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Need 2 Know - Issue 267

05 February 2013.

Weekly update of what's new in Child, Youth and Family - week beginning 4 February 2013

On this Page:

Gateway Assessments - extension to referral deadline and latest update

During training and conversations with social workers, it became apparent that the five working day timeframe for a referral was a challenge. This feedback was considered, and the timeframe has now been extended to ten working days.

Services for children in care – latest update

The latest [Services for Children in Care update](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/december-2012-s4cic-news-doc.doc) [<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/december-2012-s4cic-news-doc.doc>] is available from the [Gateway Assessment project](#) page. Included in this issue are items about:

Appointment of Regional Implementation Coordinators

Summary of Gateway Assessment implementation for 2012

Mental health services – regional updates

Ministry of Education resources, including information about Gateway Assessments and ECE

ECE placements – participation rates

Gateway IT tool

Good News story

Gateway Assessment resources

For more information

If you have any questions about, please contact your [Regional Implementation Coordinator](http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#RegionalImplementationCoordinators4) [<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#RegionalImplementationCoordinators4>]

Caregiver handbook - stock now available

The caregiver handbook is now in stock, and our printers are working hard to ensure all backorders are cleared. A review of the handbook resulted in some small changes being made, which include additional information about:

SUDI and safe sleeping for babies

Gateway assessments

Early childhood education

Please note the updated caregiver handbook is no longer contained in a cover, but is instead packed as a single A4 guide with a caregiver journal attached.

For more information

9(2)(a)

Ordering 'Ways to Care' application packs

Just a reminder that 'Ways to Care' application packs can be ordered through the BlueStar orderware system. They are available in packs of 10 and are a free resource to support you in recruiting new foster carers.

We have also created an application letter template, which can be found on the [Practice Centre](http://cyfpractice-centre.ssi.govt.nz/policy/caregiver-assessment-and%20approval/resources/index.html) [<http://cyfpractice-centre.ssi.govt.nz/policy/caregiver-assessment-and%20approval/resources/index.html>]. Here are a few helpful tips to remember when you are sending out the application packs:

Download and complete all fields in the letter template and then print it on letterhead paper stock and sign. The letter along with the application forms should be placed in a Child, Youth and Family corporate folder.

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

Brainwave Trust seminars

Learning and Capability Development has a new series of the Brainwave Trust seminars on "The Adolescent Brain – unravelling the mystery". These are for staff, community partners and caregivers and will help you 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 in each location – one half-day session targeting caregivers and one full-day session targeting staff and community partners. The additional time provides an opportunity to connect with community partners around the implications of this information for working with adolescents.

Location	Date	Time	Target group
Invercargill	18 Feb	9:00 to 12:30	Caregivers
Invercargill	19 Feb	9:00 to 3:30	Staff / Community partners
Gisborne	25 Feb	9:00 to 12:30	Caregivers
Gisborne	26 Feb	9:00 to 3:30	Staff / Community partners
Greymouth	26 Feb	9:00 to 12:30	Caregivers
Greymouth	27 Feb	9:00 to 3:30	Staff / Community partners
Tauranga	3 April	9:00 to 12:30	Caregivers
Tauranga	4 April	9:00 to 3:30	Staff / Community partners
Wellington	9 April	9:00 to 12:30	Caregivers
Wellington	10 April	9:00 to 3:30	Staff / Community partners

Caregivers can register directly through the Caregiver Training website (<http://www.caregivertraining.org.nz/>), while staff and community partners need to register through the online eLearn booking system, or by contacting contact one of learning and development administrators:

9(2)(a)

For more information

If you would like to attend, please discuss with your Team Leader.

Children's Day fun and games - Sunday 3 March

It's hard to believe that Children's Day is just around the corner.

In past years many of you have been involved in organising events with your community. It's a great way to network, meet families in a relaxed setting, and be part of a team of people doing something special for the kids on this national day.

Some things to think about with your planning include:

- teaming up with like-minded people from your community – you know who they are!
- checking out the website for inspiration and to order your Children's Day resources. The theme is simply to 'treasure our children'
- registering your event, so others know what's on and how to find you

letting your regional communications advisor know about your plans, so they can share your stories and help you out with any extra 'everyday gear' giveaways you might need.

For more information

For more information, contact your regional communications advisor or 9(2)(a) [redacted] You can also visit www.childrensday.org.nz [<http://www.childrensday.org.nz/>]

Hospital liaison social worker role in DHBs - Schedule Two of MoU

In 2010, we introduced the role of Child, Youth and Family Hospital Liaison Social Worker in DHBs.

A schedule to the Memorandum of Understanding between Child, Youth and Family, Police and individual DHB Chief Executive, has now been agreed and added to the Memorandum of Understanding. The Schedule outlines the requirements for implementation and maintenance of the role of the Hospital Liaison Social Worker.

We developed the schedule in consultation with the Paediatric Society of New Zealand, Violence Intervention Programme Managers and VIP Coordinators, as well as Ministry of Health. It is now available on the intranet [<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/schedule-to-mou-health-hospital-liason-sw.pdf>], and we encourage you to familiarise yourself with it.

For more information

9(2)(a) [redacted]

Forced marriages - Interagency Agreement

We have recently signed a multi-agency agreement to a collaborative response in relation to potential and actual forced marriage.

Any marriage of a person under 16 years old is not a legal marriage, whether or not they have parental consent. Underage forced marriage is dealt with as a care and protection concern, and we have committed to fully supporting any young person (under the age of 17) who discloses a complaint of potential or actual forced marriage.

Check out the [Multi-Agency Agreement](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/multi-agency-statement-collaborative-response-to-potential-and-actual-forced-marriage-pdf.doc.pdf) [<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/multi-agency-statement-collaborative-response-to-potential-and-actual-forced-marriage-pdf.doc.pdf>] to find out more.

For more information

9(2)(a) [redacted]

Child, Youth and Family - NUPE collective agreement

The Ministry and the NUPE have now signed the new CYF/NUPE Collective Agreement, which is now available on Doogle [<http://doogle/documents/working-here/managing-staff/recruiting-staff/cyf-employment-agreements/child-youth-and-family-nupe-collective-employment-agreement-2012-2015.pdf>].

The new Agreement has an expiry date of 30 June 2015, Please note that as we anticipate undertaking some joint work with NUPE on re-formatting the agreement across the term, we will not be printing any collective booklets.

For more information

9(2)(a) [redacted]

A new way forward for the High and Complex Needs service

In November 2012, final decisions were agreed on a new way forward to improve outcomes for children and young people with high and complex needs. This involves delivering a more responsive service; implementing plans more quickly; spending a greater proportion of HCN funding on services; and reinforcing quality and best practice.

The key decisions were to:

- locate HCN decision-making with Interagency Management Groups (IMG's) subject to signoff by the HCN Manager that the plan is within budget and meets high-level quality standard

- reduce the number of IMG's from the current 26 to between 12-16

- replace the roles of the HCN Advisor, Service Coordinator and Clinical Advisor with the HCN Specialist role

combine the current Case Presentation and Application processes into one step
 remove the National Application and Approval Panels
 give IMG's responsibility for reviewing plan progress
 give the HCN Unit a more strategic role
 refresh HCN Governance.

Implementation is underway and will progress over the next six months. The first steps are to appoint the HCN Manager and the Team Leader Professional Practice. The key approaches to implementation are:

reforming and supporting IMG's
 reviewing protocols and forms that relate to the IMG process.

For more information

9(2)(a)

Your intranet - security in the workplace and on off-site visits

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

..... Did you know that the [Security at MSD \[http://doogle/working-here/security/index.html\]](http://doogle/working-here/security/index.html) intranet page has up-to-date information to help you keep you and your client's safe, and protect information and property? This includes:

[Manage your personal safety at work \[http://doogle/working-here/security/workplace-security/personal-safety-at-work/index.html\]](http://doogle/working-here/security/workplace-security/personal-safety-at-work/index.html)

[Off site and home visits \[http://doogle/working-here/security/workplace-security/offsite-and-home-visits/index.html\]](http://doogle/working-here/security/workplace-security/offsite-and-home-visits/index.html)

[Building security \[http://doogle/working-here/security/workplace-security/building-security/index.html\]](http://doogle/working-here/security/workplace-security/building-security/index.html)

[Reporting a security incident \[http://doogle/resources/helping-staff/procedures-manuals/business-security/report-security-incident.html\]](http://doogle/resources/helping-staff/procedures-manuals/business-security/report-security-incident.html)

[Privacy of Ministry information \[http://doogle/working-here/security/privacy-information/index.html\]](http://doogle/working-here/security/privacy-information/index.html)

[Keeping client information safe \[http://doogle/working-here/security/client-information-safety/index.html\]](http://doogle/working-here/security/client-information-safety/index.html)

[Security of computer equipment and systems \[http://doogle/working-here/security/computer-security/index.html\]](http://doogle/working-here/security/computer-security/index.html)

You can access the page via the 'Working for CYF' landing page, and clicking on learn more about working here.

For more information

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

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Court in the Act

The latest issue of [Court in the Act \[http://www.justice.govt.nz/courts/youth/publications-and-media/principal-youth-court-newsletter/principal-youth-court-judges-newsletter\]](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. The December issue covers:

Christmas message from the Youth Court Judge's team

Youth Forensic services – special report

Profile of 9(2)(a) – Director of Challenge 2000

Bail reforms

Ray of hope in Youth Crime gloom – feature story

The drivers of positive youth development – Annual research hui

Evaluation of the early outcomes of Nga Kooti Rangatahi

For more information

If you would like to subscribe to Court in the Act, please email COURTINTHEACT@justice.govt.nz
[\[mailto:COURTINTHEACT@justice.govt.nz\]](mailto:COURTINTHEACT@justice.govt.nz)

Contributing to Need 2 Know

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Need 2 Know - Issue 268

13 February 2013.

Weekly update of what's new in Child, Youth and Family - week beginning 11 February 2013

Census 2013 - resource for young people

The next NZ Census will be held on Tuesday, 5 March 2013. It's the day we take a snapshot of how many people and dwellings there are in New Zealand.

The Ministry of Youth Development has developed a resource for youth workers and others working with young people, to help explain the importance of census and its impact on communities.

Supplies of this activities-based resource have been sent to our residences. If you would like to find out more

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For more information

To find out more about the census, check out the census website www.census.govt.nz [<http://www.census.govt.nz>]

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Need 2 Know - Issue 269

20 February 2013.

Weekly update of what's new in Child, Youth and Family - week beginning 18 February 2013

On this Page:

Te Au rere a te Tonga Residence's Relay for Life

The young people at Te Au rere a te Tonga Youth Justice Residence, Palmerston North are taking part in the annual Relay for Life on 9 -10 March. This will be the eighth year the residence has participated in this event.

All the young people, staff, and guests from the community and National Office will complete circuits on the track at the Residence over a 24 hour period. This is a fantastic way to not only maintain and build connections between our young people and the community, but also to support our young people to give back. Staff and families who live nearby are invited to come along and share in the celebration of this event.

We'd love your support to make this the most successful event yet! Please consider donating to this very worthy cause, and supporting our young people to complete this gruelling 24 hour walk!

For more information

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Gateway Assessments - latest update

The latest Services for Children in Care update (<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/february-2013-s4cic-news.doc.doc>) is available from the Gateway project page. Included in this issue:

Regional implementation coordinators

Case reviews

Farewell from the project team

This is the last of these project updates. From now on, communications will happen regionally, so if you have any questions or good news stories, please contact your local regional implementation coordinator. They will liaise with the regional communications advisors to have items included on the regional pages.

We'll also continue to use Need 2 Know and the Gateway Assessment project page to highlight national developments, and will highlight regional success stories on the project page and in Panui.

For more information

If you have any questions about, please contact your Regional Implementation Coordinator (<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#RegionalImplementationCoordinators4>)

Your Intranet - Working with schools and education providers

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

... Did you know that there is a new 'Working with schools and education providers' (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html>) intranet page, which pulls together information about the various education related initiatives and resources to support your engagement with schools. Topics include

Why it matters (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Whyitmatters1>)

Memorandum of Understanding (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#MemorandumofUnderstanding2>)

'Working Together' child protection workshops (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#WorkingTogetherchildprotectionworkshops3>)

Ed Assist! (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#EdAssist4>)

Student Aide Support (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#StudentAideSupport5>)

[Gateway Assessments \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#GatewayAssessments6\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#GatewayAssessments6)

[Social Workers in Schools \(SWIS\) \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#SocialWorkersinSchoolsSWIS7\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#SocialWorkersinSchoolsSWIS7)

[MASSIS and YWISS \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#MASSISandYWISS8\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#MASSISandYWISS8)

[Early childhood education funding for children in care \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Earlychildhoodeducationfundingforchildrenincare9\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Earlychildhoodeducationfundingforchildrenincare9)

[Resources \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Resources10\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Resources10)

The page can be accessed via the Working Together quicklink on the home page

For more information

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Office of the Children's Commissioner - latest journal

The latest edition of the OCC journal, 'Children', is now available on their website [\[http://www.occ.org.nz/publications/newsletter1\]](http://www.occ.org.nz/publications/newsletter1). This issue is called 'Making best practice standard practice in child and youth health', and contains articles by some leading experts in child and youth health, discussing how to make best practice standard practice.

For more information

The Office of the Children's Commissioner publishes their journal quarterly. If you wish to be added to the mailing list for the newsletter, please email your postal address details to publications@occ.org.nz [<mailto:publications@occ.org.nz>]

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:

Where can people access the latest Child, Youth and Family data and statistics (send in link)?

Which District Health Board recently gave us positive feedback about Gateway Assessments?

When was the official opening of the new Rangiora site?

Which site is celebrating a 'Month of Funth', aimed at bringing staff together?

What YJ/C&P topic has recently been covered in South Canterbury newspapers?

Deadline for answers is midday, Friday 22 February.

For more information

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Contributing to Need 2 Know

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Need 2 Know - Issue 270

26 February 2013.

Weekly update of what's new in Child, Youth and Family - week beginning 25 February 2013

On this Page:

After hours duty - Contact Centre details

All after hours duty social workers should have the Contact Centre duty mobile number in their after-hours bags, for use when the 43000 number goes down.

If the message on the 43000 number is that 'the Contact Centre is unable to take the call, and to call the police' and this message is consistently repeated, the 43000 number may be out of order. The after-hours social workers should then use the duty phone number:

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The Police Comms nationwide also have this number.

Please see the [Contact Centre – after hours quick guide](http://doogle/documents/resources/helping-staff-procedures-manuals/child-youth-family/after-hours-quick-guide-april.doc) (<http://doogle/documents/resources/helping-staff-procedures-manuals/child-youth-family/after-hours-quick-guide-april.doc>) for more information. This is available from the home page of the intranet (under popular links)

For more information

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Journals, presentations and conferences

The Social Workers Registration Board is currently calling for abstracts for their [November conference](http://www.swrb.govt.nz/) (<http://www.swrb.govt.nz/>). They want to create a vision for social work and the social sector in Aotearoa/New Zealand and beyond.

Opportunities like this are a great way for staff to reflect on social work practice and extend themselves in terms of their professional development. They also support the development of strong relationships between Child, Youth and Family, other agencies and wider communities, as well as increasing the positive reputation and profile of Child, Youth and Family and our staff.

Undoubtedly there will be staff who will be interested in this opportunity, so it's timely to provide a reminder about the process when submitting an article for publication, or a presentation at a conference.

To help ensure that any presentations or articles by staff are accurate and of high quality, the staff member must get the work peer reviewed and signed off by their regional director (or general manager if a national office staff member). It then needs to be sent to the Office of the Chief Social Worker for final sign-off.

Please allow enough time for these levels of sign off to be achieved, including time for any changes that may be required, before submitting the article or presentation.

For more information

9(2)(a)

More information about the SWRB conference, including the submission process and abstract, are available on their [website](http://www.swrb.govt.nz/) (<http://www.swrb.govt.nz/>)

Gateway Assessments - update re CYRAS changes and IT reporting tool

CYRAS changes

There will be changes to the CYRAS Health and Education Assessment records on the weekend of 10 March 2013. Care and protection Gateway Assessment recording will look different, and there will be a short period where no Gateway records are to be created.

In preparation for the CYRAS changes, social workers will need to:

Complete and send Gateway Assessment referrals by 27th February

Don't create any Gateway Assessment referral records between 28th February and 11th March while changes are being made.

Any over-looked partially completed (and not sent) Gateway referrals will need to be re-done after 11 March.

There will be no changes to youth justice health and education recording, which can continue to be made throughout the CYRAS changeover.

More information about the CYRAS changes, including the training material around managing Gateway Assessment referrals in CYRAS, can be found on the [intranet. \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/gateway-assessment-recording-process-cyras-changes-for-11-march-2013.docx\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/gateway-assessment-recording-process-cyras-changes-for-11-march-2013.docx)

What will the new Gateway Assessment IT Tool do?

The changes in CYRAS will enable CYRAS to exchange Gateway Assessment information with the computers at the District Health Boards (DHB). This means that after 10th March:

Referrals that are already at the DHB, will be converted into new records in CYRAS

When social workers complete their Gateway Assessment referral in CYRAS, they can just press "refer now" and it will automatically be sent to their chosen DHB. Gateway Assessment Coordinator.

Copying, faxing, posting or emailing the Gateway Assessment health referral will no longer be necessary or acceptable

It will still be necessary to post, fax or email the request for the education profile

When the Gateway Assessment is completed the Gateway Assessment Coordinator will be able to press "send" and all the outcome documents will be automatically sent to the Outcomes Tab of the Gateway Assessment health and education record.

These are exciting changes that will make things a lot easier for social workers and Gateway Assessment coordinators.

For more information

If you have any questions, please contact your [Regional Implementation Coordinator \[http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#RegionalImplementationCoordinators4\]](http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#RegionalImplementationCoordinators4)

CYRAS maintenance changes

The following resolutions have been made to CYRAS, taking effect 11 March 2013:

Resolution to the following travel form faults:

The maximum fare rates will now auto-populate correctly when the new Air NZ rates are uploaded.

All Booking Forms will now be emailed to NAC on approval of a Travel Form.

Travel Form Orders that have a 0.00 amount in the second row will now be able to be completed manually

NAC will now be able to upload Air NZ invoice txt files.

Other faults

The Case Print functionality will now allow larger files to print

The issue with errors after printing of genograms has now been resolved

The issue over who can see Adoption information has been resolved.

Your intranet - presentations to use with staff and stakeholders

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

... well okay, this is more a request than tips and tricks. With the development of the 'Working with schools' intranet page, we rediscovered two great presentations that were developed by sites a while back –

[Adding a personal touch to your engagement with schools \[http://doogle/documents/business-groups/helping-clients/child-youth-family/who-we-are/communications/personal-touch-to-our-engagment-with-schools.ppt\]](http://doogle/documents/business-groups/helping-clients/child-youth-family/who-we-are/communications/personal-touch-to-our-engagment-with-schools.ppt) is a fun presentation developed by Otahuhu and Grey Lynn sites at the time of the world cup

[Presentation for school students \[http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/communications/final-presentation-for-school-students.ppt\]](http://doogle/documents/business-groups/helping-clients/child-youth-family/what-we-do/communications/final-presentation-for-school-students.ppt) was put together by **9(2)(a)** Wellington site manager to support her visits to secondary schools

We know there'll be other great presentations that people have put together, and we'd love to be able to share them more widely, so that people don't need to reinvent the wheel each time.

