Centre

This week's tips and tricks....

....Did you know that we have recently introduced a new key information called "[Transition Planning for a Supervision Order \(s283\(k\)\) – a Collaborative Approach](http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/transition-planning-for-a-supervision-order-s283ka-collaborative-approach.html)" [\[http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/transition-planning-for-a-supervision-order-s283ka-collaborative-approach.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/youth-court-processes/key-information/transition-planning-for-a-supervision-order-s283ka-collaborative-approach.html) under Youth Court Processes in our Practice Centre to help you develop your Supervision plan for young people completing a Supervision with Residence order in a YJ residence.

This key information covers:

- 12 and 13 year olds in the Youth Court
- The s334 Report and s335 Plan for a Supervision Order following a Supervision with Residence Order and Early Release (s314)
- The Purpose of transition planning
- Roles and responsibilities
- Residential transition plan
- Pre-release planning meetings
- Involving the local Police Youth Aid
- Early release not supported or contentious
- More than one residence for a young person
- Placement in a Supervised Group Home
- Post release contact by residential staff
- The role of the key person
- TRAX and SACS reapplication
- The High Risk Register (Youth Justice)

For more information

9(2)(a)

Your intranet – ordering publications and resources

This week's intranet tips, tricks and shortcuts ...

..... Did you know that the [publications and resources page](http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/ordering-publications-and-resources.html) on the intranet gives you information on how to order publications and resources, including brochures, corporate material and everyday gear?

While most materials are ordered via the Bluestar orderware system, there're a small number of resources that are ordered by creating a requisition in KEA. These include:

- the visiting book/supervision folder pads (eg three houses, consults, supervision records etc)
- branded stationery (eg letterhead, compliment slips, corporate pads, pens)

There're links to both systems, along with a link to Printshop where you can order your corporate ID material, including business cards, desk plates and name badges.

The publications and resources page is easily accessed via the 'Ordering resources' popular link on the right hand side of the homepage and the quicklink on the Resources landing page.

For more information

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

9(2)(a)

CYRAS maintenance changes

The latest CYRAS Maintenance changes, which take effect on 4 November, include:

- fixing the ability to print documents aka 'running man'
- resolving the issue with ending Family Home placements
- enabling you to sort on the column headers in the Board Batch.

More information is available in the [CYRAS release notes intranet page](http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html#ReleaseNotes2)

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 2 Know - Issue 261

Need 2 Know - Issue 261

12 November 2012.

On this Page:

Office of the Children's Commissioner (OCC) monitoring visits

Information about the [OCC's monitoring visits](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-childrens-commissioner-occ-monitoring-visits.html) (http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-childrens-commissioner-occ-monitoring-visits.html) to sites (both care and protection and youth justice) has recently been updated and is now available on the intranet. This includes information about the purpose of the monitoring visits, what they involve, and how you can be well prepared.

Resources include:

- OCC Monitoring Framework
- OCC monitoring visit - information pack
- OCC monitoring visit - meetings with children and young people
- OCC monitoring visit - example of itinerary

The revised information and resources can be accessed via the 'About CYF' landing page, by clicking on the Business Areas quicklink and then on Social Work Quality Assurance.

More information

9(2)(a)

Intercountry Adoption: Fiji

Fiji has acceded to the Hague Convention on Protection of Children and Co-operation in Respect of Intercountry Adoption.

You can access [information and instructions](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-fiji.html) (http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-fiji.html) online (via the 'About CYF' landing page, by clicking on the Business Areas quicklink and then on Intercountry casework), that will help care and adoptions social workers with queries about adoption from Fiji.

For more information

9(2)(a)

Health and Safety

The [November Health and Safety Scheduler Reminder](http://doogle/documents/working-here/health-safety/scheduler/2012-11-november-h-s-scheduler-reminder-including-national-office.doc) (http://doogle/documents/working-here/health-safety/scheduler/2012-11-november-h-s-scheduler-reminder-including-national-office.doc) and [Safety Newsletter](http://doogle/documents/working-here/health-safety/scheduler/2012-11-november-safety-newsletter.doc) (http://doogle/documents/working-here/health-safety/scheduler/2012-11-november-safety-newsletter.doc) are now available on the intranet.

For more information

9(2)(a)

Your Practice Centre – identifying safe care solutions when children and young people can't stay home

This week's tips and tricks....

..... On occasion we'll find ourselves in situations where concerns for a child or young person means that they need a safe place to stay but Child, Youth and Family doesn't necessarily need to secure custody in order to find such a place. This may need to happen following a family group conference or even during our early engagement with a family.

In identifying safe care solutions, when children and young people can't stay at home, you'll find information in our [Practice Centre](http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-) (http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-).

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

[caregivers/index.html#Placementsasaresultofafamilygroupconference17](#)] about how we can manage these situations and work collaboratively with families to build safety for children and young people.