So don't be shy, send us presentations you've put together, no matter what the topic or audience. We'd also like to hear ideas for generic presentations that would be useful for you (remember previous [Wednesday briefings](#))

[\[http://doogle/whats-on/news/business-groups/child-youth-family/wednesday-briefing/index-2012.html\]](http://doogle/whats-on/news/business-groups/child-youth-family/wednesday-briefing/index-2012.html) are also a great source)

For more information

If you have any presentations, or ideas about information or resources that could be added to the intranet, please

9(2)(a)

Five question quiz - winner and answers

This month's five question quiz winner is 9(2)(a) in the Southern Regional Office. Thanks to everyone who took the time to send in their entries. The answers are:

Where can people access the latest Child, Youth and Family data and statistics

From the home page of the CYF website, under 'About us – Key statistics' [<http://www.cyf.govt.nz/about-us/who-we-are-what-we-do/information-for-media.html>]

Which District Health Board recently gave us positive feedback about Gateway Assessments?

[Southern District Health Board](http://doogle/whats-on/news/dce-message/child-youth-family/2013/bernadinez-message-working-with-schools-and-gateway-assessments.html) [<http://doogle/whats-on/news/dce-message/child-youth-family/2013/bernadinez-message-working-with-schools-and-gateway-assessments.html>]

When was the official opening of the new Rangiora site?

Friday, 1 February 2013 [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/southern.html#MessagefromKelly1>]

Which site is celebrating a 'Month of Funth', aimed at bringing staff together?

[Porirua Site](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/central.html#Centralnews1) [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/central.html#Centralnews1>]

What YJ/C&P topic has recently been covered in South Canterbury newspapers?

[Teenage runaways](http://doogle/whats-on/news/business-groups/child-youth-family/media/index.html) (in articles about working with teens or becoming a caregiver [<http://doogle/whats-on/news/business-groups/child-youth-family/media/index.html>].)

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 271

Need 2 Know - Issue 271

04 March 2013.

Weekly update of what's new in Child, Youth and Family - week beginning 4 March 2013

On this Page:

Assessment - a roadmap for change

The Wednesday Briefing last week outlined the key components and delivery timeframes for the new single assessment framework and recording tool.

Thank you to those sites who have sent back their feedback on names and suggested alternatives. There has clearly been some great conversations at site about the nature of assessment and the principles that guide our work.

Next week we will give you an update on the naming, in the meantime please keep those ideas coming in.

We have also received some questions, which are answered below...

Practice changes comes into effect in April but CYRAS is not available until June, will staff be completing paper based assessment until then?

The focus for social workers, supervisors, co-ordinators and practice leaders in the period between April and June will be to become familiar with the practice and policy changes. A practice session covering these changes is being developed and will be ready for use from April onwards.

Social worker will not have to use a paper version of the recording tool, although they may choose to do so if they wish.

Will there be a requirement that the new recording tool is used for cases currently in intervention or is it just for new cases?

Once the CYRAS changes go live all children and young people with whom we are working, in an intervention phase will need to have a needs, strengths and risk assessment recorded in the new format.

There will be a period of time given for when this has to be completed. This timeframe has not as yet been agreed but will be no less than 6 calendar months.

For more information

9(2)(a)

Requesting information from professionals during a care and protection investigation

The Privacy (Information Sharing) Bill, currently before Parliament, aims to improve public service delivery by introducing ways for better and smarter information sharing. In the interim, it is important that all information requests are made appropriately under the correct sections of the Children, Young Persons, and their Families Act 1989 (the Act).

To make important decisions relating to safety and wellbeing, social workers need to be able to access information held by other professionals. It is important this is done correctly. In the first instance, it is always better to obtain information directly from the person concerned or from others with their consent.

Section 17 of the Act gives a social worker the authority to undertake an investigation into the matters contained in a report of concern. The investigation will often involve us requesting information held by both Government and non-Government agencies.

When seeking information from a government agency (eg a hospital or school) they must provide the information requested if it's for the purposes set out in section 66. In limited circumstances section 66 may apply to an adult. If you wish to use section 66 to make a request for information about an adult, then assistance from an MSD solicitor is recommended.

When seeking information from a non-Government agency (eg a preschool) the release of the information will be at their discretion, except in certain circumstances. Release of the information relies on the exceptions to the Privacy Act 1983. In the case of a private health practitioner, such as a GP, the appropriate legislation governing release of information is section 22 of the Health Act 1956 and the Health Information Privacy Code 1994.

For more information

Social workers should discuss with their solicitor any queries they have regarding information requests, particularly how to complete requests made pursuant to section 66 of the Act.

Youth justice health and education assessments and education screens

Please note that the youth justice health and education assessments and education screens process is independent of the Gateway Assessment process. Work is underway to see how these two processes may be aligned, and we'll keep you informed of any changes that result.

In the meantime, it's business as usual for youth justice. Continue to refer youth justice health and education assessments and education screens using the "new health and Education Assessment" tab under the Health and Education Folder in CYRAS. They should not be created under the "Gateway Assessment" tab.

The Practice Centre has further information on [Youth Justice Health and Education Assessments \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/resources/120613-resource-health-and-education-assessments-2-.doc\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/resources/120613-resource-health-and-education-assessments-2-.doc) and the [Education Screen \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/resources/120613-resource-the-education-screen-2-.doc\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-assessment/resources/120613-resource-the-education-screen-2-.doc)

For more information

9(2)(a)

Recruitment is moving to an electronic application system

From 1 March, Child Youth and Family joins the rest of MSD in using StaffCV, an online application candidate management system. This allows candidates to apply online, streamlining internal processes for our recruitment and administration teams and providing a better experience to candidates.

What does this mean for our candidates?

Candidates will now be able submit their applications to vacancies using an online form, rather than downloading, completing and then emailing an application, making the application process more user friendly.

They will also be able to upload their CVs, cover letters and other supporting documents on to the system. Automated emails will be sent to them from StaffCV advising when their application has been successfully completed and received.

Candidates will feel they are in control of the information they submit as they can log-in to their user ID and make changes to their application up until the vacancy closes.

What if our candidates don't have a computer?

We would like all applications to come through the online system, however if candidates do not have access to a computer a postal address will be provided for them to submit their application.

When will we switch over to this technology?

All new vacancies will be loaded onto the Staff CV interface from 1 March. Vacancies will be advertised on both the Child Youth and Family website and the MSD job board.

For more information

For further information, contact your local recruitment consultant

Engage survey

It's time for you to 'Have your say' by participating in the Engage Survey for 2013. Gallup, the independent research company who runs the survey, will contact you directly with an invitation to participate in the survey, and provide your personal access code and the instructions for taking part in the survey.

This year the survey has two additional free text questions:

What is the best thing about working for the Ministry of Social Development?

If there was one thing you could change about any aspect of working here, what would it be?

You will be able to answer these questions using your own words and opinions, and your responses will be anonymous.

The more people who participate, the more useful the results are for identifying where we are going well, and areas for improvement - so make sure you take part and have your say.

For more information

To find out more, check out the [Engage 2013 \[http://doogle/working-here/working-for-us/employee-engagement/engage-2013/index.html\]](http://doogle/working-here/working-for-us/employee-engagement/engage-2013/index.html) page on doogle

Your intranet: information about business areas

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

.....Did you know that you can quickly access information and resources relating to the different business areas by clicking on the 'Business Areas' quicklink on the About CYF landing page?

One example is the [Youth Justice](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html) page, which includes information and resources relating to youth justice, including links to key policy. Subjects covered include:

[Youth justice practice vision](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Youthjusticepracticevision1)

[Engagement and assessment - preparing for a youth justice family group conference](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Engagementandassessmentpreparingforayouthjusticefamilygroupconference2)

[Seeking solutions – holding a youth justice family group conference](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Seekingsolutionsndashholdinganbspoyouthjusticefamilygroupconference3)

[Changing behaviour and enhancing wellbeing – monitoring and reviewing a youth justice family group conference](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Changingbehaviourandenhaningwellbeingndashmonitoringandreviewingayouthjusticefamilygroupconference4)

[Seeking feedback from family members](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Seekingfeedbackfromfamilymembers5)

[Righting the wrong – engaging and supporting victims](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Rightingthewrongndashengagingandsupportingvictims6)

[In the Youth Court](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#IntheYouthCourt7)

[Teaming up](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Teamingup8)

[Fresh Start information](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#FreshStartinformation9)

[Youth Justice resources](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#YouthJusticeresources10)

For more information

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

9(2)(a)

Your practice centre: minors taking part in Family Court proceedings

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

.....Additional information has been added to the Custody, Guardianship and Wardship key information page. [Minors taking part in Family Court proceedings](http://zyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/custody-guardianship-and-wardship.html#MinorstakingpartinFamilyCourtproceedings5) provides guidance about young people having the right representation and support when they are appearing in the court about matters relating to their own children.

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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Contributing to Need 2 Know

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Need 2 Know - Issue 272

12 March 2013.

Weekly update of what's new in Child, Youth and Family - week beginning 11 March 2013

On this Page:

Keeping track of carer reviews

Te Pakaro Report 87 will help you - if you help it!

Report 87 shows that over the holiday season there was a concerted effort to open CYRAS review records for every carer. This resulted in the national percentage of carer cases with a CYRAS two year review record increasing from 3% to 31%. This is a great start, but it is still some considerable way off the 100% required.

For every carer case on your caseload, you need to open a two year review record and manually calculate a due date that matches where you were up to with the two year reviews at the time of the Ways to Care CYRAS upgrade.

Without this first step the report has no information to calculate from (review information and dates were previously recorded in casenotes, scattered through the record, so the system was unable to automatically convert this). It needs your analysis to start this process.

Each time you complete a two year review, you should then immediately open a new two year review folder.

For more information

For more information, check-out the [Ways to Care CYRAS 'to do' list](http://doogle/documents/resources/helping-cyfr-clients/procedures-manuals/finance-admin/cyras-release-notes/ways-to-care-cyras-to-do-list.doc) (<http://doogle/documents/resources/helping-cyfr-clients/procedures-manuals/finance-admin/cyras-release-notes/ways-to-care-cyras-to-do-list.doc>). If you have any further questions about how to do this, please talk to your Ways to Care site contact or ring *777 CYRAS team.

ADHD workshops

A series of two hour workshops, aimed at helping people understand the world of the child with ADHD, is being offered by the 'Every Day with ADHD' organisation.

The workshops are available to parents, caregivers and professionals, to help them find and understand the child's strengths, and provide clear strategies and step by step practical solutions to help manage outbursts and stop aggressive behaviour.

For more information

Check out the [Every Day with ADHD website](http://www.everydaywithadhd.co.nz/workshops-seminar-dates-and-venues.html) (<http://www.everydaywithadhd.co.nz/workshops-seminar-dates-and-venues.html>) to find out more about the workshops and the organisation.

Assessment - Update on suggested names

Thank you to everyone who has sent in feedback on the Assessment names, and to those who have given us other alternatives to consider. There has clearly been some great conversations at sites about the nature of assessment and the principles that guide our work.

In addition to the original suggestions (<http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2013/assessment-a-roadmap-for-change-wed-brief-27-feb-2013.ppt>) proposed in last week's Wednesday briefing (see slide 24), other suggestions that have come in over the past week are outlined below. You have one more week to consider the names, vote for the one you like the best, or provide an alternative.

> TUI (together you and I)

- Initially appearing black, this bird reveals multi colours when looked at from various angles.
- The bird is talkative, and chases things away, so it can have fruit from a yielding tree.
- To obtain fruit, the tui must 'reach out'.
- This name, Tui, is about looking at the many factors in the life of the child/family/whanau. It's also about empowering them to chase away the things that are obstacles in their lives, and to reach out for what is good.
- There is also a [walata](http://heleniows.info/blog/2012/02/07/tuesday-poem-tauparapara-te-tanqi-a-te-matui-traditional/) (<http://heleniows.info/blog/2012/02/07/tuesday-poem-tauparapara-te-tanqi-a-te-matui-traditional/>) about a tui, and the words go beautifully with these ideas.

- > Ko wai au? or Ko wai ahau? Who am I?
- This reflects the kind of outcome we are wanting to achieve when completing assessments for children and young people. Finding out who they are within their context.
- > QAT Quality Assurance Tool
- Recognising the quality of Assessment, Service, Social Work, Understanding, Reasoning, Analysis, Nurture, Quality Control (Review) and Evaluation.
- > RAIT = Risk Assessment and Information Too
- > GPS planning the journey together!
- Lends itself well to an analogy when explaining what "Assessment" or "G.P.S" is as we could liken it to planning a journey. You need to identify your departure point and agree on a destination, there may be some road blocks along the way but we can plan for these and identify solutions. We will take the journey together and identify what direction to take and what we need to get there.
- This would also lend itself well to graphic facilitation. All of this is under the take-off of a "global positioning system (GPS)"
- > Te Ao
- Means world – child's world, adult's world, social worker world.
- Sun provides us with warmth which every child needs, shelter, bed food etc
- Light during the assessment bright and clear light should be the end result of good assessment.
- This incorporates our guiding principles, responsiveness to Maori, children's epistemology of their world, analysis and focus on outcome, integrate multi agency working and provide families with simple and clear direction.

Frequently asked questions

In last week's N2K (<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-171.html#Assessmentaroadmapforchange1>) we provided answers to questions that had arisen following the Wednesday briefing. We have received more questions which we are currently considering, and will continue to provide answers to questions through Need 2 Know.

For more information

9(2)(a)

New POI teams

Between February and April 2013, the privacy and official information services (POI) from the regional office are transferring into national office. This change will allow the functions to be undertaken by a centralised team which will standardise the service and provide a coordinated management of the workload.

The new team will be fully transitioned by 12 April. Between February and April the transfer of the POI work from the regions to national office will be staggered as follows:

Region	Transfer Date
Central	13 March 2013
Southern	8 February 2013
Midlands	11 March 2013 (new requests only up to 12 April)
Auckland	11 March 2013 (new requests only up to 12 April)

From the regional transfer date, all POI requests should be directed to: NAT_POI_Requests@cyf.govt.nz
[\[mailto:NAT_POI_Requests@cyf.govt.nz\]](mailto:NAT_POI_Requests@cyf.govt.nz)

The queries line for Privacy and Official Information is 04 8945325 or extension 44325

For more information

Additional information about POI requests, including the template that people can use when requesting information is available on the intranet (<http://doogle/unit/cyf/finance-admin/managing-information-requests-and-complaints/managing-information-requests-and-complaints.html>)

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

9(2)(a)

Contributing to Need 2 Know

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Need 2 Know - Issue 273

19 March 2013.

Weekly update of what's new in Child, Youth and Family - week beginning 18 March 2013

On this Page:

Writing for the Practice Centre

The Practice Centre is regularly updated with guidance, links to new resources and fresh, evidence based thinking about best practice in social work with children, young people and their whānau.

We would love your help in developing Practice Centre content. Writing a key information or similar is a great merit step opportunity, and we've developed a [quick reference guide](http://cvf-practice-centre.ssi.govt.nz/documents/whats-new/130311-final-hints-and-tip-for-writing-practice-centre-material.docx) [http://cvf-practice-centre.ssi.govt.nz/documents/whats-new/130311-final-hints-and-tip-for-writing-practice-centre-material.docx] to highlight key things to consider when writing your piece.

Think about what interests you, and what you think might be missing or need expanding in the Practice Centre. Then have a look at the guidance, and get writing!

For more information

9(2)(a)

Health and safety

The March [scheduled health and safety tasks](http://doodle/documents/working-here/health-safety/scheduler/2013-03-march-h-s-scheduler-reminder-national-office.doc) [http://doodle/documents/working-here/health-safety/scheduler/2013-03-march-h-s-scheduler-reminder-national-office.doc] and [safety newsletter](http://doodle/documents/working-here/health-safety/scheduler/2013-03-march-safety-newsletter.doc) [http://doodle/documents/working-here/health-safety/scheduler/2013-03-march-safety-newsletter.doc] are now available on the intranet.

For more information

9(2)(a)

CYRAS payments over Easter

Easter this year falls on Friday 29 March to Monday 1st April, affecting arrangements for payments. Please check the timings below and if you have urgent payments due around the Easter weekend, get them authorised the week of 18 March to ensure they are paid on time. The arrangements for the Easter period are:

All Board batches need to be approved by 4:30pm on Thursday 28 March for the payments to go to caregiver accounts as usual on the Tuesday night.

The system will be operating on Easter Friday and Monday for all usual work, but there will not be 4:30pm interfaces to the KEA system.

Payments authorised on Thursday 28 March will be created in KEA, but cheques will not be posted and the direct credit file will not go to Westpac bank until Tuesday 1 April. This means Thursday's cheques and direct credits will be delayed for two days.

There will be no overnight processing on Friday 29 March and Monday 1 April. All operations will be back to normal on Tuesday 2nd April.

For more information

9(2)(a)

New Results Based Accountability (RBA) guidelines and resources

Results Based Accountability (RBA) provides a clear framework to ensure the focus is on the right results, measures the right things, and is making a measurable difference in people's lives.

RBA is embedded in the performance measures of the majority of programmes, services and initiatives the Ministry funds. We have shared this approach with our partners across the government and non-government sector. As a result many organisations, including a wide variety of community organisations, now use RBA - not only for their contract reporting, but also for planning and to assist with long term service improvement.

Family and Community Services have developed [new guidelines and resources](#)

[\[http://www.familyservices.govt.nz/working-with-us/funding-and-contracting/results-based-accountability/index.html\]](http://www.familyservices.govt.nz/working-with-us/funding-and-contracting/results-based-accountability/index.html), to build consistency in our understanding and implementation of RBA across the Ministry, and with those organisations we work with.

For more information

If you have any questions, please contact RBAinfo@familyservices.govt.nz [mailto:RBAinfo@familyservices.govt.nz].

SWiS expansion update

Stage two of the SWiS expansion is well underway and services started to roll-out in schools during the first term of 2013. This stage has additional schools in the greater Auckland area and the South Island receiving the SWiS service for the first time. Recruitment is nearly complete in the Auckland region and is progressing well in the South Island.

Stage three has also commenced and the tender for service provision is currently open on the [government tender site](#). We will be writing to all stage three schools within the next few days to remind them that their SWiS service will start during term three. We will also be arranging face to face discussions with the new schools over the coming weeks, to get an understanding of their particular needs and to give them an opportunity to learn more about SWiS.

For more information

9(2)(a)

Your Practice Centre - first-time home visits

This week....

..... The [Social Work Visits](#) [<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/social-worker-visits.html>] page has lots of helpful tips and tricks, including things to think about when preparing for a first visit.

Don't forget to take along a copy of the 'When we visit' [<http://www.google.co.nz/url?sa=t&rct=j&q=%22when%20we%20visit%22%20and%20%22cyf%22&source=web&cd=1&cad=rja&sqi=2&ved=0CC0QFIAA&url=http%3A%2F%2Fwww.cyf.govt.nz%2Fdocuments%2Fabout-us%2Fpublications%2Fwhen-we-visit.pdf&ei=B2hCUZrEO-mImQXZlIH4CQ&usc=AFOjCNG7mCbU6YSpK75746C9Uj0Kq4A&vrm=bv.43287494.d.dGY>] brochure as part of your first visit. It's a great tool to explain why we're there, the role of the social worker, how we work with families, what happens next, and what they can expect from us.

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)

Business Continuity Awareness Week 18-22 March

Business continuity for Child, Youth and Family is about being prepared for a business disruption and having confidence in our plan and capacity to continue delivering essential services to all children and young people in our care.