The Key Information outlines:

[Points at which placements may occur \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/identifying-safe-care-solutions-when-children-and-young-people-cant-stay-at-home.html#Pointsatwhichplacementsmayoccur1\]](#)

[How do we assure safety? \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/identifying-safe-care-solutions-when-children-and-young-people-cant-stay-at-home.html#Howdoweassuresafety2\]](#)

[What happens if the checks uncover concerns? \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/identifying-safe-care-solutions-when-children-and-young-people-cant-stay-at-home.html#Whathappensifthechecksuncoverconcerns3\]](#)

[Supporting the placement \[http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/identifying-safe-care-solutions-when-children-and-young-people-cant-stay-at-home.html#Supportingtheplacement4\]](#)

We've also added the minimum requirements (police, CYRAS and TRIM checks, home visit and meeting with the parents and proposed caregivers) from this Key Information to the section in the family/whānau caregiver assessment and approval policy about 'placements as a result of a family group conference'.

We need to be really clear about the expectations placed on us in these situations because the children and young people we work with need to know that their safety and wellbeing is our primary concern.

For more information

If you have any questions about Practice Centre, or ideas about information or resources that could be added,

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 2 Know - Issue 262**

Need 2 Know - Issue 262

20 November 2012.

On this Page:

CYF – PSA Collective Agreement negotiations 2012

The Ministry and the PSA have reached an agreement on a proposed settlement with PSA members regarding the CYF/PSA Collective Agreement.

You can view the new Agreement (expiry date of 30 June 2015) and the associated Terms of Settlement on [doogle \[http://doogle.working-here/working-for-us/collective-bargaining/child-youth-and-family-collective-bargaining.html\]](http://doogle.working-here/working-for-us/collective-bargaining/child-youth-and-family-collective-bargaining.html).

For more information

9(2)(a)

Factsheets for caregivers

As mentioned in the recent Wednesday briefing, there're a range of [caregiver factsheets \[http://www.cyf.govt.nz/info-for-caregivers/national-caregiver-training-programme/caregiver-factsheets.html\]](http://www.cyf.govt.nz/info-for-caregivers/national-caregiver-training-programme/caregiver-factsheets.html) on our website, that have been designed to improve caregivers' understanding, so they can better support their foster child or young person.

The factsheets included detailed information about the topic, a facilitated discussion sheet to help you guide their learning, and where to go for more information (recommended books, videos and websites).

The factsheets cover a range of topics, including:

[Stages of brain development \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-cc-stages-of-brain-dec11-hu.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-cc-stages-of-brain-dec11-hu.pdf)

[Windows of opportunity \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-cs-windows-of-op-dec11-hu.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-cs-windows-of-op-dec11-hu.pdf)

[Health and wellbeing \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-hw-health-and-wellbeing-dec11-hu.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-hw-health-and-wellbeing-dec11-hu.pdf)

[Attachment types \[http://www.cyf.govt.nz/documents/info-for-caregivers/attachment-types.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/attachment-types.pdf)

[Coping with grief \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-ic-coping-with-grief-dec11-hu.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-ic-coping-with-grief-dec11-hu.pdf)

[Access/Contact \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-access-and-contact-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-access-and-contact-feb12-an.pdf)

[Actions to keep kids safe \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-actions-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-actions-feb12-an.pdf)

[What is maltreatment? \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-maltreatment-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-maltreatment-feb12-an.pdf)

[Talk about abuse \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-talk-about-abuse-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-talk-about-abuse-feb12-an.pdf)

[Keeping records \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-personaljournal-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-personaljournal-feb12-an.pdf)

[Keeping safe \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-keeping-safe-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-keeping-safe-feb12-an.pdf)

[Caring styles \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-umb-caring-styles-dec11-hu.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-umb-caring-styles-dec11-hu.pdf)

For more information

9(2)(a)

Awahi mai awahi atu

The latest issue of our [Awahi Mai Awahi Atu \[http://www.cyf.govt.nz/cyf-newsletter/awhi-mai-awhi-atu-issue-2/issue-two-15-nov-2012.html\]](http://www.cyf.govt.nz/cyf-newsletter/awhi-mai-awhi-atu-issue-2/issue-two-15-nov-2012.html) e-newsletter should have arrived in your in-box.

As well as sending it to all staff, we've also emailed it to some of our key national stakeholders. Please feel free to forward it to people you think may be interested, for example your local NGOs, community partners etc.

They can subscribe to receive the e-newsletter directly by emailing awhimai_news@cyf.govt.nz [mailto:awhimai_news@cyf.govt.nz].

For more information

9(2)(a)

SKIP resources

Just a reminder that SKIP has a great range of free resources to support positive parenting. Some are designed specifically for parents, caregivers and families, while others are aimed at helping community groups conduct workshops and training.

Resources include:

Pamphlets and booklets

Whakatipu - a set of resources for whānau Māori, that combine information on brain development, SKIP parenting messages, and tikanga.

Fridge magnets and stickers

Posters and wall frieze

Research and training material

Parenting tips in languages other than English

Check out their [website \[http://www.skip.org.nz/form/skip/org/nz/form.req?requestType=skip-org-nz-order-resources\]](http://www.skip.org.nz/form/skip/org/nz/form.req?requestType=skip-org-nz-order-resources) to find out more about what's available and how to order them.

For more information

If you have any questions, check out the [SKIP website \[http://www.skip.org.nz/form/skip/org/nz/form.req?requestType=skip-org-nz-contact-us\]](http://www.skip.org.nz/form/skip/org/nz/form.req?requestType=skip-org-nz-contact-us), or contact the SKIP team at Family and Community Services

Your Practice Centre - managing transfers to get the best results for children and young people

This week's tips and tricks....

.... This week we have updated key information about [Managing transfers to get the best results for children and young people \[http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html) in the 'When Children & Young People Move' policy.

As well as outlining how to manage case transfer when children and young people move to a placement out of their home area, it now provides guidance about how we can best support parents, siblings and family members when children don't live nearby. The document covers:

[Case transfers \[http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html#Casetransfers1\]](http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html#Casetransfers1)

[When siblings in the custody of the chief executive live in different areas \[http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html#Whensiblingsinthecustodyofthechiefexecutiveinifferentareas2\]](http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html#Whensiblingsinthecustodyofthechiefexecutiveinifferentareas2)

[Supporting parents and significant family members when children are in the custody of the chief executive but do not live near by \[http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html#Supportingparentsandsignificantfamilymemberswhenchildrenareinthecustodyofthechiefexecutivebutdonotliveneary3\]](http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html#Supportingparentsandsignificantfamilymemberswhenchildrenareinthecustodyofthechiefexecutivebutdonotliveneary3)

[Transferring a family/whānau agreement \[http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html#Transferringafamilywhānauagreement4\]](http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html#Transferringafamilywhānauagreement4)

[Transferring caregiver and adoptive applicant records \[http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html#Transferringcaregiverandadoptiveapplicantrecords5\]](http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/managing-transfers.html#Transferringcaregiverandadoptiveapplicantrecords5)

For more information

If you have any questions about Practice Centre or ideas about information or resources that could be added, we'd love

9(2)(a)

Christmas cards and Nigel Latta DVDs

MSD Christmas cards for stakeholders

Supplies of stakeholder Christmas cards will be sent out this week to all:

- > Regional Directors
- > Operations managers
- > Site managers
- > Youth Justice managers
- > Residence managers
- > Office managers
- > Managers, supervised group homes
- > Regional communications advisors

Child, Youth and Family Christmas cards and Nigel Latta dvds for caregivers

We are also producing special caregiver Christmas cards (which come with postage paid envelopes) and Nigel Latta DVDs to send to every registered caregiver. These will be available from 29 November. Regional communications advisors will work with their sites to decide the best process for local distribution. This can include delivery to a central point, for example care service managers, sites, or care teams – whatever works best - to make sure these reach caregivers with ease, and with a personal Christmas message from you – their social worker.

For more information

For more information, contact your regional communications advisor

Your Intranet – preventing suicide and self harm

This week’s tips, tricks and shortcuts...

.... Did you know that there’s a [Preventing suicide and self harm \[http://doogle/whats-on/projects/child-youth-family/preventing-suicide-and-self-harm.html\]](http://doogle/whats-on/projects/child-youth-family/preventing-suicide-and-self-harm.html) page which can be accessed via the 'other initiatives' quicklink on the projects and initiatives landing page?

It pulls together links to relevant practice centre pages, including information around risk factors, suicide risk screening, prompts, what to do when suicide risk is identified, and pathway decision making. There are also links to screening and assessment tools and other helpful resources.

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, we'd love to hear from you. Please contact

Contributing to Need 2 Know

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 2 Know - Issue 263**

Need 2 Know - Issue 263

26 November 2012.

On this Page:

Gateway Assessment – updated resources

Some of the Gateway resources for social workers have recently been updated, and are now available on the Gateway Assessment project page. This includes:

[Quick guide for social workers – CYRAS reporting \[http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/120224-new-sw-cyras-guide.docx\]](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/120224-new-sw-cyras-guide.docx)

[Guide for Social Workers - section three of full interagency guide \[http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/gateway-assessments-guide-for-social-workers.pdf\]](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/gateway-assessments-guide-for-social-workers.pdf)

[Resource Teachers Learning and Behaviour \(RTLBs\) and how they fit into the Gateway Assessments process \[http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/resource-teachers-learning-and-behaviour-rtlbs-and-gateway-assessments.html\]](http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/resource-teachers-learning-and-behaviour-rtlbs-and-gateway-assessments.html)

The project page also includes a range of other resources for social workers, and young people, caregivers and families. As well as brochures in Te Reo Māori, we also have factsheets and consent forms in Tongan and Samoan.

For more information

9(2)(a)

Court in the Act – Youth Court newsletter

The latest issue of 'Court in the Act' (<http://www.justice.govt.nz/courts/youth/publications-and-media/principal-youth-court-newsletter/principal-youth-court-judges-newsletter>) is now available. This newsletter is a great way to stay up-to-date with what's happening in the world of youth justice. This month's issue covers:

Schools and the youth justice sector

Profile of 9(2)(a) and his work

Legal update of supply of alcohol to young people

An interview with child psychologist Laurence Steinberg about the treatment of young people before the higher courts in the States

Review of youth justice practice issues – recent webinar

Latest research and developments.