The Ministry of Social Development last renewed the template for business continuity planning in 2010. Since then, we have learnt a lot from our colleagues in Christchurch on the key information that is required during a business disruption. Last year the Ministry renewed the business continuity planning template and to complete the plan you will need to:

- have the current contact details for your team and key stakeholders
- complete task sheets for each essential service or critical function required in an emergency or business disruption
- list the names and location of CYF vital records located at your site.

Your office will receive a copy of the business continuity planning template soon. In the meantime, please talk with your colleagues about how you can best ensure your critical functions continue during a business disruption.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 274

25 March 2013.

Weekly update of what's new in Child, Youth and Family - week beginning 25 March 2013

On this Page:

Expressions of interest - Operations virtual advisory teams

We're seeking expressions of interest from dynamic, enthusiastic staff who want to participate in a virtual advisory team. These teams will ensure that the views and expertise of our frontline Operations' staff inform new strategies and initiatives in the development and implementation phases.

Each team will have a specific focus. The first teams that we are seeking expressions of interest for are:

supporting caregivers to provide high quality care – improving recruitment, assessment and approval, and support and training for caregivers

children and young people with high needs – improving the way we deliver services, including health and education, for children and young people with high needs

responsiveness to Māori – providing a Māori perspective across a range of new strategies and initiatives.

Teams will have a cross-section of frontline Operations' staff with recognised expertise in each team's focus area and a diversity of culture, role, region and urban/rural spread. Activities will range from reviewing documents, advising on current frontline practices to participating in focus groups.

Team members will need to:

have recognised expertise in, and passion for, the focus area of the team

be clear thinkers and communicators

be able to think creatively

be responsive and able to work to deadlines

commit to participating for a minimum of 12 months.

How to apply:

Please discuss your interest with your manager, who will need to endorse your participation and forward your name to your Operations Manager by Thursday 4th April.

Your participation will then need to be approved by your Operations Manager, who will forward your name to **9(2)(a)** by Tuesday 9 April.

Teams of approximately 8 – 10 people will be selected from the approved staff by Wednesday 10 April. All nominated staff will be contacted with the outcome.

We will be establishing teams for other areas of focus in the future, so keep a look out for other opportunities to join a virtual team in future editions of Need to Know.

For more information

Check out the [terms of reference \[http://doogle/documents/whats-on/projects/child-youth-and-family-projects/operations-virtual-teams-terms-of-reference.docx\]](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/operations-virtual-teams-terms-of-reference.docx) for more detail. If you have any questions, please talk to your manager, or

9(2)(a)

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, which take effect from 1 April 2013, are now available on our [website](http://www.cyf.govt.nz/documents/info-for-caregivers/microsoft-word-final-fact-sheet-caregivers-fact-sheet-2012.pdf).

[\[http://www.cyf.govt.nz/documents/info-for-caregivers/microsoft-word-final-fact-sheet-caregivers-fact-sheet-2012.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/microsoft-word-final-fact-sheet-caregivers-fact-sheet-2012.pdf) Foster carers will be advised of the increase in the next issue of Care Matters, which comes out in early April.

The new allowance rates include an increase to the quarterly clothing allowance, so it's important that this payment is not processed until 1 April, to ensure the new rate is paid.

For more information

9(2)(a)

Gateway Assessment update - new resources available

The Gateway Assessment intranet page has recently been revised, with information updated and new resources added. These include:

New Exemplars [<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#Resourcesforsocialworkersandotherprofessionals6>], including health referrals, education profile requests, and Interagency Service Agreements (ISAs)

New information clarifying the legal aspects of Gateway Assessments [<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/legal-aspects-relating-to-the-gateway-assessment-process.html>], including information sharing, consent, confidentiality, guardianship etc.

The quick guide relating to CYRAS recording and the new IT tool (see N2K issue 170 [<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-270.html#GatewayAssessmentsnbsppupdatereCYRASchangesandITreportingtool3>] for more info)

For more information

If you have any questions, please contact your regional implementation coordinator [<https://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#RegionalImplementationCoordinators4>].

Your Practice Centre - Sudden Infant Death Syndrome / SUDI

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

... The Sudden Infant Death Syndrome / SUDI page has helpful information to support our work with families and caregivers, and help protect at risk babies. This includes:

an outline of the risk factors and tips about how to reduce these risks [<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/sudden-infant-death-syndrome.html#RiskFactors2>]

an overview of the social work role, particularly around assessments [<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/sudden-infant-death-syndrome.html#WhatsResocialworkrole4>]

guidance for those caring for at risk babies [<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/sudden-infant-death-syndrome.html#Caringforababyinbedincare3>]

useful contacts and links for further information [<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/resources/sudden-infant-death-syndrome.html#UsefulContacts5>]

New Zealand research suggests that the rate of Māori babies dying from SIDS is up to five times that of non-Māori babies. This large differential appears to be significantly influenced by a combination of two risk factors; high rates of maternal smoking among Māori women and mothers sleeping in bed with their infants. Pacific Island babies are also over represented in New Zealand statistics.

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: 25 March 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 know - Issue 275**

Need 2 know - Issue 275

02 April 2013.

Weekly update of what's new in Child, Youth and Family - week beginning 2 April 2013

On this Page:

Social worker registration

Renewal of Annual Practicing Certificates

The Social Workers Registration Board (SWRB) will be sending out Annual Practicing Certificates (APCs) renewal notices in May to all registered social workers. The notices will be sent to home addresses, so social workers need to advise the SWRB if their address has changed. The forms need to be signed by the social worker, their manager and forwarded to the SWRB promptly, to ensure staff are issued with new APCs from 1 July 2013. Costs for the APCs are met by Learning and Capability Development.

Re-certification of competency

All registered social workers must have a valid competency certificate to be eligible to hold an Annual Practicing Certificate. All registered social workers with expiring competency certificates (which are valid for five years) have been advised they must renew their competency certification if they intend to practice. It can take 4-6 weeks for recertification assessments to be completed, and registered social workers should submit their competency recertification portfolio before their current competency certificate expires.

For more information

9(2)(a)

Your intranet - Youth Service

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

....The Youth Service – information sharing with Youth Service providers' page has been updated. It now includes a section with guidelines for social work interventions where a young person is on Young Parent Payment (YPP). Along with these guidelines, other information available on the page includes:

[Introduction \[http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Introduction1\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Introduction1)

[Guidelines for social work interventions where a young parent is on Young Parent Payment \(YPP\) \[http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#GuidelinesforsocialworkinterventionswhereayoungparentisonYoungParentPaymentYPP2\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#GuidelinesforsocialworkinterventionswhereayoungparentisonYoungParentPaymentYPP2)

[Guidelines for open cases \[http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Guidelinesforopencases3\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Guidelinesforopencases3)

[Guidelines for closed cases \[http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Guidelinesforclosedcases4\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Guidelinesforclosedcases4)

[What type of information should be shared? \[http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Whattypeofinformationshouldbeshared5\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Whattypeofinformationshouldbeshared5)

[What information should be shared when the young person does not give consent? \[http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Whatinformationshouldbesharedwhentheyoungpersondoesnotgiveconsent6\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Whatinformationshouldbesharedwhentheyoungpersondoesnotgiveconsent6)

[How much information is enough? \[http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Howmuchinformationisenough7\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Howmuchinformationisenough7)

[Resources and more information \[http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Moreinformation8\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/youth-services/youth-service-information-sharing-with-youth-service-providers.html#Moreinformation8)

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)

Health and Safety

The April scheduled health and safety tasks [<http://doogle/documents/working-here/health-safety/scheduler/2013-04-april-h-s-scheduler-reminder-national-office.doc>] and safety newsletter [<http://doogle/documents/working-here/health-safety/scheduler/2013-04-april-safety-newsletter.doc>] are now available on the intranet.

For more information

9(2)(a)

Your Practice Centre: Professional supervision

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

... We need to ensure there are opportunities to reflect on practice, learn new or different ways of doing things, and maximise the sharing of collegial skills and experience. Professional supervision is a key part of this, and the Practice Centre has information and resources to help, including:

the policy [<http://cyf-practice-centre.ssi.govt.nz/policy/professional-supervision/>]

roles and responsibilities [<http://cyf-practice-centre.ssi.govt.nz/policy/professional-supervision/key-information/what-is-professional-supervision.html>]

resources [<http://cyf-practice-centre.ssi.govt.nz/policy/professional-supervision/resources/index.html>]

supervision practice triggers [<http://cyf-practice-centre.ssi.govt.nz/knowledge-base/practice-frameworks/supervision/triggers/index.html>]

supervision preparation prompts [<http://cyf-practice-centre.ssi.govt.nz/documents/knowledge-base/practice-frameworks/supervision/pl-sup-resource-supervision-prep-prompt.pdf>]

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)

Awahi Mai Awahi Atu

The latest issue of our e-newsletter, Awahi Mai Awahi Atu, will arrive in your in-boxes this week.

As well as sending it to all staff, we'll also email 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)

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 02 April 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 276**

Need 2 Know - Issue 276

10 April 2013.

Weekly update of what's new in Child, youth and Family - week beginning 8 April 2013

On this Page:

Complaints resolution process

To support the launch of the new complaints resolution process, we have developed two new resources. We have combined 'our service commitment' and 'feedback form' into one brochure, called 'feedback and complaints'. The new brochure includes helpful information on how to make a complaint, or to feedback on some of the good things we're doing, and includes a form for people to do this.

A new complaints and feedback pad has also been developed. This will help your staff to gather all the information needed for those people who are visiting sites and wish to make a complaint during their visit.

Stocks of these new resources will arrive with you on Tuesday 9 April. The brochures need to replace all current brochures in your stand, and staff should be familiarised with the new pads and how to use them.

You'll get time to go over all this in your Wednesday brief this week.

For further information

9(2)(a)

MSD purpose and principles launch

On Wednesday 17 April the Ministry's new purpose and principles will be launched across the Ministry. You'll be receiving posters and cards with the new purpose and principles printed on them by Friday 12 April. These are being sent to all sites, ops, residence and youth justice managers.

This will be the topic of a special Wednesday briefing on 17 April.

For further information

For further information on how this relates to our work everyday and compliments our service standards, please

9(2)(a)

Care Matters

'Care Matters' - our magazine for caregivers - will hit our caregivers' letter boxes next week. We're also providing all site offices with 40 copies for their reading pleasure and distribution to stakeholders. If you don't have enough copies, please give us a call.

In this issue:

Profile of our William Wallace Winner, 9(2)(a) how he's sharing his story to remind people working with vulnerable kids about the impact they can have on a life.

How a Nelson caregiver is creating Life story books full of happy memories so that the babies can have visual memories to look back on

A snapshot of Children's Day activities around the country

Interview with caregivers 9(2)(a) who recently received a Queen's Service Medal

Annual Foster Care rates rise

Tips for helping kids learn

Update on the Children's Action Plan

For more information

9(2)(a)

Your intranet: service excellence

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

...The Service Excellence page has some great information and resources to help. How we communicate and how we present ourselves and our service plays a big part in the quality of our engagement with children, young people and their family. The page includes our service standards, as well as ideas to help reinforce these standards:

[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 \(PDF 1.75MB\) \[http://doogle/documents/whats-on/projects/ideas-to-reinforce-service-standards.pdf\]](http://doogle/documents/whats-on/projects/ideas-to-reinforce-service-standards.pdf)

[Here to Help - a guide to communicating well \(Word 1\) \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/here-to-help-a-guide-to-communicating-well.doc\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/here-to-help-a-guide-to-communicating-well.doc)

[Example of good case notes \(PDF 56.68KB\) \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/example-of-good-casenotes.pdf\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/example-of-good-casenotes.pdf)

[Guidelines for writing clearly \(PDF 36.44KB\) \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/communications/guidelines-for-writing-clearly-.pdf\]](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. You can also order copies of our service standards through the Bluestar Orderware system – code CYF521

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: concerning or harmful sexual behaviour

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

... the Practice Centre has great information to support your work with children, young people and adults with concerning or harmful sexual behaviour. This is a complex area of our work, that is often fraught with high running emotions within the family and community, and it's important that we respond appropriately.

[Working safely with families where children are displaying concerning sexual behaviour \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/working-safely-with-families-where-children-are-displaying-concerning-sexual-behaviour.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/working-safely-with-families-where-children-are-displaying-concerning-sexual-behaviour.html) :- This refers to children aged 10 years and under, although social work judgement should be used when considering if this key information is also appropriate for an older child.

[Working safely with young people who display harmful sexual behaviour \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/working-safely-with-young-people-who-display-harmful-sexual-behaviour.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/working-safely-with-young-people-who-display-harmful-sexual-behaviour.html) :- This refers to working with children/young people around 11 years onwards although, as mentioned above, judgement should be used when deciding if this key information is the most appropriate

[Working safely with families where children/young people are in contact with an adult who has sexually abused \[http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/working-safely-with-families-where-children-young-people-are-in-contact-with-an-adult-who-has-sexually-abused.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/working-safely-with-families-where-children-young-people-are-in-contact-with-an-adult-who-has-sexually-abused.html) :- This offers guidance when the adult concerned has been convicted of sexual offences, or if there is a perceived risk of harm due to current or historical sexual abuse.

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: 10 April 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 277**

Need 2 Know - Issue 277

16 April 2013.

On this Page:

Adult adoption information clinic: connect to make connections

Working with the parties to past adoptions is both a privilege and a challenge. It is a specialist field of social work that has its own [legislative requirements](http://www.legislation.govt.nz/act/public/1985/0127/latest/whole.html) and need for expert clinical supervision. The Care and Adoption team in National Office are partnering with experienced site practitioners to pilot a regular adult adoption information clinic via teleconference.

The fortnightly teleconference will be for social workers learning to work in the adult adoption information field and will be up to an hour duration. Just like the intercountry adoption clinic, the clinic will revolve around case scenarios. Social workers will submit in advance a case, or a particular adult adoption information practice/process, about which they are seeking advice. They are to construct a draft answer and indicate the sections of the [Adult Adoption Information Manual](http://doogle.ssi.govt.nz/documents/resources/helping-cyf-clients/procedures-manuals/adoptions/adult-adoptions-information-manual.doc) to which the case issue relates.

The Adult Adoption Information (AAI) teleconference will occur on alternate Thursdays at 2pm, and the pilot will commence on 9 May. Expressions of interest to join the AAI clinic should be directed to [9\(2\)\(a\)](#) by 30 April.

For further information

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

Social worker compendiums / visiting folders and practice tools

If you need to get your hands on additional resources for social workers, just a reminder that the regional practice advisors hold supplies of the black compendiums/visiting folders. Please contact them directly if your site needs more.

You can also order additional copies of the following practice items through the Bluestar Orderware system:

the practice frameworks - 'Care and Protection/Youth Justice' and 'Care' (CYF165 / CYF166) - Also available in poster format

practice package (CYF163)

the CYP&F Act 1989 Act (CYF082)

The practice and supervision pads can be ordered through KEA – check out the [Ordering publications and resources page](http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/ordering-publications-and-resources.html) to get their codes.

For more information

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

CYRAS payments over the Anzac period

Anzac Day falls on Thursday 25, affecting arrangements for payments excluding board payments.. Please check the timings below and if you have urgent payments due around the ANZAC day, get them authorised a day earlier than usual.

The KEA system will be up on Thursday 25 April for all usual work, but there will not be a 4:30pm interface to the KEA system.

-Payments authorised on Wednesday 24 April will be created in KEA, but cheques will not be posted and the direct credit file will not go to Westpac bank until Friday 26 April.

This means Wednesdays cheques and direct credits are delayed for one extra day, until Friday 26 April.

There will be no overnight processing on Thursday 25 April. All operations back to normal on Friday 26.

For more information

9(2)(a)

Your intranet: N2K and 'Your intranet' indices

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

..... If you're trying to find an earlier Need 2 Know item, and can't quite remember when it was, the [Need 2 Know index of topics](http://doogie/whats-on/news/business-groups/child-youth-family/need-2-know/need-2-know-topic-index-2.html) [http://doogie/whats-on/news/business-groups/child-youth-family/need-2-know/need-2-know-topic-index-2.html] means you won't need to go into each issue to find it.

There's also a similar collection of previous intranet tips, trick and shortcuts [http://doogie/whats-on/news/business-groups/child-youth-family/need-2-know/your-intranet-tips-tricks-and-shortcuts.html], to help you find your way around.

You can access these indices from the 'Everyday' home page – they're sitting under the popular links heading on the right hand side.

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:

- When will SWRB send out APC renewal notices?
 - What practice tool was used at the recent Orewa Youth forum, to help the young people think about their interaction with our service
 - What is the link for the new intranet information clarifying the legal aspects of Gateway Assessments
 - What is the 'Go live' date for the new Christchurch site structure
 - How much did Te Au rere a te Tonga Youth Justice Residence raise in the Relay for Life?
- Deadline for answers is midday, Friday, 19 April.

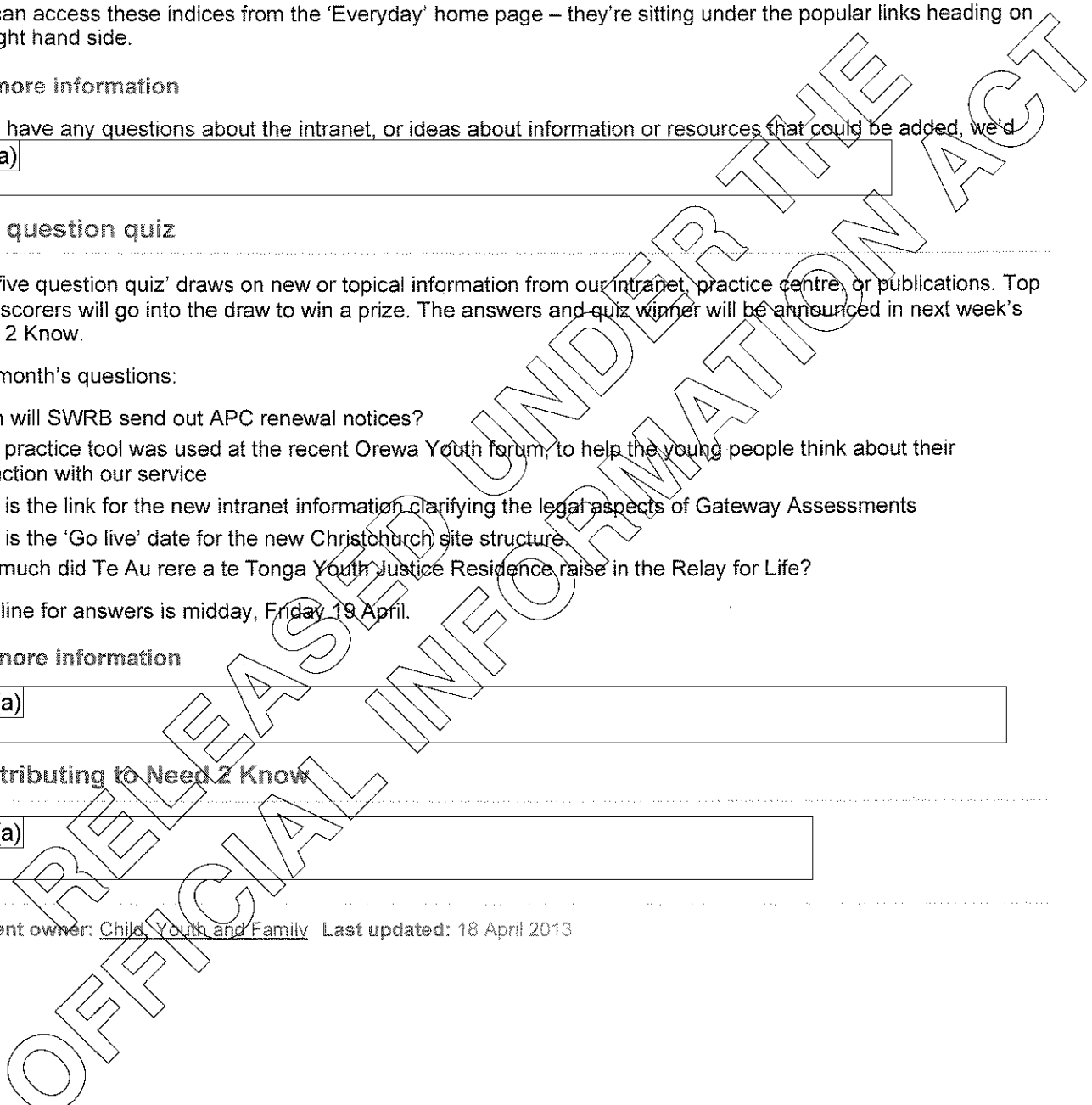
For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 18 April 2013



Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know issue 278**

Need 2 Know issue 278

23 April 2013.

News and updates for Child, Youth and Family week beginning 22nd of April 2013

On this Page:

Gateway Assessments - updated forms

The Gateway Assessment health referral form and all of the education profiles have been updated to reflect comments from social workers, the health and education sectors. The new forms will be on CYRAS when you next log-in.