For more information

If you would like to subscribe to Court in the Act, please email COURTINTHEACT@justice.govt.nz (<mailto:COURTINTHEACT@justice.govt.nz>)

Your Practice Centre

This week's tips and tricks....

..... Did you know that the Social Work Quality Assurance team regularly looks at samples of cases being managed across Child, Youth and Family to help us to identify our areas of strength in social work practice, and those areas requiring improvement. In the past year we have looked at the quality of social work practice in relation to the following aspects of our work:

[Our practice when children and young people return home \[http://cvf-practice-centre.ssi.govt.nz/documents/policy/caring-for-children-and-young-people/our-practice-when-children-and-young-people-return-home-final.doc\]](http://cvf-practice-centre.ssi.govt.nz/documents/policy/caring-for-children-and-young-people/our-practice-when-children-and-young-people-return-home-final.doc)

We know that returning children back to their parents is a particularly vulnerable time for everyone – and vulnerability increases the longer children have been out of their parents' care. In December 2011, we looked at the quality of practice for 105 children and young people who had returned home. A follow up review of return home practice is currently underway.

[Our practice in visiting children in care \[http://cyf-practice-centre.ssi.govt.nz/documents/policy/caring-for-children-and-young-people/our-practice-when-visiting-children-and-young-people-in-care-final.doc\]](http://cyf-practice-centre.ssi.govt.nz/documents/policy/caring-for-children-and-young-people/our-practice-when-visiting-children-and-young-people-in-care-final.doc)

All children and young people in care are required to be visited by a Child, Youth and Family social worker at least once every eight weeks. The 'Visit to child or young person' case note is used to record the successful completion of these visits. Quality reviews of the use of this case note header were conducted in February, April and December 2011.

[Our practice in managing placements of three or more unrelated children \[http://cyf-practice-centre.ssi.govt.nz/documents/policy/caring-for-children-and-young-people/our-practice-in-managing-placements-of-three-or-more-unrelated-children-final.doc\]](http://cyf-practice-centre.ssi.govt.nz/documents/policy/caring-for-children-and-young-people/our-practice-in-managing-placements-of-three-or-more-unrelated-children-final.doc)

When children and young people require placement away from their usual caregiver, they are entitled to a safe placement meeting their particular needs. In July 2012, we completed a review of practice when three or more unrelated children are placed with one caregiver or caregiving couple.

[Our practice for children and young people admitted to hospital with a non-accidental injury \[http://cyf-practice-centre.ssi.govt.nz/documents/policy/caring-for-children-and-young-people/our-practice-for-children-and-young-people-admitted-to-hospital-with-a-nonaccidental-injury-final.doc\]](http://cyf-practice-centre.ssi.govt.nz/documents/policy/caring-for-children-and-young-people/our-practice-for-children-and-young-people-admitted-to-hospital-with-a-nonaccidental-injury-final.doc)

All children who have been admitted to hospital with suspected non-accidental injury must have a detailed multi agency safety plan prior to their discharge. In May 2012, we looked at the quality of the response for these children.

All four of these reports are also located under 'Resources' in the Engagement and Safety and Caring for Children and Young People policies. If you would like to know more about the above work, please contact **9(2)(a)** on **9(2)(a)**

For more information

If you have any questions about Practice Centre or ideas about information or resources that could be added, we'd **9(2)(a)**

Your intranet - MSD projects and initiatives

This week's tips, tricks and shortcuts....

... Did you know that the [MSD initiatives \[http://doogle.whats-on/projects/index.html\]](http://doogle.whats-on/projects/index.html) page helps you keep in touch with projects and programmes being undertaken by MSD in national office and in the regions. These include the White Paper, Welfare Reform, Youth Employment Package, Future Focus and others.

You can access the MSD initiatives page by clicking on the 'Other initiatives' quicklink on the Projects and initiatives landing page.

For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, we'd **9(2)(a)**

CYRAS maintenance changes

Please read the maintenance changes for 2nd December 2012 on the CYRAS home page [release notes \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/maintenance-changes-for-2nd-december-2012.doc\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/maintenance-changes-for-2nd-december-2012.doc).

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 264**

Need 2 Know - Issue 264

04 December 2012.

On this Page:

Children and young people travelling overseas

With Christmas holidays just around the corner, it's a good time to revisit the policy and process around children and young people in our care who are travelling overseas on holiday.

All overseas travel needs to be approved before agreement can be given. Two levels of approval are needed:

Social work plan approval by the site manager (also needs agreement of the parents/guardians)

Financial approval by the Operations Manager for any expenditure associated with this travel

The International Travel Approval Form [<http://doocoe/documents/resources/helping-our-clients/forms-templates/finance-admin/international-travel-approval-form.doc>] has been updated to clarify the two approval requirements. A copy of the signed form should be sent to NAC with any CYRAS purchase orders that relate to travel bookings or reimbursements.

Refer to the practice centre [<http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/index.html#InternationalTravel4>] for further guidance on children and young people travelling overseas and approval levels for travel for reasons other than a holiday.

For more information

Refer to NAC for clarification of the booking process 9(2)(a)

Five question quiz

The 'five question quiz' draws on new or topical information from our intranet, practice centre, or publications. Top point scorers will go into the draw to win a prize. The answers and quiz winner will be announced in next week's Need 2 Know.

This month's questions:

Which topics are covered by the caregiver factsheets?

Name the four resources developed for the Office of the Children's Commissioner monitoring visits?

What is the new name of our Palmerston North youth justice residence

Who was the guest speaker at the recent William Wallace Awards ceremony?

Name the three young people from Puketāi residence who recently submitted book reviews for our 'virtual book club'?

Deadline for answers is midday, Friday 7 December.

For more information

9(2)(a)

MSD e-Xmas Card

An e-version of the MSD Xmas card [<http://www.msd.govt.nz/webadmin/images/email/holiday/holiday-card-2012.html>] is available for those wishing to email their season's greetings to people. You will have received printed versions of MSD cards, to be sent to stakeholders.

Supplies of the Child, Youth and Family Christmas card for caregivers will be with you shortly. These are to be sent out with copies of the Nigel Latta dvd, which you will have received.

For more information

Contact your regional communications advisor for more information or additional copies of the dvd, or contact

9(2)(a)

Your intranet – CYRAS release notes

This week's tips, tricks and shortcuts....

... Did you know that you can access previous [Cyras release notes](http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html) [http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html] to review any changes that have been made to CYRAS. The notes are collected on the CYRAS page, which can easily be accessed via the quicklink on the Resources landing page.

For more information

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

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 265**

Need 2 Know - Issue 265

10 December 2012.

On this Page:

Reminder about the complaints process

To provide a service of the highest quality, we need to know when we are doing a great job, as well as when we may not have got it right. Central to this is using feedback from children and young people, their families, our stakeholders, and everyone else who has contact with us. Feedback can be in the form of a complaint, a compliment or a suggestion.

A complaint is defined as any expression of dissatisfaction, however it is made, about the standard of our service, policies, procedures or staff. The complaint:

may be written e.g. letter, email, fax, feedback form

may be verbal e.g. face to face, by telephone, by video

may be received from key stakeholders such as the [Children's Commissioner](http://www.occ.org.nz/), [Office of the Ombudsmen](http://www.ombudsmen.govt.nz/), the [Privacy Commissioner](http://www.privacy.org.nz/) and other organisations

must be considered by Child, Youth and Family's complaints resolution process, before it proceeds to the Chief Executive's (CE) Advisory Panel.

We need things to be as simple as possible for those who choose to make a complaint, and give them all reasonable assistance. Complaints should also be handled in a way that is fair, courteous and respects the privacy of the person making the complaint.

We also need to ensure we provide reasons for decisions made in relation to any complaint received.

For more information

9(2)(a)

Security ID cards

This week, the Chief Executive asked that all Ministry staff wear ID cards when they are in a Ministry building. The only exceptions are people who work or live in a Child, Youth and Family residence, or if you are working in a public space that doesn't require going through a secure access area.

For Child, Youth and Family this means:

Use your PSD card, or alternative cards as outlined on doogle.

These are attached to the lanyards and card holders provided to sites over coming days, or you can wear them on a clip.

You can attach it with your existing photo ID cards if you already have one.

It can be a pain to take your PSD card in and out from your computer every time you move around, so to make life easier the main thing is to have it on when you go anywhere that needs swipe, pin or key access.

Between now and March is a testing period, to get into good habits and fix any problems before it becomes a required policy on 1 March 2013. So now is a good time to get used to wearing ID as part of your normal business. That way we can give the team helpful feedback about what we think works best.

Information about how to order, replace and manage cards is all on doogle. There is a useful questions and answers section, and posters to help promote the importance of the ID cards, and generally being security conscious.

For more information

Find out more by visiting <http://doogle.ssi.govt.nz/working-here/security/building/staff-id-cards.html>
[<http://doogle/working-here/security/building/staff-id-cards.html>]

Residential admissions during the Christmas / New Year period

The process for all residential admissions from 22 December 2012 until 7 January 2013 are as follows:

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

Care and Protection admissions

There'll be no long term bed allocations from 22 December 2012 until 7 January 2013. In an emergency, use the early admission approval process, and the Regional Director and General Manager Residential Services will discuss the bed issue.

Youth Justice admissions

Any young people arrested between 21 December 2011 and 7 January 2013 may be placed in a youth justice facility if:

they have been arrested and appeared before the youth court

they have a correct youth justice legal status (S235, s238 (1) (d) or s311), (the order must physically come with the young person to allow them to be admitted)

other community options have been tried and are not available

there is a bed available in the residence.