The main changes are:

Asking if the child or young person you are referring has ever had a referral to the HUB or High and Complex needs.

Template now includes suggestions re the information you should include for the health assessor

Please also remember that:

Every Gateway referral is made using CYRAS (Health and Education Folder)

Every Education profile request is entered onto CYRAS, then sent via a word document, to the appropriate RTLB Cluster Manager

Written consent needs to accompany a gateway referral, which is uploaded into CYRAS

All completed education profiles received at CYF is uploaded into CYRAS, and an email sent to the GAC to advise that the profile is loaded onto the IT tool (CYRAS).

Closing active referrals

If you have made a Gateway Assessment referral, and then it's decided that the child or young person no longer needs a Gateway Assessment, please let the Gateway Assessment Coordinator and the RTLB Cluster Manager know to close the active referral at their end

For further information

If you have any questions, please contact your [regional implementation coordinator](http://doogie/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#RegionalImplementationCoordinators41) (<http://doogie/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/index.html#RegionalImplementationCoordinators41>).

Military-style activity camp (MAC) programme places available

The next MAC programme begins on 6 May and will run for 9 weeks (until 8 July). The programme is based at Te Puna Wai ō Tuhimāpo youth justice residence, and each intake is for up to ten young men who have been sentenced to a Supervision with Residence Order by the Youth Court.

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

About the MAC programme

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

The programme involves two phases:

a residential-based phase that includes a wilderness camp run jointly by the NZDF and residence staff, a structured residence-based programme including therapeutic and educational interventions (including literacy and numeracy skills) targeting criminogenic needs, and drug and alcohol treatment.

a community-based phase where a social services provider will continue to offer support for up to twelve months, to help the young person as they settle back into the community.

The Regional Practice Advisors will review the plans for all young people exiting the MAC programme

For more information

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

Your Practice Centre: updated information about s. 396 caregiver allegations

A new s.396 Caregiver Allegation process flowchart and information on roles and responsibilities (both s.396 providers and Child, Youth and Family) have been developed and are now available on the [Practice Centre](#) [<http://cyf-practice-centre.ssi.govt.nz/whats-new/news/2013/updated-information-about-s.html>]. Please familiarise yourself with the new process, and if you have any questions, contact **9(2)(a)**

For more information

9(2)(a)

Your intranet: Managing complaints

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

.... The [managing complaints page](#) [<http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/managing-information-requests-and-complaints/index.html>] has been updated to reflect the new complaints resolution policy. Information available on the page includes:

- The complaints resolution policy
- Key information
- Flowcharts and other resources
- Letter templates
- IT complaints management system

The page can be accessed via the Finance and Admin landing page, under the heading 'Managing information

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)

Five question quiz winner

Congratulations to this month's quiz winner **9(2)(a)** your prize will arrive with you in the next few days.

The answers are below:

When will SWRB send out APC renewal notices? They will be sent out in May to home addresses. [<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-275.html#SocialWorkerRegistration1>]

What practice tool was used at the recent Orewa Youth forum, to help the young people think about their interaction with our service? The three houses. [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/southern.html#doogleTheyhelpmeaboutmyfeelingsrdauo3>]

What is the link for the new intranet information clarifying the legal aspects of Gateway Assessments [<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/legal-aspects-relating-to-the-gateway-assessment-process.html>] [<http://doogle/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/legal-aspects-relating-to-the-gateway-assessment-process.html>]

What is the 'Go live' date for the new Christchurch site structure. Monday 20 May 2013 [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/southern/2012/canterbury-getting-reconnected.html>]

How much did Te Au rere a te Tonga Youth Justice Residence raise in the Relay for Life? Over \$6,000 for the cancer society. [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/central.html#Centrainews1>]

MSD purpose and principles resources

By now, everyone should have received their 'MSD purpose and principles' material. There are also a number of supporting resources available, including thank you cards, pads, pens, which can be ordered via KEA.

Check out doogle [<http://doogle/about-us/purpose-and-principles/resources.html>] to find out more about the resources available

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 23 April 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 279**

Need 2 Know issue 279

30 April 2013.

News and updates for Child, Youth and Family week beginning 29th of April 2013

On this Page:

Requests to CPU - Correct email address

Just a reminder that Work and Income requests to CPU should be sent to cpu@msd.govt.nz [<mailto:cpu@msd.govt.nz>]

Any email requests sent through to cpu_cyf_requests@msd.govt.nz [mailto:cpu_cyf_requests@msd.govt.nz] will not be responded to, as we have no way of retrieving emails sent to this address.

For more information

9(2)(a)

Your Practice Centre – transitioning between placements

Changing living situations can be incredibly unsettling and confusing for a child or young person, so we need to make sure that the transition is well planned, and that wherever possible the child, their family, the leaving and receiving homes are involved in the planning. The Practice Centre has information to guide successful transitions, including:

[Planned vs unplanned placement changes](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#Plannedvsunplannedplacementchanges1) [<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#Plannedvsunplannedplacementchanges1>]

[Transition arrangements](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#Transitionarrangements2) [<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#Transitionarrangements2>]

[What can assist the transition process?](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#Whatcanassistthetransitionprocess3) [<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#Whatcanassistthetransitionprocess3>]

[Saying goodbye](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#Sayinggoodbye4) [<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#Sayinggoodbye4>]

[After the transition](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#Afterthetransition5) [<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#Afterthetransition5>]

[Special considerations: Residential care](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#SpecialconsiderationsResidentialcare6) [<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/transitioning-between-placements.html#SpecialconsiderationsResidentialcare6>]

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: Home for Life

The intranet's [Home for Life project page](http://doogle/whats-on/projects/child-youth-family/home-for-life.html) [<http://doogle/whats-on/projects/child-youth-family/home-for-life.html>] pulls information from across the Practice Centre, bringing it together in once space along with helpful resources. Information is grouped into the following areas:

Securing a bright and safe future in a home for life

Permanent care and creating a home for life

Home for Life support

Home for Life training – facilitation guide

General Home for Life information

Other resources to support caregivers

The project page can be easily accessed by clicking on the Home for Life web-banner on the Everyday 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

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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 280**

Need 2 Know - issue 280

06 May 2013.

News and updates for Child, Youth and Family week beginning 6 May 2013

On this Page:

Self assessment in 2013

This year, all Child, Youth and Family sites and the contact centre will complete their second round of self assessment, building on the learnings gained in 2012. Everything you need to complete your self assessment for 2013 is now available on the intranet under 'Projects and Initiatives', 'mā mātou, mā tātou' [<http://doogle/uni/cvf/projects-initiatives/self-assessment-information.html>].

Contact Centre: [Specific templates for the 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>] to use are available.

Residences: Work is currently underway with Residential Services to better align the residence self assessment process with annual regulations inspections and OCC monitoring. As a result, self assessment in residences is currently on hold, and residences will not be required to complete a self assessment in the same timeframe as sites this year. Please contact [9\(2\)\(a\)](mailto:9(2)(a)@doogle.govt.nz) if you have any queries.

Changes to self assessment in 2013

We've listened to your feedback on how the process went for you last year, and as a result have made a few changes to the self assessment framework. In particular, we have:

Given you more time to complete your self assessment – sites and the contact centre will complete self assessment throughout May and June, and will have July to develop their action plans following the annual managers' workshop.

Broadened out the 'not yet', 'achieving' and 'exceeding' categories into a 10-point scale, that allows you to more effectively demonstrate incremental change and improvement in the quality of your social work practice.

Added some more examples of practice for 'not yet', 'achieving' and 'exceeding'.

Included an 'outcomes' section in the action plan template to help you identify the change you expect to see as a result of the actions you will be implementing.

Linking in your Engage Survey results

Engagement is an essential part of the self assessment process, as you work together as a team to agree your strengths and areas for improvement and develop a plan that sets out your shared areas of focus for the coming year.

Your team's Engage Survey results also provide a key source of evidence to inform your self assessment and site action plan – in particular the 'leadership' pillar. This is a great opportunity to bring together everything you know about the experiences of the children and young people you work with, your staff's views, the quality of your practice and the views of your community into one assessment and one plan of action.

Areas for particular attention in action plans

A key area of focus for us this year is the successful implementation of the new assessment framework. We know that good quality assessments lead to focused and effective plans, which in turn lead to better outcomes for children and young people. Delivering high quality family group conferences, and ensuring our staff receive timely and purposeful supervision, are also aspects of our work that we will be focusing on in the coming year.

Your site plan presents a great opportunity to think about the actions your team will take to help you continually improve in these areas.

Timeline

27 March – Wednesday Brief on self assessment to help you start preparing (complete)

May to June – Complete your self assessment

July – Develop your site action plan

31 July – Action plans to be submitted to Regional Directors for signoff, on recommendation from Operations Managers.

For more information

If you have any questions, please email siteassessment@cvf.govt.nz [<mailto:siteassessment@cvf.govt.nz>] or phone

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

All of Government (AOG) recruitment agreement

MSD has recently joined the All of Government (AOG) Recruitment Agreement. This affects how we work with external recruitment agencies, and is effective immediately. More information about the use of recruitment agencies, and the AOG agreement, is available on the [doogle recruitment policy page](http://doogle/resources/helping-staff/policies-standards/hr/recruitment-policy.html#Useofarecruitmentagency13) [<http://doogle/resources/helping-staff/policies-standards/hr/recruitment-policy.html#Useofarecruitmentagency13>].

For more information

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

Bluestar Orderware system upgraded

The majority of our resources and publications are ordered online direct from our printer's storehouse, through the Orderware system. This has been upgraded, so next time you log-in (you can still use your existing username and password) you'll see that it looks a little different.

Things should be more intuitive, and images are gradually being uploaded to help you identify/confirm items. Spend some time looking around the site to familiarise yourself with how the products are grouped. You'll still be able to use the search function to help you locate an item. There are differences in the way you place an order, and the new process is outlined in the [user manual](https://www.ak.bspg.co.nz/dam/bsg/product?client=MSD&prodid=MSD-CYF_USERMANUAL&type=pdf) [https://www.ak.bspg.co.nz/dam/bsg/product?client=MSD&prodid=MSD-CYF_USERMANUAL&type=pdf], available on the Orderware home page.

For more information on publications and resources, including which ones can be ordered from Bluestar and how to access others, check out the [publications and resources intranet 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>].

For more information

9(2)(a)

Health and Safety

This month's [scheduled health and safety tasks](http://doogle/documents/working-here/health-safety/scheduler/2013-05-may-h-s-scheduler-reminder.doc) [<http://doogle/documents/working-here/health-safety/scheduler/2013-05-may-h-s-scheduler-reminder.doc>] and the [latest newsletter](http://doogle/documents/working-here/health-safety/scheduler/2013-05-may-h-s-scheduler-reminder.doc) [<http://doogle/documents/working-here/health-safety/scheduler/2013-05-may-h-s-scheduler-reminder.doc>] are now available on doogle. This month we look at:

- how to complete a report for your health and safety committee
- recording of abusive and threatening situations in SOSHI2 as security incidents
- an alert on upcoming changes likely to occur after the Taskforce on Workplace Health and Safety reports back to the government
- a reminder on keep safe when visitath greenting clients outside the office

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 06 May 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 281**

Need 2 Know - Issue 281

21 May 2013.

News and updates for Child, Youth and Family, week beginning 20 May 2013 (there was no N2K for week beginning 13 May)

On this Page:

Christchurch update

Extensive work has been undertaken around the future design of our service across Christchurch, given the far-reaching impact of the September and February earthquakes.

Our staff in Christchurch have taken this opportunity to create a service that is not just better, but better than it was prior to September 2010. This involves the reorganisation of the Christchurch sites, which will ensure that our service is based in the right areas of the city, and structured in a way that allows us to deliver quality, timely and effective services to child, young people and their families across Christchurch.

The redesigned service goes 'Live' from Monday 20 May 2013, with five care and protection sites and two youth justice teams located across Christchurch, as shown below:

Site name and location	Manager
Christchurch West	9(2)(a)
Christchurch East	
Sydenham	
Papanui	
Rangiora	
Youth Justice East	
Youth Justice West	
Youth Justice West (from 24 June)	

For more information

For more information about staff based at each site please read issue 18 - [Canterbury Getting Reconnected](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/southern/2012/previous-canterbury-getting-reconnected.htm#issueeighteen15March20133) (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/southern/2012/previous-canterbury-getting-reconnected.htm#issueeighteen15March20133>)

Your Practice Centre: Use of Support Orders

This week...

Did you know that the Practice Centre has guidance 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:

[When to use a support order](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#Whentouseasupportorder1) (<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#Whentouseasupportorder1>)

[What is my role as the social worker?](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#Whatismyroleasthesocialworker2) (<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#Whatismyroleasthesocialworker2>)

[Working together](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#Workingtogether3) (<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#Workingtogether3>)

[What are the provisions of a support order?](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#Whataretheprovisionsofasupportorder4) (<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#Whataretheprovisionsofasupportorder4>)

[What other conditions can the Court impose?](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#WhatotherconditionscantheCourtimpose5) (<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#WhatotherconditionscantheCourtimpose5>)

[How long does a support order stay in effect?](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#Howlongdoesasupportorderstaveffect6) (<http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/use-of-support-orders.html#Howlongdoesasupportorderstaveffect6>)

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 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

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

9(2)(a)

Assessment project - Learning and Capability Development survey

As part of the implementation plan for the assessment project, Learning and Capability Development will be sending the first of two surveys to all regional practice advisors (C&P and YJ), practice leaders, and supervisors. The survey will take no more than 10 minutes to complete.

Quality assessment is one of our key priorities in mā mātou, mā tātou. The purpose of the survey is to gauge the supports required for our leaders of practice when implementing and embedding the revised assessment framework with their staff.

The first survey will be directly to all regional practice advisors, practice leaders and supervisors on Tuesday 21 May, and will need to be completed by 7 June. The second survey will be deployed in November, and we'll ensure you are fully informed in the lead up to the second survey.

For more information

9(2)(a)

CYRAS payments over Queen's Birthday weekend

As Queen's Birthday falls on Monday 3rd June the provisions for making payments will be changed. If you have urgent payments due around Queen's Birthday weekend, please ensure they are authorised early next week (ie the week of 27th May).

CYRAS will be available on Monday 3rd June for all usual work, but there will NOT be a 4:30pm interface to the KEA system.

Payments authorised on Friday 31st May will be created in KEA, BUT cheques will not be posted and the direct credit file will not go to Westpac Bank until Tuesday 4th June. This means that Friday's cheques and direct credits will be delayed for one day.

All operations will be back to normal on Tuesday 4th,

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 21 May 2013

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Need to Know - Issue 282

26 May 2013.

News and updates for Child, Youth and Family, week beginning 27 May 2013

On this Page:

Improving the response to children who offend: pilot sites

Following the Social Services Committee Inquiry into Child Offenders (SSCICO) Report, our executive committee has endorsed the 'Improving the Response to Children who Offend' project plan, which sets out a new approach to:

improve collaboration between Police and Child, Youth and Family on early identification and management for 'at risk' of further offending

ensure children who offend are engaged at school

improve access to resources for communities and families of children who offend

engage a **triple one** response for children who offend:

one FGC for a child who offends

facilitated by **one** coordinator

managed by **one** social worker

to work towards a single integrated plan

broaden the work of youth justice social workers working with children who offend to include the wider needs of their families

improve our services to Family Court and Youth Court

Five pilot sites have been selected to trial this new approach: Northland YJ (Whangarei), Waitakere YJ, Waikato West YJ, Lower North YJ (Levin/Horowhenu) and Christchurch East YJ. The pilots will be rolling out the trial approach from 27 May 2013.

They will also be involved in the review of policies, guidelines and resources and a training package for children who offend, their siblings and families, supported by the National Office Youth Justice Team.

For more information

9(2)(a)

Your Practice Centre: Dangerous dynamics and dangerous situations

This week... The safety of all staff is important to us. As part of our agreement with the PSA, we have revitalised the information for all staff about understanding the impact of violence on workers and on responding to dangerous situations.

The information is now available on the [Practice Centre](http://cyf-practice-centre.ssi.govt.nz/policy/professional-supervision/index.html) linked to the Professional Supervision policy. It includes:

[Key information: Managing and responding to dangerous situations](http://cyf-practice-centre.ssi.govt.nz/policy/professional-supervision/key-information/managing-and-responding-to-dangerous-situations.html)

[Key information: Dangerous dynamics - The impact of violence on practice](http://cyf-practice-centre.ssi.govt.nz/policy/professional-supervision/key-information/dangerous-dynamics-the-impact-of-violence-on-practice.html)

New forms are also available to support the management of dangerous situations on site:

[Dangerous situations incident form](http://cyf-practice-centre.ssi.govt.nz/documents/policy/professional-supervision/dangerous-situations-incident-form.docx)

[Dangerous situations review form](http://cyf-practice-centre.ssi.govt.nz/documents/policy/professional-supervision/dangerous-situations-review.docx)

Each site can determine if, and how, it will use the forms, which can be accessed from the Professional Supervision resource section. Please familiarise yourselves with this information and use it when needed. You may want to hold conversations or briefings on your site to ensure all staff are aware of it.

For further information, contact your site or line manager. Learning and Development also offer a workshop on [Dangerous Dynamics](http://doogle.working-here/learning-development/cyf-learning-development/other-programmes.html#DangerousDynamics2) on a request basis.

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)

Samoan Language Week

Samoan Language Week runs from 26 May -1 June, and this year's theme is 'Fafaga fanau i upu ma tala. Tautala i lau gagana' – 'Feed children with words and stories. Speak your language'.