When a young person is arrested, and before attending court, the after hours social worker rings their local residence to check on bed availability. The local residence will advise whether they have any available beds and whether the young person can be admitted to the residence. Depending on the time, they may not be able to give you the answer immediately. The residence can be contacted via 0508 FAMILY, option 2, then select your local residence. After-hours during this period, you may use the following contact as an alternate number:

Region	Residence	After hours contact number
Northern Region	Korowai Manaaki, Auckland	9(2)(a)
Midlands Region	Te Maioha, Rotorua	
Central Region	Te Au rere a te Tonga, Palmerston North	
Southern Region	Te Puna Wai, Christchurch	

Residential services will have limited capability for escorting during the holiday period so local sites will need to liaise with residences to see whether they can assist.

For more information

9(2)(a)

Five question quiz - winner and answers

Thanks to everyone who made time to send in entries to our last five-minute quiz for the year. This month's winner is 9(2)(a) - you're prize will be with you shortly.

The answers to this month's questions are:

Which topics are covered by the caregiver factsheets?

[Stages of brain development \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-cd-stages-of-brain-dec11-hu.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-cd-stages-of-brain-dec11-hu.pdf)

[Windows of opportunity \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-cd-windows-of-op-dec11-hu.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-cd-windows-of-op-dec11-hu.pdf)

[Health and wellbeing \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-hw-health-and-wellbeing-dec11-hu.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-hw-health-and-wellbeing-dec11-hu.pdf)

[Attachment types \[http://www.cyf.govt.nz/documents/info-for-caregivers/attachment-types.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/attachment-types.pdf)

[Coping with grief \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-ib-coping-with-grief-dec11-hu.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-ib-coping-with-grief-dec11-hu.pdf)

[Access/Contact \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-access-and-contact-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-access-and-contact-feb12-an.pdf)

[Actions to keep kids safe \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-actions-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-actions-feb12-an.pdf)

[What is maltreatment? \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-maltreatment-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-maltreatment-feb12-an.pdf)

[Talk about abuse \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-talk-about-abuse-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-talk-about-abuse-feb12-an.pdf)

[Keeping records \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-personaljournal-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-personaljournal-feb12-an.pdf)

[Keeping safe \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-keeping-safe-feb12-an.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-keeping-safe-feb12-an.pdf)

[Caring styles \[http://www.cyf.govt.nz/documents/info-for-caregivers/fds-umb-carino-styles-dec11-hu.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/fds-umb-carino-styles-dec11-hu.pdf)

Name the four resources developed for the Office of the Children's Commissioner monitoring visits?

[OCC Monitoring Framework \(Word 1.75MB\) \[http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-chief-social-worker/20121008-occ-cyf-monitoring-agreement-current-from-may-2011.doc\]](http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-chief-social-worker/20121008-occ-cyf-monitoring-agreement-current-from-may-2011.doc)

[OCC monitoring visit - information pack \(Word 1.11MB\) \[http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-chief-social-worker/20121008-occ-monitoring-visit-information-pack-mvip-final.doc\]](http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-chief-social-worker/20121008-occ-monitoring-visit-information-pack-mvip-final.doc)

[OCC monitoring visit - meetings with children and young people \(PDF 131.01KB\) \[http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-chief-social-worker/meeting-with-children-in-care-or-had-contact-with-cyf.pdf\]](http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-chief-social-worker/meeting-with-children-in-care-or-had-contact-with-cyf.pdf)

[OCC monitoring visit - example of itinerary \(Word 95.5KB\) \[http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-chief-social-worker/20121008-example-of-occ-monitoring-visit-itinerary.doc\]](http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/office-of-the-chief-social-worker/20121008-example-of-occ-monitoring-visit-itinerary.doc)

What is the new name of our Palmerston North youth justice residence?

Te Au rere a te Tonga (means 'the rapid main flow or river of the south')

Who was the guest speaker at the recent William Wallace Awards ceremony?

9(2)(a)

Name the three young people from Puketai residence who recently submitted book reviews for our 'virtual book club'?

9(2)(a)

CYRAS during Christmas break

While CYRAS and the Help Desk will be available during the Christmas break, there will be changes to the usual payments during this time. The arrangements for the 2012 Christmas period are:

The final board payments for this year will be on the night of the **17th December** (bought forward from 24 December). These payments will be available in caregivers bank accounts on the morning of the 19th December. **Budget Approvers/Managers:** If you are going to be away on Monday 17 Dec please ensure that the board for your site is authorised on Friday 14th December.

Any board advances after the final board run on 17 December, must be approved by **4:30pm on 21 December**. These payments will be in the caregivers bank accounts on 24 December. Any board advances approved after 4:30pm on 21 December will be in the caregivers bank account on 4th January 2013.

If you have payments that must be made to the suppliers before Christmas, please ensure that they are in KEA by 18 December.

The final night for payments will be **21 December 2012**. Those payments will be in the bank or the post by the night of 24 December 2012. The payment references for those payments will be updated in CYRAS on the morning of 24 December 2012.

The first payment run in the New Year will be the night of **3rd January 2013** - this payment run will pick up anything authorised after 4:30pm on Friday 21 December.

The payment run on 7th January will include board payments

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 2 Know – Issue 266**

Need 2 Know – Issue 266

18 December 2012.

On this Page:

Fresh Start reforms in operation – progress report

The latest progress report on the implementation of the Fresh Start youth justice reforms, which includes current trends in re-offending following youth justice interventions, has just been released.

The report details the results to date - broken down by the different types of programme, formal Youth Court order and intervention - and makes comparisons to similar data prior to the Fresh Start reforms.

The report builds on last year's Fresh Start Reforms in Operations Report, and gives us, and our colleagues across the youth justice sector, our first real picture of youth justice services in action.

Read the 2012 Fresh Start Reforms in Operation Report [<http://www.msd.govt.nz/documents/about-msd-and-our-work/newsroom/media-releases/2012/20121212-fresh-start-reforms-in-operation.docx>]

Read the Minister's press release [<http://www.beehive.govt.nz/release/fresh-start-reforms-delivering-positive-results>]

For more information

9(2)(a)

Caregiver assessment – Police vetting over the Christmas break

The Licensing and Vetting Service Centre will be closed from 6.00pm on 24 December to 7:00am on 7 January. However, there will be a small skeleton staff during business hours on 27, 28 and 31 December, and 3 and 4 January, to ensure that any requests submitted via QueryME are processed.

If you have any urgent requests for Police vetting on the statutory days or outside of business hours, please make your requests via the Contact Centre following the after hours emergency provisions [<http://cyl-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/resources/process-for-completing-police-checks-on-foster-and-adoptive-applicants.html#Caregiverassessmentinaneftxhoursituation4>].

For more information

9(2)(a)

Young People in Cells – Preparation for the Christmas and New Year period

Just as we do over long weekends, we need to pay particular attention to young people being held in cells over the Christmas and New Year period to ensure no young people are held in cells for longer than necessary.

Social workers should consider their youth justice and care and protection caseloads, identify any children and young people that have a high chance of coming to the attention of Police over the Christmas and New Year period, and update CYRAS with a casenote to cover the current situation, including alternative placement options should they be required.

Duty social workers should be briefed to ensure that they understand the requirements relating to young people in cells and have all the information they need to manage over the Christmas and New Year period, including details of any available community placements.

Please see [Need 2 Know Issue 265](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2012/need-2-know-issue-265.html#ResidentialadmissionsduringtheChnstmNewYearperiod3) [<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2012/need-2-know-issue-265.html#ResidentialadmissionsduringtheChnstmNewYearperiod3>] for the process for residential admissions over the Christmas and New Year period.

The Contact Centre holds the delegated supervisory responsibility after hours, including over the Christmas and New Year period, and will advise duty social workers regarding any actions required to ensure we comply with all policy and practice. Just a reminder – the Contact Centre is not there to manage routine case work or access.

Finally, young people must not remain in cells due to transport issues alone. Please ensure that, when a placement is available, young people are transported as soon as possible. Residential services will have limited capability for escorting during the holiday period, so duty social workers will need to liaise with residences to see whether they can assist.

For more information

9(2)(a)

Social Work Now

The latest issue of Social Work Now will soon arrive in sites, offices and residences, and an electronic copy is now available on the intranet (<http://www.cvf.govt.nz/documents/about-us/publications/social-work-now/social-work-now-nov-2012.pdf>).

This issue explores the various aspects of identifying what quality practice looks like, and how we can achieve it. It includes the following articles:

The challenge of the practice–management interface – 9(2)(a)

Registration and professional practice – 9(2)(a)

Quality through whose eyes? What social work looks like to young people in care – 9(2)(a)

How outcomes saved my life (or at least my sanity) – 9(2)(a)

Quality assurance – 9(2)(a)

What does 'quality' look like? – 9(2)(a)

For more information

9(2)(a)

Your Practice Centre – s. 47 report to the Children's Commissioner

This week's tips, tricks and shortcuts ...

... Did you know that the information about the [s. 47 report to the Children's Commissioner](http://www.cvf.govt.nz/policy/seeking-solutions-with-families/key-information/what-says-to-care-emergency-actions-and-care-agreements.html#s47reporttotheChildrensCommissioner4) (<http://www.cvf.govt.nz/policy/seeking-solutions-with-families/key-information/what-says-to-care-emergency-actions-and-care-agreements.html#s47reporttotheChildrensCommissioner4>) on the Practice Centre has recently been updated?

If a child comes into the custody of the Chief Executive under section 39, 40 or 42 they need to be brought before the Court within 5 days, unless they are released from that custody sooner.

If the child is released from that custody without being brought before the Court, a report is to be sent to the Children's Commissioner as soon as you're able.

A report is required even when a temporary care agreement has been entered into following the emergency action, as these agreements are not put before the Court.

A report relating to s. 42 should be completed by the Police as they have placed the child into custody by using s. 42.

Social workers will need to support the Police by providing them with the information that is known to them, which is required by s. 47 (2) that is known to you, particularly focusing on the reason for returning the child to their parent's care or entering in to a s. 139.

For further information

If you have any questions about Practice Centre, or ideas about information or resources that could be added,

9(2)(a)

Youth Justice Family Group Conference – Family Feedback

In youth justice, the family group conference (FGC) is a crucial part of the intervention for the young person. The family play an important role in the FGC decision making process to find ways that the young person can 'make it right' with the victim, and not reoffend.