Being able to speak with people in their own language, even if only to offer a simple greeting, is a sign of respect and understanding and gaining knowledge of other cultures brings richness to our lives. Take time to join in with activities in your region, and have a go at learning some of the key phrases on the [Samoan Language Week](http://doogle.ssi.govt.nz/documents/business-groups/helping-clients/child-youth-family/what-we-do/communications/dof-12094-samoan-language-week-poster-v1.pdf) [<http://doogle.ssi.govt.nz/documents/business-groups/helping-clients/child-youth-family/what-we-do/communications/dof-12094-samoan-language-week-poster-v1.pdf>] poster

More information

More information and resources are available on the [Human Rights Commission](http://www.hrc.co.nz/race-relations/samoan-language-week) [<http://www.hrc.co.nz/race-relations/samoan-language-week>] website

Children's Action Plan Update

Check out the [Children's Action Plan page](http://doogle/whats-on/projects/child-youth-family/vulnerable-childrens-action-plan-latest-news.html#4December2012update1) [<http://doogle/whats-on/projects/child-youth-family/vulnerable-childrens-action-plan-latest-news.html#4December2012update1>] for the latest update. It talks about the Reinvigorating family group conferences workstream in the Strategy for children and young people in care project. This includes initial findings from an evaluation undertaken by the University of Canterbury, into the effectiveness of family group conferencing.

For more information

Please use CAP_Ask_Us_Tell_Us@cyf.govt.nz [mailto:CAP_Ask_Us_Tell_Us@cyf.govt.nz] as both a direct line to us and a way to share your thoughts with other staff.

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 283

06 June 2013.

News and updates for Child, Youth and Family, week beginning 3 June 2013

On this Page:

High and Complex Needs - update on implementation

We're continuing to make positive progress on changes to the new look High and Complex Needs (HCN) service design:

A new service delivery model and operational processes have been mapped, which will form the basis for all HCN operations.

Terms of Reference have been developed for Interagency Management Groups (IMGs) and IMG boundaries have been finalised. There will be 14 IMG's based regionally throughout the country and these IMGs will be supported by 10 HCN specialists.

The new HCN Manager, **9(2)(a)** began on 1 May and the positions of Team Leader Professional Practice, new HCN Specialists, HCN Administration staff and a Business Analyst will be advertised in May and June.

Throughout July 2013, a series of IMG hui will be held with around the country. These hui will focus on how agencies can work together under the new HCN structure and design. It is anticipated that our operations and site managers will attend, along with their Education and Health colleagues.

By early September, we expect all decisions regarding HCN referrals and plan endorsement will be made locally by IMGs.

For more information

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 in the 'Engagement and Safety policy [<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/index.html>]' under 'Key Information' [<http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html>]. 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? \[<http://practicecentre.cyf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Whatiscumulativeharm1>\]](http://practicecentre.cyf.govt.nz/policy/engagement-and-safety/key-information/cumulative-harm.html#Whatiscumulativeharm1)

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

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

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

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

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)

IRD numbers for children and young people

Inland Revenue has recently made changes to their IT system, and are now issuing IRD numbers to all the children and young people for whom we've made a child support application.

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

IRD numbers are being sent to the Regional Administration teams, to enter in the ID numbers field in the demographics section of CYRAS. The form will then be sent to the appropriate site to place in the paper file with other important documents such as original custody orders, and birth certificate.

This is a positive change and should make the process of opening a bank account for a child or young person, or them getting a part time job, simpler. Social workers should advise the children and young people, and appropriate adults (caregivers, parents, whānau members) that an IRD number has been generated. Social workers also need to ensure that any young person in the process of transitioning to adulthood receives a copy of their IRD information.

Regional Inland Revenue liaison people have been appointed – see below for contact details. Please note that, outside of these delegated individuals, Inland Revenue is unable to respond to client queries from Child Youth and Family staff.

For more information

If you have any Inland Revenue queries relating to Child Youth and Family clients, please contact your regional liaison person, who will contact Inland Revenue on your behalf:

9(2)(a)

Welfare Reform

Work and Income clients will be receiving letters about changes to their benefit, which take effect 15 July. The changes are the third and final phase of the Welfare Reform. It's important you're familiar with the changes, in case you get questions from any of your clients who are affected.

Most current benefits will change to three new benefits: Jobseeker Support, Sole Parent Support and Supported Living Payment.

Benefit payments aren't changing, but responsibilities for parents/caregivers receiving benefits are, to ensure vulnerable children get health checks and education. Parents and caregivers need to take all reasonable steps to make sure dependent children are participating in early childhood education, attending school regularly, enrolled in primary health care and keeping up with core Well Child checks, depending on the age of the child.

Jobseekers also have obligations around looking for work. This includes taking and passing a drug test where an employer or training provider asks for one as part of the application process for a suitable job.

All clients will be required to let Work and Income know if they are planning to travel overseas. Their benefit will automatically stop the day after they leave New Zealand, unless they've told Work and Income before they go and it's been agreed there are special reasons that mean their payments can continue.

For more information

Doogle (<http://doogle.ssi.govt.nz/whats-on/projects/welfare-reform/july-changes/index.html>) has more information these latest changes, including a range of resources. There's also information for clients, about the benefit changes and how they might affect them, on the [Work and Income website](http://www.workandincome.govt.nz/individuals/benefit-changes/index.html) (<http://www.workandincome.govt.nz/individuals/benefit-changes/index.html>).

Assessment project: reminder about Learning and Capability Development survey

Just a reminder that the closing date for the assessment project survey is this Friday, 7 June. The survey has been sent directly to all regional practice advisors (C&P and YJ), practice leaders, and supervisors, and should take no more than 10 minutes to complete.

The purpose of the survey is to help L&CD develop a tailored training and learning response, to support practice leaders when implementing and embedding the revised assessment framework with their staff. To find out more, check out [Need 2 Know, issue 281](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-281.html#AssessmentProjectLearningandCapabilityDevelopmentSurvey31) (<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-281.html#AssessmentProjectLearningandCapabilityDevelopmentSurvey31>)

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 284**

Need 2 Know - Issue 284

11 June 2013.

News and updates for Child, Youth and Family, week beginning 10 June 2013

On this Page:

Social worker registration

Renewal of Annual Practicing Certificates

The Social Workers Registration Board (SWRB) sent out Annual Practicing Certificates (APCs) renewal notices last month to all registered social workers. These notices were sent to home addresses, so you will need to advise the Social Work Registration Board if your address has changed. The renewal needs to be signed by the social worker and then forwarded to the SWRB before 20 June 2013, to ensure you are issued with new APCs (valid from 1 July 2013 – 30 June 2014). Costs for the APCs are covered by National Office.

Re-certification of competency

A competency assessment certificate is valid for five years, and needs to be renewed if registered social workers wish to maintain their eligibility to hold an APC. All registered social workers with expiring competency certificates have been advised they must renew their competency certification if they intend to practice. If your competency certificate expires between 1 July 2013 and 30 June 2014, this will be the expiry date of your APC.

For more information

9(2)(a)

Health and Safety

This month's scheduled health and safety tasks are now available on doogle [<http://doogle/working-here/health-safety/scheduler-and-audits/index.html#HealthandSafety3schedulerRemindersMonthlyTasks2>]. The latest Health and Safety newsletter [<http://doogle/documents/working-here/health-safety/scheduler/2013-06-june-safety-newsletter.doc>] is also available. This month we look at:

'How to' guide for managers completing a SOSH2 investigation

The new Book-a-guard process

Duress alarms and daily security checks

Winter warnings

Incident updates

Timaru's House of Dreams

For more information

9(2)(a)

Your Practice Centre: Consult tools

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

... The Practice Centre has helpful guidelines about the child/young person and family consult tools. The consult tools are designed to support analysis, case decision making and planning at any point in the social work process. They identify areas of concern, strengths and safety, and areas where further work or information is required. They also offer a practical way to foster positive engagement with the child or young person and their whanau.

The [Child / young person and family consult tool guidelines](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html) page (which can be accessed via the policy tab, and then clicking on practice tools policy/ resources/consult tool guidelines) includes the following information:

[Background](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Background1)

[Description](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Description2)

[Which cases need the consult tools](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Whichcasesneedtheconsulttools3)

[Who completes the consult tool \[http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Whocompletetheconsulttool4\]](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Whocompletetheconsulttool4)

[How to complete the consult tool \[http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Howtocompletetheconsulttool5\]](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Howtocompletetheconsulttool5)

[When to complete the consult tool \[http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Whentocompletetheconsulttool6\]](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Whentocompletetheconsulttool6)

[Next Steps \[http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#NextSteps7\]](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#NextSteps7)

[Footnotes \[http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Footnotes8\]](http://cyf-practice-centre.ssi.govt.nz/policy/practice-tools/resources/consult-tool-guidelines.html#Footnotes8)

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: pay and development system

This weeks tips, tricks and shortcuts...

... Did you know that you can access information about the pay and development system (<http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html>) via a quicklink on the 'Working for CYF' landing page? The pay and development system focuses on improving the skills, knowledge and abilities of staff, and rewarding them for continually developing their level of competence and for the contribution they make to improving the delivery of our services.

The page includes information about:

[Pay and development procedures \[http://doogle/documents/working-here/working-for-us/your-performance/cyf-pay-development-system/pay-development-procedures.doc\]](http://doogle/documents/working-here/working-for-us/your-performance/cyf-pay-development-system/pay-development-procedures.doc)

[Core Documents \[http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#CoreDocuments1\]](http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#CoreDocuments1)

[Evaluation \[http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#Evaluation2\]](http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#Evaluation2)

[Monitoring PDS Activity \[http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#MonitoringPDSActivity3\]](http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#MonitoringPDSActivity3)

[Merit Library and Guidelines \[http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#MeritLibraryandGuidelines4\]](http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#MeritLibraryandGuidelines4)

[Education \[http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#Education5\]](http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#Education5)

[Related Documents \[http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#RelatedDocuments8\]](http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#RelatedDocuments8)

[Original Documents \[http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#OriginalDocuments9\]](http://doogle/working-here/working-for-us/your-performance/cyf-pay-development-system/index.html#OriginalDocuments9)

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)

Assessment project – extension to survey deadline

Thanks to those who have already taken the time to complete the assessment project survey, which was sent directly to all regional practice advisors, practice leaders and supervisors. The survey is a key way to identify any learning and knowledge gaps in sites.

To encourage a greater response rate, the deadline has been extended to Friday 14 June. We appreciate you taking the time to complete the survey, which should take no more than 10 minutes, as it will help Learning and Capability Development support you with a training and learning response that is tailored for your needs.

Naku te rourou nau te rourou ka ora ai te iwi

With your basket and my basket the people will thrive

For more information

More information about the survey is in [Need 2 Know – issue 281 \[http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-281.html#AssessmentprojectLearningandCapabilityDevelopmentsurvey3\]](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-281.html#AssessmentprojectLearningandCapabilityDevelopmentsurvey3).

9(2)(a)

Children's Action Plan update: Transitions

The Transitions workstream of the Strategy for Children and Young People in Care Project is focused on improving multi-agency planning and support for children and young people moving into, or out of, care or between placements. We specifically want to ensure:

carers are well supported when children come into their care

transition out of care is well managed and supported, including health, education and employment

children and young people in care receive the transition services they need from other agencies such as Work and Income, Housing New Zealand, Ministry of Justice and other relevant services

transitions between placements and out of care are well managed and address all aspects of the child or young person's immediate or longer term care needs

school transitions are kept to a minimum, and those that do take place are fully supported so children and young people can readily access and be engaged in education.

Our approach to this work is to assist the child or young person to successfully navigate both the physical change in circumstances and the emotional and psychological journey they experience as part of that change. We hope to develop a single best practice model with different lenses to inform every kind of transition for children and young people in care.

How you can be involved

The workstream team would love to hear from social workers about really good experiences of a child/young person transitioning from one placement to another or how they were returned home. It can be from any type of placement or even between sites.

They would also love to hear any ideas you might have about what has worked well, any new initiatives that sites have developed to manage transitions, or simply any ideas that you might have to improve the process of transitions.

9(2)(a)

Keep your feedback coming

Please use CAP_Ask_Us_Tell_Us@cyf.govt.nz [mailto:CAP_Ask_Us_Tell_Us@cyf.govt.nz] as both a direct line to us with your feedback and ideas, and a way to share your thoughts with other staff.

We would just like to close with a quote 9(2)(a) forwarded to us from Te Puna Wai o Tuhinapo, as an inspiration for meeting the challenges you face every day in your work:

"If a Child can see a tomorrow it is because of what you have done today"

New recruitment tool

MSD is moving to a new recruitment tool, SnapHire, in the next few weeks. Work is being done to ensure a smooth transition from our current system, StaffCV, so there is as little effect on recruitment processes as possible.

SnapHire will provide an improved candidate and user experience with the ability to build talent pools, search for candidates against key skills, notifications of new vacancies for candidates who have registered and will have a more intuitive look and feel. Training requirements are currently being scoped and training for users will be rolled out across the business.

For further information

9(2)(a)

CYRAS Handbook

The CYRAS Handbook will be replaced with a new up to date web based version from 24 June. The new handbook will be accessed via the same links as the old handbook, ie the Help button in the CYRAS Toolbar and the Everyday CYRAS Homepage.

The handbook will have new up-to-date features such as:

An easy to navigate design

A "Search" function which is similar to google search functionality.

A Related Links feature to enable you to easily access related topics

The most up to date CYRAS instructions (as any updates to the handbook are published immediately)

Links to other publications in the intranet

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 285

19 June 2013.

News and updates for Child, Youth and Family, week beginning 17 June 2013

On this Page:

Casework, caseload and workload management review

The Office of the Chief Social Worker is going to undertake a qualitative review of caseloads, casework and how we manage all the things that make up our work. We are currently working with the PSA to arrange how we will work together on this project.

This project will build on the knowledge that we gained from our joint workload and work management project last year, and in some parts, directly inform and strengthen the work already underway. This qualitative review will take a holistic look at how we make casework decisions, what makes up a caseload and how we manage and work these, and the other things that fill our days. You might be asked to share your knowledge via a survey, over the phone or while the project team is out and about visiting.

At the end of the review in December 2013 we'll be able to understand whether we are working in the right way, with the right children and young people to improve outcomes for those who are most vulnerable. We'll also better understand whether we have the right tools and resources to enable us to meet the current demand for our service and delivery of quality social work practice.

This is exciting stuff, especially as it happens in tandem with Children's Action Plan initiatives going live.

See Chief Social Worker, Paul Nixon, and Manager Social Work Quality Assurance, **9(2)(a)** talking about the review (<http://doogle.unit.govt.nz/projects-initiatives/casework-caseload-workload-review-videos.html>)

For more information

9(2)(a)

Expressions of interest - Operations youth justice virtual advisory team

We're seeking expressions of interest from dynamic, enthusiastic staff who want to participate in a virtual advisory team with a focus on youth justice. The team will ensure that the views and expertise of our frontline Operations staff inform new strategies and initiatives in the development and implementation phases.

The team will have a cross-section of frontline Operations staff, with recognised expertise in youth justice, and a diversity of culture, role, region and urban/rural spread. Activities will range from reviewing documents and advising on current frontline practices, to participating in focus groups.

Team members will need to:

- have recognised expertise in, and passion for, youth justice
- be clear thinkers and communicators
- be able to think creatively
- be responsive and able to work to deadlines
- commit to participating for a minimum of 12 months.

How to apply:

Please discuss your interest with your manager, who will need to endorse your participation and forward your name to your operations manager by **Tuesday 25 June**.

Your participation will then need to be approved by your operations manager, who will forward your name to **9(2)(a)** manager operational support by **Thursday 27 June**.

Teams of approximately 8 - 10 people will be selected from the approved staff by **Monday 1 July**. All nominated staff will be contacted with the outcome.

We will be establishing teams for other areas of focus in the future, so keep a look out for other opportunities to join a virtual team in future editions of Need 2 Know.

For more information

Check out the [Terms of Reference for virtual teams](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/operations-virtual-teams-terms-of-reference.docx) (<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/operations-virtual-teams-terms-of-reference.docx>) for more detail. If you have any questions, please talk to your

9(2)(a)

Update on India intercountry adoption programme

The guidance for staff working with people wishing to adopt from India has been reviewed. The updated [Intercountry Adoption: India intranet page](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-india.html) (<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-india.html>) includes applicant criteria and requirements, the India fact sheet for applicants, and information relevant to proposals to adopt a known child or relative from India.

For more information

9(2)(a)

Military-style activity camp (MAC) programmes places available

The next MAC programme begins on 29 July and will run for 9 weeks (until 30 September). The programme is based at Te Puna Wai ō Tuhinapo youth justice residence, and each intake is for up to ten young men who have been sentenced to a Supervision with Residence (SWR) Order by the Youth Court.

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

About the MAC programme

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

The programme involves two phases:

A residential-based phase that includes a wilderness camp run jointly by the NZDF and residence staff, a structured residence-based programme including therapeutic and educational interventions (including literacy and numeracy skills) targeting criminogenic needs, and drug and alcohol treatment.

A community-based phase where a social services provider will continue to offer support for up to twelve months, to help the young person as they settle back into the community.

The regional practice advisors will review the plans for all young people exiting the MAC programme.

For more information

9(2)(a)

New '0800 What's Up' website

Barnardos' new 0800 What's Up website (<http://whatsup.co.nz/>), to support their free counselling service for kids, is now live. The website is split into sections for teens and kids, so each audience gets the right info developed especially for them. There's 'top tips' around the topics that teens and children regularly call about - everything from dealing with bullying and embarrassment, to working through worries and anxiety.

Make sure the kids you are working with are aware of the website and the '0800 What's Up' free counselling service, which operates from 1-11pm each day.

Assessment project survey - urgent need for responses

Last month, Learning and Capability Development deployed a survey to all regional practice advisors, practice leaders and supervisors. The survey is a key way to identify any learning and knowledge gaps in sites.

Due to low responses, the deadline has been extended for a further week, until **Monday 22 July**.

We really want to ensure that staff are provided with the necessary supports to implement this learning, so urge you to complete the survey, so that we can provide you with the best possible learning response that is tailored to your needs.

Thanks for your support.

Naku te rourou nau te rourou ka ora ai te iwi - With your basket and my basket the people will thrive

For more information

9(2)(a)

William Wallace nominations

Nominations for the William Wallace Awards 2013 are now open, and you'll find the nomination form and all the information you need on the [William Wallace project page](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html) [http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html], including:

[What are the William Wallace Awards?](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#WhataretheWilliamWallaceAwards1) [http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#WhataretheWilliamWallaceAwards1]

[What awards are available?](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#Whatawardsareavailable2) [http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#Whatawardsareavailable2]

[Who can receive an award?](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#Whocanreceiveanaward3) [http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#Whocanreceiveanaward3]

[How to make a nomination](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#Howtomakeanomination5) [http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#Howtomakeanomination5]

It would be great if every site could make a nomination – although of course, you're welcome to make more than one!

Nominations close on **Friday 2 August 2013** 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 potential.

Fill out the [nomination form](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#Howtomakeanomination5) [http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#Howtomakeanomination5] and check out the [guidance on making great nominations on our intranet](#). An [example of a nomination](#) [http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html#Howtomakeanomination5] is also available on the intranet

For more information

9(2)(a)

Your Practice Centre: Methamphetamine

This week...

Did you know that the Practice Centre has key information on [Methamphetamine](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html) [http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html], including its side effects for adults, children and young people who are using the drug. Methamphetamine (or 'P') is a significant contemporary social issue in New Zealand. It's important that we understand the serious risk this drug poses to children and young people, their caregivers and unborn infants, so that appropriate interventions can be made.