We want to give family members the opportunity to tell us directly of their experience, to help us learn when we are doing a great job, as well as when we may not have got it right.

From 1 January 2013, all family members who attend a youth justice FGC will be sent Family Feedback Forms. The Feedback process is divided into three parts.

Part 1: Before the Family Group Conference relates to what happened before the FGC

Part 2: At the Family Group Conference focuses on what happened at the FGC.

These two parts make up one questionnaire which will be disseminated with the FGC Plan to family members, whānau, and / or caregivers who attended the FGC.

Part 3: After the Family Group Conference asks questions about what happened after the FGC and Plan.

Part 3 accompanies the FGC conference completion letter, which is currently sent to family members, whānau or caregivers who attended the initial FGC, once the young person has completed their FGC Plan.

For more information

More information about the Family Feedback process is available on the [intranet \[http://doogle.business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Seekingfeedbackfromfamilymembers5\]](http://doogle.business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Seekingfeedbackfromfamilymembers5). If you have any questions, you can contact your youth justice regional practice advisor:

9(2)(a)

Requests for information from Police

Recently, some staff have experienced difficulty when requesting information from their local Police during a care and protection investigation. Having talked with Police, this seems to be happening as a result of confusion about what family violence information they are able to share with us.

Yesterday, we met with Police to reconfirm that social workers requesting information under S.66 as part of a care and protection investigation should continue to request this information from their local Police. S.66 of the Children and Young Persons Act gives social workers the mandate to do this.

A message confirming this was sent to all Police via their bulletin board yesterday.

Requests for the Police vetting of caregivers should continue through the Police Licensing and Vetting Centre using the QueryME system.

For more information

9(2)(a)

Unsupported Child Benefit – 12 month criteria

Work and Income has let us know that caregivers sometimes go to their office to apply for an Unsupported Child's Benefit without a supporting verification letter from us. Other times they have the letter, but don't qualify because there are no plans for the child to be in their care for more than twelve months.

The Unsupported Child Benefit is for caregivers expecting to care for a child or young person for at least twelve months. They can apply for this when they have a child or young person coming into their care up to the age of 18 years, this means they will be financially dependent on the caregiver. Home for Life is a good example of this.

We can make the application process easy for caregivers by:

Giving caregivers a supporting letter of verification that the child or young person is expected to be in their care for 12 months or longer.

If the placement is not expected to be for 12 months or more, talk to Work and Income about what financial help they might be entitled to. You should also talk to your manager about what assistance we can provide.

All the information you need about Unsupported Child's Benefit is on our practice centre, and Work and Income has a very good brochure that explains who qualifies and how to apply.

For more information refer to the Practice Centre:

<http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/identifying-safe-care-solutions-when-children-and-young-people-cant-stay-at-home.html> [http://cyf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/whanau-caregivers/key-information/identifying-safe-care-solutions-when-children-and-young-people-cant-stay-at-home.html]

You may also wish to provide potential caregivers with a copy of the brochure Help for Kinship Carers. This can be ordered through KEA code: ALLA0030.

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

<http://www.workandincome.govt.nz/individuals/forms-and-brochures/help-for-kinship-carers/index.html>
[\[http://www.workandincome.govt.nz/individuals/forms-and-brochures/help-for-kinship-carers/index.html\]](http://www.workandincome.govt.nz/individuals/forms-and-brochures/help-for-kinship-carers/index.html)

For more information

9(2)(a)

Care Matters

'Care Matters' – our magazine for caregivers - will hit our caregivers' letter boxes directly next week. The magazine is available on our website [<http://www.cyf.govt.nz/documents/about-us/publications/care-matters/care-matters-dec.pdf>], and we are also providing all site offices with 40 copies for their pleasure and distribution to stakeholders. If you don't have enough copies, please give us a call.

In this issue:

9(2)(a)

advice for our William Wallace Award winners

More about the dreams and aspirations of some of our winners

The White Paper for Vulnerable Children, and what it means for caregivers

Highlights of Foster Care Awareness Week, including the Excellence in Foster care Awards

Foster Care Award winners 9(2)(a) talk about the importance of having fun with the kids

Nigel Latta launches the caregiver dvd

Ideas to help make it a very merry Christmas this year

Tips for caring – ensuring a safe environment for babies and toddlers

Book review – Mister Whistler

For more information

9(2)(a)

MSD Staff Calendars

The MSD staff calendar [<http://doogle.whats-on/news/celebrating-our-people/2012/a-better-public-service-every-day.html>] for 2013 is currently being printed, and will be sent to all Child, Youth and Family staff on 19 December 2012. The MSD Calendars will arrive in bulk at each site office, regional office, residence, supervised and family group home, for you to distribute to your teams.

For more information

9(2)(a)

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 1 February 2013 (for managers) and Tuesday 5 February 2013 for all staff. The first fortnightly briefing will be on Wednesday 13 February.

Wishing you all a safe, happy and relaxing holiday break, and look forward to touching base again in 2013.

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 08 March 2013