The key information includes:

[What is methamphetamine?](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html#Whatismethamphetamine1) [http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html#Whatismethamphetamine1]

[How is methamphetamine manufactured?](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html#Howismethamphetaminemanufactured2) [http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html#Howismethamphetaminemanufactured2]

[How does methamphetamine use affect care of a dependant?](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html#Howdoesmethamphetamineuseaffectcareofadependant3) [http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html#Howdoesmethamphetamineuseaffectcareofadependant3]

[How does methamphetamine use affect pregnancy?](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html#Howdoesmethamphetamineuseaffectpregnancy4) [http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html#Howdoesmethamphetamineuseaffectpregnancy4]

[How are children/young people affected by the use of methamphetamine?](http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html#Howarechildrenyoungpeopleaffectedbytheuseofmethamphetamine5) [http://cyf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/methamphetamine.html#Howarechildrenyoungpeopleaffectedbytheuseofmethamphetamine5]

Further information about methamphetamine is available from local alcohol and drug services and the [NZ Drug Foundation](http://www.nzdf.org.nz/methamphetamine) [http://www.nzdf.org.nz/methamphetamine].

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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Need 2 Know - Issue 286

25 June 2013

News and updates for Child, Youth and Family, week beginning 24 June 2013

On this Page:

Pay and Development system – strategic review

In the 2012 Terms of Settlement between Child Youth and Family and the PSA, a strategic review of the Performance Development System (PDS) was agreed. The purpose of the review is to ensure PDS is operating effectively and continues to support the strategic direction of Child, Youth and Family. A joint project team, made up of representatives from Child, Youth and Family, MSD and the PSA, is undertaking this review.

The first element of the review, an examination of the merit objectives and the process for agreeing objectives, has just been completed.

Key proposals include:

a new quality assurance process to replace the current moderation process
 greater emphasis on leadership and ownership of the system
 merit library to be reviewed and expanded, ensuring all merits in the library are appropriate exemplars.
 leadership and practice objectives to be added to the merit library for staff at the top of the range to select from
 greater focus on scene-setting meetings as an avenue for generating ideas for quality focused merits.

More information will be provided shortly. Briefing kits will be available to Managers, Senior HR Advisors and PSA Delegates at the beginning of July.

For more information

9(2)(a)

Your intranet – New 'Keeping Connected' National Office Operations page and new Assessment Framework project page

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

....Did you know that there is a new 'Keeping Connected' National Office Operations page [<http://doogle/whats-on/news/business-groups/child-youth-family/keeping-connected-operations-page/keeping-connected-operations-page.html>], which has been established to help you keep up with what's new, how things fit together, and what's expected of us in what can seem like an ever-changing environment.

Paula Attrill's first message introduces the page, and also announces the name of the new assessment framework and a new Tuituia project page [<http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html>], where you'll find information about the meaning behind the name and its supporting whakatauki, and plans for training and implementation.

The new pages can be accessed via quicklinks on the 'Our Priorities' landing page. We'll keep you posted about updates to these pages via Need 2 Know and Panui.

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)

Our Practice Centre – strengthening our response to unborn babies

Did you know that the Practice Centre has helpful information about [strengthening our response to unborn babies](http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html) [<http://cvi-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html>]? When we're made aware of concerns before birth, we have a unique opportunity to work with families and other professionals to assess parental capacity, assess needs and implement plans that will build a set of 'eyes' around the newborn infant and provide a multi-agency approach to safety.

The information includes:

[Early engagement and assessment \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#Earlyengagementandassessment1\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#Earlyengagementandassessment1)

[Assessing parents known to Child, Youth and Family for their own childhood history of abuse/neglect \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#AssessingparentsknowntoChildYouthandFamilyfortheirownchildhoodhistoryofabusenelect2\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#AssessingparentsknowntoChildYouthandFamilyfortheirownchildhoodhistoryofabusenelect2)

[Early collaboration \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#Earlycollaboration3\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#Earlycollaboration3)

[Early family group conference and planning \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#Earlyfamilygroupconferenceandplanning4\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#Earlyfamilygroupconferenceandplanning4)

[Sudden Unexplained Death in Infancy \(SUDI\) \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#SuddenUnexplainedDeathinInfancySUDI5\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#SuddenUnexplainedDeathinInfancySUDI5)

[Other helpful information \[http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#Otherhelpfulinformation6\]](http://cvf-practice-centre.ssi.govt.nz/policy/engagement-and-safety/key-information/strengthening-our-response-to-unborn-babies.html#Otherhelpfulinformation6)

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

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:

What was the topic of the last Children's Action Plan update?

When does the next MAC programme, based at Te Puna Wai o Tuhinapo youth justice residence, begin?

Who wrote a recent 'Letter to the Editor' of the Hutt News, and what was the headline?

What initiative has IRD recently introduced in relation to our children and young people?

Which are the five pilot sites that are trialling the new approach to improving the response to children who offend?

Deadline for answers is midday, Friday 28 June.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 25 June 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need 2 Know - Issue 287

Need 2 Know - Issue 287

02 July 2013

News and updates for Child, Youth and Family, week beginning 1 July 2013

On this Page:

Year two action plan Mā mātou mā tātou- changing young lives and the big picture

Copies of Mā mātou mā tātou - Achieving year two and 'The big picture' have been sent to sites and offices, regional and residence managers ahead of this week's Wednesday briefing.

You can see, and print copies of these documents from the [intranet \(http://doogle/unit/cyf/projects/initiatives/m-mtou-m-tou-changing-young-lives.html#AchievingYearTwo21\)](http://doogle/unit/cyf/projects/initiatives/m-mtou-m-tou-changing-young-lives.html#AchievingYearTwo21), and you can order additional copies of the 'Achieving year two' and 'The big picture' via the Bluestar Orderware system

Material sent out includes:

Mā mātou mā tātou - Achieving year two – one for each staff member

The big picture – supplies to be shared

Mā mātou mā tātou - Action plan wall planner

Updated Our Service Promise poster (to replace the poster in the brochure stand)

For more information

9(2)(a)

Your Practice centre: 'Creating families through adoption' policy

Calling all care and adoption workers! – You are warmly invited to jump on to the Practice Centre and read the [new adoption policy and the related key information and resource \(http://cyf-practice-centre.ssi.govt.nz/policy/creating-families-through-adoption/index.html\)](http://cyf-practice-centre.ssi.govt.nz/policy/creating-families-through-adoption/index.html) documents. These supersede the 'Adoption Practice' manual held on the Intranet. We think you'll find they were worth the wait!

The policy and supporting information cover domestic and intercountry adoptions, identified child adoptions and adoptions to applicants in the pool. Working with birthparents, profiles and contact agreements are detailed and these sections will also be very useful for those placing children in care with foster parents and how to create a new kinship network for a child.

The [manual chapters with intercountry adoption guidance \(http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/index.html\)](http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/index.html) for individual countries and the [adult adoption information manual \(http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/adoptions/\)](http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/adoptions/) continue to be found on the intranet (they can be accessed via Business areas quicklinks on the about CYF landing page)

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,

9(2)(a)

Five question quiz winner

Congratulations to this month's quiz winner, [9\(2\)\(a\)](#) based at Tai Tokerau Operations office. Your prize will arrive with you shortly

The answers to the quiz questions are:

What was the topic of the last Children's Action Plan update?

Transitions

When does the next MAC programme, based at Te Puna Wai ō Tuhinapo youth justice residence, begin?

29 July 2013

Who wrote a recent 'Letter to the Editor' of the Hutt News, and what was the headline?

Dr John Langley, Central Regional Director – "CYF not in spying mode"

What initiative has IRD recently introduced in relation to our children and young people?

Issuing IRD numbers to all children and young people for whom we've made a child support application.

Which are the five pilot sites that are trialling the new approach to improving the response to children who offend?

Northland YJ (Whangarei), Waitakere YJ, Waikato West YJ, Lower North YJ (Levin/Horowhenu) and Christchurch East YJ

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 288

07 July 2013.

News and updates for Child, Youth and Family - week beginning 8 July 2013

On this Page:

Children's Action Plan update - Thinking about harmful sexual behaviour services within the high needs care continuum

One of the key work areas under the Strategy project is around the delivery of services to high needs children and young people in care. The focus is on developing focus an enhanced range of care services, including therapeutic and educational interventions, and a greater level of multiagency support.

This workstream will address the needs of children and young people aged between 10 and 17 who need a specialist intervention or enhanced support due to their history of abuse, neglect, care and protection concerns and associated mental health, disability or behavior issues. Children and young people who have care needs associated with their harmful sexual behaviors are included in this group and are the subject of this project update.

Review of services for children and young people with harmful sexual behaviour

Within the context of the Services for Children with High Needs workstream, Residential and High Needs Services has the opportunity to consider whether our current service delivery options for children and young people with harmful sexual behaviours are meeting the needs of this population as effectively as they could.

Over the next six months, we will undertake an analysis of the role and function of our national services and how they contribute to the overall continuum of care. This will consider:

our current state of service delivery for high needs children and young people with harmful sexual behaviours
evidence and literature about what best practice for the management of this cohort looks like
what changes are required to current practice, to align this with "best practice" and the needs of the local community.

There are strong linkages between this and other project workstreams and any recommendations arising out of the review will be considered alongside those other work streams to ensure these pieces of work inform and complement one another.

[Read more about the review \(https://doogle/documents/whats-on/projects/child-youth-and-family-projects/white-paper/hsb-care-service-review-document-for-need-to-know-overview.docx\)](https://doogle/documents/whats-on/projects/child-youth-and-family-projects/white-paper/hsb-care-service-review-document-for-need-to-know-overview.docx)

For more information

9(2)(a)

Health and Safety

The July [scheduled health and safety tasks \(http://doogle/documents/working-here/health-safety/scheduler/2013-07-july-h-s-scheduler-reminder.doc\)](http://doogle/documents/working-here/health-safety/scheduler/2013-07-july-h-s-scheduler-reminder.doc) and [safety newsletter \(http://doogle/documents/working-here/health-safety/scheduler/2013-07-july-safety-newsletter.doc\)](http://doogle/documents/working-here/health-safety/scheduler/2013-07-july-safety-newsletter.doc) are now available on the intranet.

For more information

9(2)(a)

Your Practice Centre: Helping children to settle - information to support the placement

We know that time spent with the child or young person and the caregiver on planning when a child is placed in a new home will help support their transition and improve the caregiver's ability to provide appropriate care. The Practice Centre has information about what information should be recorded in the care plan template, who needs to have this information, and some suggestions on how you might achieve this.

Information includes:

[Writing the care plan \(http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/helping-children-settle-information-to-support-the-placement.html#Writingthecareplan2\)](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/helping-children-settle-information-to-support-the-placement.html#Writingthecareplan2)

[Who should receive the care plan? \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/helping-children-settle-information-to-support-the-placement.html#Whoshouldreceive\(thecareplan3\)\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/helping-children-settle-information-to-support-the-placement.html#Whoshouldreceive(thecareplan3))

[Supporting the placement \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/helping-children-settle-information-to-support-the-placement.html#Supportingtheplacement4\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/helping-children-settle-information-to-support-the-placement.html#Supportingtheplacement4)

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)

Get ready! Casework, caseload and workload management

Many of you will be receiving a call over the next few months to help inform us make sense of some of the workload issues that we manage on a daily basis in CYF. We really want you to help us understand the decisions we make about our work, and what supports us to do this well, and what might sometimes get in the way.

As signalled in the [19 June Need 2 Know item \[http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-to-know-issue-285.html#Caseworkcaseloadandworkloadmanagementreview1\]](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-to-know-issue-285.html#Caseworkcaseloadandworkloadmanagementreview1), the Office of the Chief Social Worker is undertaking a qualitative review of caseloads, casework and how we manage all the things that make up our work. The first piece of field work is about to start.

A wide range of staff will receive a phone call from the workloads project team in the next three months. This may be to talk through decisions you have been involved in at initial assessment, safety assessment, the end of a CFA or investigation and when a case is closed. This will help us understand how and when we decide to keep working with a family or to refer them elsewhere.

It may also be to talk through your caseload, to help us understand the type of work we do, what time this takes and how we prioritise and manage what we do.

It's really important people feel ok to talk openly and honestly so we have the best chance to really understand this aspect of our work. You don't have to do anything different around your work to prepare for these phone calls, just be willing to talk things through. We have asked managers to help make the time and space for these conversations to take place, because they are so important.

The workload project team would like to extend a big thank you to people in advance of this work. We look forward to exploring these important decisions with you.

For more information

9(2)(a)

Military-style Activity Camp (MAC) programme placements available

Just a reminder that the next MAC programme begins on 29 July, and will run for 9 weeks (until 30 September). The programme is based at Te Puna Wai o Tuhinapo youth justice residence, and each intake is for up to ten young men who have been sentenced to a Supervision with Residence (SWR) Order by the Youth Court. Find out more in [Need 2 Know - Issue 285 \[http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-to-know-issue-285.html#MilitarystyleactivitycampMACprogrammesplacesavailable4\]](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-to-know-issue-285.html#MilitarystyleactivitycampMACprogrammesplacesavailable4)

For more information

9(2)(a)

Your intranet: mā mātou mā tātou - changing young lives

This week's tip's tricks and shortcuts...

... Did you know that the mā tātou mā tātou page has been updated to include information about the year two action plan and the big picture. This includes the video clips that featured in this week's Wednesday briefing – Paul Nixon talking about 'the big picture' and [9\(2\)\(a\)](#) story' featuring one of our recent William Wallace Award winners.

You can access electronic copies of the Year 2 action plan and the big picture from this page, and you can also order additional hardcopies via the Bluestar Orderware system.

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)

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Need 2 Know - Issue 289

15 July 2013

News and updates for child, youth and family - week beginning 15 July 2013

On this Page:

Updated CYRAS handbook

The updated CYRAS handbook can be accessed via the Help button in the CYRAS toolbar, or through the quicklink on the [resources landing \(http://doogle.ssi.govt.nz/unit/cvfr/resources/index.html\)](http://doogle.ssi.govt.nz/unit/cvfr/resources/index.html) page on the Everyday intranet. When accessing it via the Help button, you need to select the third layer of the old handbook link, as this will then re-direct you to the new handbook. Some new features include:

a new search function using the familiar Google search, look and feel.

easy navigation options to find what you need

a 'Comment on this page' function, enabling you to provide feedback, suggestions, etc in a Comment Form which is then sent directly to the CYRAS team

Screenshots of the functions identified above are available in the 'CYRAS handy hints' document [\[http://doogle/documents/resources/helping-cvf-clients/procedures-manuals/finance-and-unit/cvras-release-notes/cvras-handbook-hints.docx\]](http://doogle/documents/resources/helping-cvf-clients/procedures-manuals/finance-and-unit/cvras-release-notes/cvras-handbook-hints.docx)

For more information

Please contact if you have any queries around the new handbook.

Expressions of Interest - Operations' virtual advisory teams - professional supervision

We're seeking expressions of interest from dynamic, enthusiastic staff who want to participate in a virtual advisory team focusing on professional supervision. This team will ensure that the views and expertise of our frontline Operations' staff inform the professional supervision project during the development and implementation phases.

The project aims to improve professional supervision (which includes cultural supervision) within Child, Youth and Family through:

- development of supervision standards
- defining purpose and functions
- defining roles and responsibilities within supervision
- reviewing policy
- reviewing and updating the practice centre
- developing tools and resources
- reviewing current professional supervision training and delivery.

Teams will have a cross-section of frontline Operations' staff and a diversity of culture, role, region and urban/rural spread. Activities will range from reviewing documents (via email and phone interviews), advising on current frontline practices, and co-ordinating feedback from sites. Team members will need to:

- have a passion for professional supervision
- be clear thinkers and communicators
- be able to think creatively
- be responsive and able to work to deadlines
- commit to participating for a minimum of 12 months.

How to apply:

Please discuss your interest with your manager, who will need to endorse your participation and forward your name to your Operations Manager by 23 July. Your participation will then need to be approved by your Operations Manager, who will forward your name to by 29 July.

Teams of approximately 10 - 12 people will be selected from the approved staff by 31 July. All nominated staff will be contacted with the outcome.

We will be establishing teams for other areas of focus in the future, so keep a look out for other opportunities to join a virtual team in future editions of Need to Know.

For more information

Check out the [terms of reference for the Virtual Teams](http://doogie.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/operations-virtual-teams-terms-of-reference.docx) (<http://doogie.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/operations-virtual-teams-terms-of-reference.docx>). If you have any questions, please talk to your

9(2)(a)

'Carers on hold' - for what

'On Hold' is a CYRAS indication that there is a temporary change in availability for a carer – family/whanau or foster/adoptive. By placing a record (or an individual approval type) on hold, the carer will no longer appear in a carer availability search and will no longer come up as an available carer on Report 87 Approved Carers without a Placement.

An example of using on hold is when there is a new home for life placement, and further placements during the settling in period would not benefit the newly placed child. Alternatively, it may be that the carer is going on holiday for three months and so is temporarily unavailable.

Use of 'On hold' is particularly important when a carer is approved for a variety of care types, so that conflicting simultaneous placements are not made. For example, when a carer has been shown a child study of a child in need of intercountry adoption, the carer's availability for a transitional placement of a NZ child in care must be put on hold.

'On hold' is never used for 'Under Investigation'. Under Investigation is a very specific status and is always indicated at Phase level.

Cases should be put 'on hold' for a limited period. Monthly review of Te Pakaro Report 87 Carer Status Detail at site level will indicate which carers are 'on hold' in your site. The date the carer went 'On hold' is indicated on the report by the date in the Last CG Status Change' column'. It may be that if a carer continues to be 'on hold' for more than a few months a decision should be made to close the phase and open a new case and assessment for the carers when they return to being regularly available to care.

For more information

Please contact your Ways to Care site contact or 9(2)(a)

Child, Youth and Family's approvals team widen its scope

From this week, Child, Youth and Family's Approvals team has become the MSD Approvals team. The change is part of our ISO programme, which is transforming the way MSD funds and contracts its service providers. The role of the Approvals team won't change but will widen to the whole of MSD and work across Work and Income, Child, Youth and Family, the Ministry of Youth Development and Family and Community Services, which all contract providers.

There is nothing providers need to do immediately, as they will be worked with on a case by case basis over the next 18 months.

For more information

To find out more about the establishment of the team, check out the recent [Message from Murray Edridge](http://doogie/whats-on/news/d/e-message/family-community-services/2013/new-msd-approvals-team-established.html) (<http://doogie/whats-on/news/d/e-message/family-community-services/2013/new-msd-approvals-team-established.html>), or check out the information about the wider ISO programme on doogie (<http://doogie/whats-on/projects/investing-services-for-outcomes/index.html>).

Your intranet - video library

This week's tip's tricks and shortcuts...

... Did you know that we've set up a [video library](http://doogie/resources/helping-staff/child-youth-family/child-youth-and-family-video-library.html) (<http://doogie/resources/helping-staff/child-youth-family/child-youth-and-family-video-library.html>) on the intranet, to pull together links to video clips that showcase best practice, celebrate initiatives and innovations, or help explain elements or complexities of our work. You can access it from the quick link on either the 'Our Priorities' or 'Resources' landing pages

Some of the videos have been shown at previous Wednesday briefings, while others featured at the recent Manager's workshop and may be used in relevant Wednesday briefings in the future.

We think videos are a great way of sharing ideas and highlighting examples of the great work that's happening around the regions. We're particularly interested in initiatives, ideas, or quality practice that relate to the mā mātou mā tatou - changing young lives pillars. So if you have a piece of work that you're proud of, don't be shy! Contact your regional communications advisor, or 9(2)(a) in the national communications team, to talk about how we can best capture your work.

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)

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Need 2 Know - Issue 290

23 July 2013

News and updates for Child, Youth and Family staff - week beginning 22 July 2013

On this Page:

Keeping track of carer reviews

Te Pakaro Report 87 will help you - if you help it!

Report 87 is showing that since March 2013 the national percentage of carer cases with a CYRAS two-year review record has increased from 31% to 57%. By September 2013 – the one year anniversary of the Carer Te Pakaro report suite - this needs to be 100%.

A snapshot of cases shows some caregiver social workers are continuing to do reviews under general case notes. Reviews must go into the new review folder. This makes them easily accessible and trackable, and means carers who are family/whānau and foster/adoptive carers can have one review covering both of their caring roles.

Having a specific carer review section on CYRAS was a key request that came out of the work-shopping around providing a Carer responsive CYRAS design. We have now got it so let's use it!

For every carer case on your caseload, you need to promptly open a two-year review record and manually calculate a due-date that matches where you were up to with the two-year reviews at the time of the Ways to Care CYRAS upgrade. Without this first step, the report has no information to calculate from. Review information and dates were in casenotes scattered through the record so the system was unable to automatically convert this. It needs your analysis to start this process.

More information is available in the 'to do list' (<http://doodle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/ways-to-care-cyras-to-do-list.docx>) on the CYRAS intranet page (<http://doodle/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-notes.html>)

Each time you complete a two-year review, you should then immediately open a new two-year review folder.

For more information

Any questions with how to do this please talk to your Ways to Care site contact or ring *777 CYRAS team.

Backpacks for children and young people coming into care

We have a new supply of backpacks in stock for children and young people coming into care. The backpacks are free for sites, but to keep this sustainable, please ensure they are only used as intended (eg, they're not like everyday gear to be used as give-aways). The backpacks can be ordered through the Bluestar orderware system, the stock code is CYF903. There is currently a limit of six per order.

For more information

9(2)(a) if you have any queries around the backpacks.

Awahi Mai Awahi Atu

The latest issue of our e-newsletter, Awahi Mai Awahi Atu is now available on our [website](http://www.cyf.govt.nz/cyf-newsletter/index.html) (<http://www.cyf.govt.nz/cyf-newsletter/index.html>)

This has been emailed directly 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)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 291

30 July 2013

News and updates for Child, Youth and Family staff - week beginning 29 July 2013

On this Page:

MSD study awards

Applications for the MSD Study Awards are now open. These are open to anyone who has been with the Ministry for two or more years. There are ten awards available, worth up to \$30,000 each, to go toward a serious programme of study or research which will benefit both you and the Ministry.

This is a fantastic opportunity for you to pursue a significant learning and development programme, for example:

- study at a tertiary institution in NZ or overseas
- technical, executive or professional development
- ANZSoG and LDC programmes
- visits to centres of excellence in your field
- further research in your field

These are just some examples, so please don't feel limited by them. If you're not thinking of applying for one of these awards yourself, make sure you encourage and support your colleagues to apply.

Applications close at 5pm on **Friday 30 August**. All the information you need can be found on the [MSD Study Awards](http://doogle/working-here/learning-development/msd-studyeawards.html) page.

For more information

9(2)(a)

National contact centre critical/very urgent handover to sites

The National Contact Centre will no longer phone sites on week day mornings to advise the duty supervisor of any critical or very urgent report of concerns that have been received during after-hours.

This information is available through a range of mechanisms, including: intake queues, site pathway consistency meetings, and Te Pakoro reports.

For more information

9(2)(a)

Care Café

Just a reminder that the [Care Café](http://www.carecafe.co.nz/) is a great website for young people in care. Along with 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, contact the Dingwall Trust on admin@dingwall.co.nz

Check out our [website](http://www.cyf.govt.nz/info-for-teenagers/websites-that-help-teens-stay-safe.html) to see links to some other websites developed to help teens.

Your Practice Centre: Children and young people returning home

The Practice Centre has important information that you need to know about [Returning Children Safely Home](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/returning-children-safely-home.html) and [Supporting Young People to return home safely](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/supporting-young-people-to-return-home-safely.html) - from the point of making the decision to return the child home, through to monitoring and review, and thinking about the future.

We know that this is a particularly vulnerable time for children and young people, so we need to intensify our efforts rather than reduce them. Please make sure that you stay familiar with this information, and follow it whenever a child or young person is returning home. If you're unsure about any aspects of the policy in relation to casework you're involved in, please talk to your supervisor or practice leader.

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: New 'reinvigorating family group conferencing' project page

This week's tip's tricks and shortcuts...

... We've set up a new intranet page for the [Re-invigorating FGC's project](http://doogie/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html) (<http://doogie/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html>). It includes an overview of the project, information about the recent review of family group conferencing, current areas of work to strengthen family group conferencing, and links to resources. It also includes a short video clip of [Chief Social Worker Paul Nixon](http://doogie/media/doogie-ssi-govt-nz/paul-nixon-talking-about-reinvigorating-fgcs-project.mp4) (<http://doogie/media/doogie-ssi-govt-nz/paul-nixon-talking-about-reinvigorating-fgcs-project.mp4>) talking about the project.

You can access it from the mā mātou mā tātou page, linked off the 'our priorities' 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)

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Need 2 Know - Issue 292

05 August 2013

On this Page:

Shining Star nominations open

National Social Workers Day gives us an opportunity to formally recognise those people who have stood out in their dedication to children and young people, providing fantastic service, and going that extra mile to help make a real difference.

The Shining Star Awards are open to all staff - no matter what their role or position. To find out more about the awards, and to access a nomination form, check out the [Shining Star awards page \(http://doogle.whats-on/projects/child-youth-family/shining-star-awards.html\)](http://doogle.whats-on/projects/child-youth-family/shining-star-awards.html) on the intranet. Nominations close on **Friday, 30 August**.

For more information

If you have any questions about the awards, please contact your regional communications advisor, or contact [9\(2\)\(a\)](#)

Excellence in Foster Care Awards - nominations now open

It's that special time of year again, when we have the opportunity to nominate extraordinary Child, Youth and Family caregivers for the Excellence in Foster Care Awards 2013. Nominations are now open and we look forward to receiving nominations for our exceptional caregivers.

These awards acknowledge and celebrate the extraordinary work of caregivers who open up their homes and hearts to New Zealand's most vulnerable children and young people. There are 10 awards available, and each award covers all expenses including the presentation ceremony, meals, overnight accommodation, entertainment and travel.

This is the second year Child, Youth and Family has partnered with Fostering Kids to host the awards, and it is a fantastic opportunity to express our gratitude and acknowledge our caregivers for the work that they do.

This year's nomination form, along with helpful tips on making a great nomination and an example of a completed nomination form will be available as a quick link off the 'our priorities' page on the intranet from early next week.

Nominations for this year's awards close **Wednesday 16 September 2013**. The Awards ceremony will be held on Monday 4 November at Government House in Wellington, to kick start FosterCare Awareness week.

For more information

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

William Wallace Nominations, celebrating the success of our young people

Some outstanding young people have been nominated for the William Wallace Awards so far this year and thank you to those who have already nominated or are planning to nominate a young person. But to date we have received very few nominations, so we are extending the close off date for nominations to **Friday 6 September 2013**.

So we urge you to spend time now thinking about an amazing young person you're working with, who would be deserving of a nomination this year. They may be in a residence, family home, or with caregivers. By making a nomination you are taking the initiative to show them how truly amazing they are and what they've achieved!

For those of you who nominated a young person last year, and weren't successful, why not nominate them again. It may have been due to their age, or they may have been unsure about what they wanted to use their award for. A year on they will have only grown in their skill sets, age and have a clearer idea of their future career.

Also remember to involve the young person in the nomination, they might like to write a letter about themselves, or include photos/videos of their talents. Other supporting information including copies of any certificates and school achievements, reference letters from teachers, caregivers and family/friends will give us a real understanding of the young person, and only strengthen their nomination.

It's that easy! For more tips and to download your nomination form, visit the [William Wallace page](#)

9(2)(a)

For further information

9(2)(a)

Allocation on inter-country adoption cases

Inter-country adoption is a complex field and these adoptions can take many years to be finalised. This means social workers' CYRAS caseloads can have some cases that have little current social work activity on them. Additionally, when applicants choose to use an accredited inter-country adoption agency to facilitate their adoption process, a substantial portion of the social work placement facilitation transfers from Child, Youth and Family to the Accredited Body.

To acknowledge this complexity, and the role of the New Zealand Hague Central Authority (NZCA), Beth Nelson, the team leader of the NZCA is to be allocated as a worker on all foster/adoptive inter-country adoption cases, once the applicants' dossier is sent to the NZCA or to national office.

For more information:

For further detail check out the information in the [intercountry adoptions](http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/) <http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/> page on the intranet of contact

9(2)(a)

National Contact Centre open days

Our National Contact Centre is delighted to invite staff and social services agencies to attend one of their open days. This is an opportunity for you to learn more about how the National Contact Centre works, and gain valuable tips for making a comprehensive notification to Child, Youth and Family.

The open days will be held from 10.30am - 12 noon on:

Monday 26 August
 Tuesday 24 September
 Tuesday 22 October
 Tuesday 26 November
 Tuesday 10 December.

Places are limited seats, so be sure to book early!!

For more information:

9(2)(a)

Re-certification for social workers

Re-certification of competency in relation to registration with the Social Worker Registration Board (SWRB)

Your competency assessment certificate is valid for five years, and needs to be renewed to maintain your eligibility to hold an Annual Practice Certificate (APC). It's important to complete the re-certification process within this timeframe, otherwise you will lose your APC.

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

Members of the Aotearoa New Zealand Association of Social Workers (ANZASW) should use the association's paper based recertification process, as the cost has already been met by CYF through payment of your membership subscription. The ANZASW sends a recertification pack to members 5 months prior to the expiry of their competency certificate.

9(2)(a)

The SWRB also offers a competency re-certification assessment process and the Board writes to all registered social workers 3 months before the expiry of their competency certificate. The recertification forms are available on the SWRB website www.swrb.govt.nz (<http://www.swrb.govt.nz/>)

The cost 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 which is \$153.32.

For more information

9(2)(a)

Your intranet: Welcoming new staff to Child, Youth and Family

... Did you know that the [Welcome to Child, Youth and Family \[http://doogie.ssi.govt.nz/working-here/joining-us/welcome-to-cyf.html\]](http://doogie.ssi.govt.nz/working-here/joining-us/welcome-to-cyf.html) page gives new staff all the information they need to get started. It is a way for them to get familiar with where to find the information and resources to help them do their job, and how to stay connected with what's happening across the organisation. It also lets them know what to expect with the induction process, and information about the new graduate programme.

The page includes links to documents that should be printed and included in their 'welcome pack' when they first start the job. Other things to be included in the pack include:

a 'visiting folder' black compendium (if they are practitioners), which includes our practice tools and frameworks
their computer access card, business cards, and ID card

our strategy document – mā mātou mā fātou: changing young lives.

The Big Picture 2012-2014 document

our 'service promise' brochure

our 'service standards' brochure.

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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Need 2 Know - issue 293

12 August 2013.

News and updates for Child, youth and family staff - week beginning 12 August 2013

On this Page:

Tuituia assessment project page

The [Tuituia Assessment page \(http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html\)](http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html) has recently been updated with new resources and information added. This includes:

video case study – Orewa site share their experience of using the Tuituia assessment
 a new presentation for managers to use when briefing staff not involved in training
 updated information about the training and implementation
 updated information about the CYRAS changes
 a new Q&A page of common questions, which we'll keep building on.

You can access the page via the quicklink on the 'our priorities' landing page, and we're also developing a Tuituia web button for the homepage. We'll keep updating the Tuituia page as the implementation and training progress.

For more information

9(2)(a)

Five question quiz

Last month's quiz was missed, so I know you'll be hanging out for this month's one! The quiz tests your knowledge of new and 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 team recently visited the Epunu residence?

What are the nomination deadline dates for the four awards currently open – William Wallace, Excellence in Foster Care, Shining Stars and the MSD study awards?

Which Orewa staff members feature in the Tuituia video clip?

What are the areas of work currently underway to strengthen the family group conferencing process?

What is the link for the new 'Welcome to Child, Youth and Family' page for new staff?

For more information

9(2)(a)

Trim care records for foster/adoptive applicants

CYRAS has streamlined caregiver files for foster/adoptive applicants. The Trim process has also now risen to this challenge. All applicants for caregiving and/or adoption will start with having one file opened in TRIM Admin and Case database. Should the applicants adopt a child, a new file under the adopted child's name will be created in the Trim adoption database. Check out the [intranet \(http://doogle.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/creating-records-in-trim-adoptions/creating-records-in-trim-adoptions.html\)](http://doogle.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/creating-records-in-trim-adoptions/creating-records-in-trim-adoptions.html) for full details of the new Trim process.

For more information

9(2)(a)

Important information for parents and caregivers - recall of MSD infant formula

To support the Ministry of Health's announcement on the recall of infant formula, a [news item \(http://www.cyf.govt.nz/about-us/news/2013/recall-of-infant-formula.html\)](http://www.cyf.govt.nz/about-us/news/2013/recall-of-infant-formula.html) has been published on the Child, Youth and Family website alerting parents and caregivers.

Two lines of Nutricia infant formula that may have been contaminated with Clostridium botulinum bacteria. The two formulas are:

Nutricia Karicare Stage 1 infant formula (0–6 months) – all batches

Nutricia Karicare Gold+ Stage 2 follow on formula (from 6 months) – all batches

Advice to any concerned parent or caregiver who calls

The Ministry's advice is **do not give these formulas to your baby or child**. If they have either of these products they should return them to the shop they bought it from. This formula should not be given to their baby or child, as it may contain Clostridium botulinum bacteria which can cause a rare illness called [botulism](http://www.health.govt.nz/your-health/conditions-and-treatments/diseases-and-illnesses/botulism) [<http://www.health.govt.nz/your-health/conditions-and-treatments/diseases-and-illnesses/botulism>].

For further information

For more information please visit the Ministry of Health's website [<http://www.health.govt.nz/your-health/healthy-living/babies-and-toddlers/breastfeeding-0/formula-feeding/infant-formula-recall>]. More specific information about the recall can also be found on the [Ministry for Primary Industries website](http://www.mpi.govt.nz/food-foods-safety/whey-protein-contamination) [<http://www.mpi.govt.nz/food-foods-safety/whey-protein-contamination>]. They also have a 24/7 consumer helpline on 0800 693 721.

Health and Safety

The August scheduled health and safety tasks [<http://doogle/documents/working-here/health-safety/scheduler/2013-08-august-h-s-scheduler-reminder.doc>] and safety newsletter [<http://doogle/documents/working-here/health-safety/scheduler/2013-08-august-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 294

19 August 2013.

News and updates for Child, Youth and Family staff - week beginning 19 August 2013

On this Page:

Changes to your computer password

You recently received the safe staff, safe information' e-newsletters (<http://doogle.whats-on/projects/safe-staff-safe-information/newsletter/issue-2-august-2013.html>) signalling the work to strengthen MSD's overall security. This includes changes to the way you set your password. Each day over the next few months, groups of staff will be sent an email with instructions to change their passwords.

This fact sheet (<http://doogle.ssi.govt.nz/documents/whats-on/news/wednesday-brief/2013/password-changes-factsheet.pdf>) outlines what you need to know, including how to reset your password, password rules, and what to do if you forget your password.

For more information

If you have any questions about the password changes, please contact Integrity Services on integrity_services@msd.govt.nz (mailto:integrity_services@msd.govt.nz).

Quiz answers

Thanks to everyone who sent in their answers for this month's quiz. Sadly there can only be one winner, and this month the prize goes to **9(2)(a)**. The answers to the quiz are below:

Which team recently visited the Epuni residences
Wellington Saints basketball team

What are the nomination deadline dates for the four awards currently?

Shining Stars - 30 August 2013

MSD study awards - 30 August 2013

William Wallace - 6 September 2013

Excellence in Foster Care awards - 16 September 2013

Which Orewa staff members feature in the Tuituia video clip?

9(2)(a)

What are the areas of work currently underway to strengthen the family group conferencing process?

Strengthening our Practice

Iwi Engagement

Multi Agency Work

Ongoing Evaluation

What is the link for the new 'Welcome to Child, Youth and Family' page for new staff?

Welcome to Child, Youth and Family (<http://doogle.ssi.govt.nz/working-here/joining-us/welcome-to-cyf.html>)

New gang insignia law

A law banning gang insignia from Government premises has recently been passed. Gang insignia includes clothing to which a sign, symbol or representation is attached.

What this means for you

In general, we already ask that gang patches or insignia be removed, and you should continue with that practice.

If you're confronted by someone wearing or displaying gang insignia at one of our sites, offices or residences:

keep calm and stay safe

let the person know it's illegal to wear the patch on the premises and ask them to remove it

ask the person to leave if they refuse to remove the insignia but remember you must feel comfortable at all-times your actions will not place you or others in a dangerous situation

if a person refuses to remove the gang insignia but presents no threat to staff then it is advisable to continue to manage the situation with the usual courtesy.

If the situation feels threatening:

don't feel under pressure to make someone remove gang insignia if you feel your safety or the safety of others may be compromised

follow the recommendations in the [Staff Secure Guidelines](http://doogle/resources/helping-staff/policies-standards/business-security/workplace-safe-secure.html#StaffSecurebooklet10) (<http://doogle/resources/helping-staff/policies-standards/business-security/workplace-safe-secure.html#StaffSecurebooklet10>)

remember – you don't have to tolerate unacceptable behavior or any situation where you feel un safe ensure the incident is entered in SOSHI reporting database.

Your safety is important, so please familiarise yourself with the [Staff Secure Guidelines](http://doogle/resources/helping-staff/policies-standards/business-security/workplace-safe-secure.html#StaffSecurebooklet10).

<http://doogle/resources/helping-staff/policies-standards/business-security/workplace-safe-secure.html#StaffSecurebooklet10>

For more information:

If you have any questions or concerns, please talk to your manager.

Care Matters

The latest issue of 'Care Matters' – our magazine for caregivers – has been sent out to caregivers. It's available electronically on our [website](http://www.cyf.govt.nz/documents/about-us/publications/care-matters/care-matters-august-2013.pdf) (<http://www.cyf.govt.nz/documents/about-us/publications/care-matters/care-matters-august-2013.pdf>), and we've also provided all site offices with copies for their reading pleasure and distribution to stakeholders. If you don't have enough copies, please give us a call.

In this issue:

Profile of caregiver **9(2)(a)** who talks about the challenges and rewards of fostering teenagers.

Recruitment article highlighting the need for caregivers for older children

Support available for caregivers

Redesigned Christchurch service

Same-sex caregiver couple

Training for caregivers of children with attachment and trauma-related difficulties

Personal stories from a caregiver and young person in care

For more information

9(2)(a)

Casework, caseload and workload review

The main work streams for the review are now all underway and many of you will have already received a call from one of the team asking about your caseloads or the decision making process for notifications. Thank you so much for the time you have already given to us, the conversations we have been having with you have been so helpful. We really value the honesty and openness that you have shown to us.

The review is in early days and there are many more conversations to be had, so please continue to talk with us, let us know how your workload and casework feels for you. We cannot stress enough how important the information you give us is, so thank you!

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 295

28 August 2013

News and updates for Child, Youth and Family staff - week beginning 26 August 2013

On this Page:

Revised practice tools

The introduction of the Tuituia Assessment framework provided a good opportunity to review and refresh our practice tools. The updated tools now feature a set of four double-sided stepped cards including:

An overview of tools and processes

Practice tools overview

Tuituia framework

Tuituia framework – domains and subdomains

Elements of quality assessment

Practice principles

Practice triggers (vulnerable infants, disability practice and violence in families)

SACs Kessler and Suicide Screens (SKS)

The supervision preparation prompts, supervision triggers and safety organised/strengths based safe updated tools remain the same. Other material that is now obsolete includes: safety, permanency, wellbeing; towards wellbeing prompt; TRAX; Kolb experiential learning cycle (but still available on the Practice Centre).

Accessing the practice tools and resources

The revised set of tools will be given out to frontline staff at their Tuituia training sessions. Please remove any earlier versions of these tools from your compendiums and replace them with the new version.

If you need to get your hands on additional resources for social workers, just a reminder that the regional practice advisors hold supplies of the black compendiums/visiting folders. Please contact them directly if your site needs more.

You can also order additional copies of the following practice items through the [Bluestar Orderware system](http://www.bspq.co.nz/orderware/custom/cyf/login.jsp) (<http://www.bspq.co.nz/orderware/custom/cyf/login.jsp>).

the practice frameworks - 'Care and Protection/Youth Justice' and 'Care' (CYF165 / CYF166) (also available in poster format)

practice package (CYF163)

the CYP&F Act 1989 Act (CYF082)

The consult, three houses and supervision pads can be ordered through KEA – check out the [Ordering publications and resources page](http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/order-no-publications-and-resources.html) (<http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/order-no-publications-and-resources.html>) to get their codes.

For more information

If you have any questions about accessing these resources, please contact your regional practice advisor

9(2)(a)

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 30 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 25 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) (<http://doogle/whats-on/projects/child-youth-family/shining-star-awards.html>).

For more information

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

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

Tuituia update – elearn module and FAQs

The Tuituia project page has been updated, to include the e-learn module one (including what to do if you're having problems accessing it). The Q&A page has also had additional frequently asked questions added to it.

You can access the page via the quicklink on the 'our priorities' landing page. We'll keep updating the Tuituia page as the implementation and training progress.

For more information

9(2)(a)

Your Practice Centre: Volatile substance abuse (huffing)

Using substances to create a 'high' is prevalent in New Zealand and generally a common feature of most societies around the world. It is important that we understand how this type of substance abuse can affect the safety and wellbeing of children and young people and make sure this is reflected in their assessment and our response.

This key information provides some details about substance abuse, what you might notice when someone is using, and outlines some issues to consider in your work with children and young people.

<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/volatile-substance-abuse.html> [<http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/volatile-substance-abuse.html>]

For more information

9(2)(a)

2013 Prime Minister's Pacific Youth Awards

Only a week to go until applications close for this year's Prime Minister's Pacific Youth Awards. These awards are open to any New Zealand resident of Pacific decent aged between 17 and 24 years.

There are five awards available, including:

- Leadership Award - sponsored by Auckland University
- Creativity Award - sponsored by Weta Workshop
- Inspiration Award - sponsored by Cogita software
- Innovation Award - sponsored by Air New Zealand
- Mobiles4Good Award - sponsored by the Vodafone Foundation NZ

For more information

To find out more information, or to nominate a young person check out www.pacificyouthawards.org.nz [<http://www.pacificyouthawards.org.nz>]

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 296

04 September 2013.

News and updates for Child, Youth and Family staff - week beginning 2 September 2013

On this Page:

William Wallace Awards nominations close this Friday 6 September

Nominations for the William Wallace Awards 2013 will be closing on Friday 6 September. 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.

Please ensure your site has completed and sent in your nomination by close of business Friday 6 September. If you have a nomination underway for an amazing young person, but worried you will miss the close off date, please keep in touch so we can make a note that it's on the way to us.

The [nomination form \(http://doogle/resources/helping-cyf-clients/products-services/william-wallace-awards.html\)](http://doogle/resources/helping-cyf-clients/products-services/william-wallace-awards.html) and guidance on making great nominations are on our intranet. An example of a nomination is also available.

For more information

9(2)(a)

Excellence in Fostercare Awards reminder

The Excellence in Fostercare Awards nomination process is coming to a close on 17 September, and we have had a low number of nominations so far. We need your support to ensure that our exceptional caregivers are acknowledged and celebrated for the outstanding work that they do for our most vulnerable children.

Last year's winners had a wonderful experience at the prestigious awards ceremony and a fun day of well-deserved pampering. This year will be no different with the awards ceremony hosted by the Governor General at Government House in Wellington.

Nominations close on Monday 16 September and we urge you to put forward a nomination and encourage your colleagues to do the same. More information about the awards and the nomination form, are available on our intranet (<http://doogle/resources/helping-cyf-clients/products-services/excellence-in-fostercare-awards.html>).

For more information

9(2)(a)

Contributing to Need 2 Know

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Need 2 Know - Issue 297

10 September 2013.

News and updates for Child, Youth and Family staff - week beginning 9 September 2013

On this Page:

Te Aratiatia Leadership Programme

Applications are now open for the 2014 Te Aratiatia leadership programme. Te Aratiatia is an MSD leadership programme for Māori and Pacific staff who demonstrate potential to become effective leaders within MSD.

To find out more about the Te Aratiatia programme, and to download an application form check out the [Doogle \[http://doogle/working-here/learning-development/leadership-development/te-aratiatia-leadership.html\]](http://doogle/working-here/learning-development/leadership-development/te-aratiatia-leadership.html) page.

Applications for the 2014 programme close on Friday 4 October 2013.

For further information

9(2)(a)

Tuituia update – FAQs and changes to the Practice Centre

Frequently asked questions

There are new questions and answers available to view now on the [Questions section \[http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html#Questions7\]](http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html#Questions7) of the Tuituia Homepage.

Changes to the Practice Centre

In preparation for 'go live' of Tuituia on 22 September 2013 we have been updating all of the relevant policies, key information and resources on the Practice Centre.

The most significant changes are:

New Assessment and decision making policy – this will replace three existing policies (practice tools, engagement and assessment, engagement and safety). It applies to both our care and protection and youth justice work and outlines the practice and process requirements for quality assessment and decision making to ensure that every child and young person who comes to our attention has a response unique to their strengths, needs and circumstances.

Revised Youth Justice Policies – Convening the YJ FGC, Holding the YJ FGC, After the YJ FGC – these replace Engagement and Assessment, Changing Behaviour and Wellbeing, Seeking Solutions – the FGC

Revisions to key practice guidance about our Care and Protection decision response, the safety and risk screen, child and family consult

New practice guidance on the Tuituia assessment framework, the Youth Justice pre-family group conference case consultation, and undertaking a Care and Protection Assessment

Overall we will reduce the total number of documents on the Practice Centre and, in doing so, remove lots of duplication to make information easier for you to access and understand.

To enable you to become familiar with the new Policy and the other significant changes we will post these to the 'Changes to the Practice Centre' section on the Tuituia homepage as they are signed off. Check out the [latest Policies \[http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html#ChangesToThePracticeCentre6\]](http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html#ChangesToThePracticeCentre6) ready to view now. They'll also be available on the Practice Centre from 22 September.

For further information

9(2)(a)

Update to contact details for staff ID card orders

ABNote, who produce our Child, Youth and Family staff ID cards, recently updated their contact and address details. The order form has now been updated and is available from the [intranet \[http://doogle.ssi.govt.nz/resources/helping-staff/forms-templates/child-youth-family/index.html#1\]](http://doogle.ssi.govt.nz/resources/helping-staff/forms-templates/child-youth-family/index.html#1). Please remember to replace any current printed forms you have with the new ones when ordering any new staff ID cards.

For further information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 298

16 September 2013.

News and updates for Child, Youth and Family staff - week beginning 16 September 2013

On this Page:

Tuituia update

The updated [Case Evaluation Tool guidance](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/case-evaluation-tool-guidance.pdf) (<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/case-evaluation-tool-guidance.pdf>) and [Case Evaluation Tool worksheet](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/case-evaluation-tool-worksheet.pdf) (<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/case-evaluation-tool-worksheet.pdf>) are now available on the Tuituia project page, under the 'embedding quality' section.

Please use these versions in your team training, rather than the versions that were given out at the 'Coach the Coaches sessions, as there have been significant changes made to Q6 and Q25.

The Tuituia project page also has new information about the [Tuituia report](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/the-tuituia-report.pdf) (<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/the-tuituia-report.pdf>), and how it connects to the Tuituia assessment, as well as updated [Frequently Asked Questions](http://doogle/whats-on/projects/child-youth-family/tuituia-frequently-asked-questions.html) (<http://doogle/whats-on/projects/child-youth-family/tuituia-frequently-asked-questions.html>).

For more information

9(2)(a)

Casework, caseload and workload review - threshold decision making

The first part of the review fieldwork is coming to a close. If one of your cases is sampled, you may be receiving emails or phonecalls asking you to discuss threshold decisions. Please respond promptly to any requests (via email or phone messages) if you would like to share your thinking, as next week will be your final opportunity to participate.

For more information

9(2)(a)

CYRAS procedure for obtaining / paying in foreign currency

Instructions for managing foreign currency payment of CYRAS board, clothing allowance, pocket money, and invoices have been developed, and are now available on the [CYRAS intranet page](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/cyras-procedure-for-obtaining-and-paying-in-foreign-currency.doc). (<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/cyras-procedure-for-obtaining-and-paying-in-foreign-currency.doc>)

The document also includes the steps involved, and example situations.

For further information

9(2)(a)

Five question quiz

It's that time again – the opportunity to test your knowledge of new and 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:

What are the names of the National and Regional Children's Directors?

What are the dates of the Contact Centre's upcoming open days?

Which Orewa staff members feature in the Tuituia video clip?

What the names of the eight new practice tools that feature in the set of four double-sided tabbed cards.

What is the visual tool that a West Coast social worker is using to help parents focus on their child's needs, particularly in preparation for a FGC.

For more information

9(2)(a)

Health and Safety

The September scheduled health and safety tasks [<http://doogle/documents/working-here/health-safety/scheduler/2013-09-september-h-s-scheduler-reminder-national-office.doc>] and safety newsletter [<http://doogle/documents/working-here/health-safety/scheduler/2013-09-september-safety-newsletter.doc>] are now available on the intranet.

For more information

9(2)(a)

Contributing to Need 2 Know

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Need 2 Know - Issue 299

23 September 2013.

News and updates for Child, Youth and Family staff - week beginning 23 September 2013

On this Page:

MoU with Police

Child, Youth and Family and the New Zealand Police work together at all levels in order to improve outcomes for children, young people and their families, and create safer communities. In 2013 a review of the Memorandum of Understanding was completed. A summary of the changes are detailed below:

Section 6: Relationship Principles – this section has been strengthened to encourage increased communication and information exchange within existing legislation.

Section 7: Strategic, regional and local relationships – this section has been updated to include a schedule of inter-agency meetings that are to occur at each level.

Section 8: Communication – this is a new section which reflects the commitment of both organisations to work together and increase consultation, particularly with regard to the media.

Section 12: Consultation on policy initiatives – this is a new section which reiterates the collaborative approach agreed to for policy and Cabinet submissions.

Section 16: Dispute Resolution – the escalation flow diagram has been updated to reflect organisational changes and the two-way directionality of relationships.

Child, Youth and Family and the New Zealand Police are continuing to work together on the joint work programme to review and develop schedules to this Memorandum.

The revised MoU is available on our [intranet \(http://doogle.ssi.govt.nz/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/police-memorandum-understanding.pdf\)](http://doogle.ssi.govt.nz/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/police-memorandum-understanding.pdf)

For further information

9(2)(a)

Get Ready Week

This coming week is Get Ready Week (from 23-29 September). It's about taking actions to ensure we know what to do in emergencies (like earthquakes, floods and tsunamis) and have appropriate emergency supplies prepared to survive in the days following an event. If you haven't done so already, please take some time during this week to make sure you and your family are personally prepared.

Your manager will spend time talking to you about what we do in emergencies, and what we can do now to be prepared.

The Ministry are launching a new emergency flipchart, which has been sent to all sites. This flipchart is a site resource designed to give quick information to staff in a range of emergency situations, including fires, natural disasters and medical emergencies.

You'll also be given a fridge magnet with the 0800 MSD Staff line, Facebook page and Twitter details that can be accessed to get updates. Take this home and stick it on the fridge – you never know when it might come in handy!

The key messages being promoted during Get Ready Week at MSD are:

Learn what to do now. Keep yourself safe. Be prepared.

What can we do to be better prepared in an emergency?

Make a plan. For yourself, your family, for your team.

This flipchart and magnet are for you to use now. Don't wait until an emergency happens.

For further information

If you have any questions or need further information please talk with your manager or health and safety representative. You can also visit [doogle \(http://doogle/working-here/health-safety/emergency-management/get-ready-week.html\)](http://doogle/working-here/health-safety/emergency-management/get-ready-week.html) to learn more about Get Ready week.

William Wallace Awards now closed

Nominations have now closed for the 2013 awards. A huge thank you to all staff who put in a nomination for a young person in care. We received 38 outstanding nominations from staff, caregivers, our education partners and NGO providers.

Winners will be selected by our William Wallace panel on Tuesday 8 October, and we'll be in touch with those of you who made a nomination to let you know the outcome.

For more information

9(2)(a)

Quiz answers

Thanks to everyone who sent in their answers for this month's quiz. Sadly there can only be one winner, and this

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What are the names of the [National and Regional Children's Directors](http://doogle/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2013/cap-introducing-childrens-teams-demonstration-sites.html) [<http://doogle/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2013/cap-introducing-childrens-teams-demonstration-sites.html>]

Sue Mackwell, National Children's Director

Toni Hocquard, Regional Children's Director – Rotorua

Lianne Egli, Regional Children's Director – Whangarei

What are the dates of the [Contact Centre's upcoming open days](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-292.html#NationalContactCentrespendays5) [<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-292.html#NationalContactCentrespendays5>]

Tuesday 24 September

Tuesday 22 October

Tuesday 26 November

Tuesday 10 December

Which Orewa staff members feature in the [Tuituia video clip](http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-reflections-from-an-adopter-site.html) [<http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-reflections-from-an-adopter-site.html>]

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What the names of the [eight new practice tools](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-295.html#Revisedpractice7) [<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-295.html#Revisedpractice7>] that feature in the set of four double-sided tabbed cards.

An overview of tools and processes

Practice tools overview

Tuituia framework

Tuituia framework – domains and subdomains

Elements of quality assessment

Practice principles

Practice triggers (vulnerable infants, disability practice and violence in families)

SACs Kessler and Suicide Screens (SKS).

What is the visual tool that a West Coast social worker is using to help parents focus on their child's needs, particularly in preparation for a FGC.

Drawing an outline of their child and then filling it with words that describe what they think their children need to be well cared for and to thrive. Find out more in the full story [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/central/southern.html#TeWaipounamunbsppracticeplace7>]

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 300

30 September 2013.

News and updates for Child, Youth and Family staff - week beginning 30 September 2013

On this Page:

Message from Paula Atrill - Police Remembrance Day

Tēnā koutou

Some of you may have noticed your police colleagues wearing the Police Remembrance Pin over the last week. I thought you might be interested to know what that's about.

Police Remembrance Day [<http://www.policeassn.org.nz/newsroom/events/police-remembrance-day>], Sunday September 29, pays tribute to the 29 New Zealand police officers who have died in the line of duty, and also remembers police staff who have passed away in the past year. Police wear the Huiā feather in the week leading up to Remembrance Day and at any time through the year when an officer has died on duty.

The Police are really important colleagues and without them we would not be able to do the work we do. All of us work closely alongside our police colleagues when responding to young offenders and children and young people for whom there is a care and protection concern.

As you work with your police colleagues over the coming days, you may like to acknowledge Police Remembrance Day and their fallen colleagues, and let them know how much we value the relationship we have with them and their support of us and the work we do.

Ngā mihi

Paula.

Video Remote Interpreting (VRI)

VRI is a free service available to deaf people when they have a meeting with hearing staff at a government agency. The service allows New Zealand Sign Language (NZSL) users to communicate with hearing people in the same room, using a qualified interpreter. VRI goes live on 30 September 2013 and can be used by any staff.

Check out doogle [<http://doogle/documents/whats-on/news/wednesday-brief/2013/extra-help-for-our-deaf-community.pptx>] for more information

For further information

9(2)(a)

Supporting caregivers through caregiver investigations

When an allegation against a Child, Youth and Family caregiver, make sure they're provided with clear information about the allegation and the process being undertaken, as soon as is practicable, including if their case has been referred to Police under the Child Protection Protocol.

Caregivers need to be supported during the process of an assessment/investigation by their caregiver social worker, and provided with written information about the Fostering Kids support programme [<http://fosteringkids.org.nz/for-foster-parents/allegation-we-will-help-you/>]. Also encourage the caregivers to seek support from friends and family, and any other person or service they choose to nominate.

Allegations against caregivers will be addressed with the child or young person's well-being and safety at the forefront of concerns. The allegation process is to be transparent and in accordance with the principles of natural justice, accountability and consistency. Each allegation will be promptly and thoroughly addressed.

Child, Youth and Family workers should address the issue while still preserving the dignity, integrity and well-being of the care-giving family/whānau.

For more information

9(2)(a)

Changes to Child Restraint Laws

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

From 1 November, children up to the age of seven will be legally required to wear an approved child restraint when travelling in motor vehicles. Currently the law requires that children up to the age of five must be restrained in a car seat.

The increase in age means that people need to make sure they have the required car restraint for their child/ren before 1 November 2013.

(NB: As per the existing law, children aged 7 must continue to use a child restraint if one is available in the vehicle.)

The New Zealand Transport Authority (NZTA) has sent leaflets to sites about the changes, to help raise awareness with parents and caregivers so they can plan ahead. Please share these with families and caregivers when you visit. They are also available in the following languages: Maori, Samoan, Tongan, Traditional Chinese, Korean and Hindi.

Financial assistance available for parents and caregivers

Changes have been made to the Recoverable Assistance Payment and Advance Payment of Benefit guidelines, to allow payment to eligible people to either purchase or hire the required approved car restraint. Check out doogle for more information:

[Advance payment of benefit - car seats and safety helmets](#)

[\[http://doogle/map/income-support/extra-help/advance-payment-of-benefit/advance-payment-of-benefit-37.html\]](http://doogle/map/income-support/extra-help/advance-payment-of-benefit/advance-payment-of-benefit-37.html)

[Recoverable assistance payment - car seats and safety helmets](#)

[\[http://doogle/map/income-support/extra-help/recoverable-assistance-payment/recoverable-assistance-payment-31.html\]](http://doogle/map/income-support/extra-help/recoverable-assistance-payment/recoverable-assistance-payment-31.html)

For further information

You can find out more information about the law changes at www.nzta.govt.nz/childrestraints

[\[http://www.nzta.govt.nz/childrestraints\]](http://www.nzta.govt.nz/childrestraints)

Your Practice Centre: Disability

At the heart of mā mātou mā tātou is the commitment that our children and young people have the same opportunities and life outcomes as other kiwi kids. This is just as important for children and young people with disabilities. The ability to lead an everyday life and have the same goals and aspirations as every other citizen starts at the beginning of a young person's life and very much depends on the support that the family receives and the attitudes towards, and of, the child or young person.

The practice centre has great information to help you in your work with children, young people, or parents with disabilities.

[Disability provisions of the Children, Young Persons, and Their Families Act 1989](#) [\[http://cyf-practice-centre.ssi.govt.nz/knowledge-base/practice-frameworks/disability/resources/disability-provisions-cyft-act.html\]](http://cyf-practice-centre.ssi.govt.nz/knowledge-base/practice-frameworks/disability/resources/disability-provisions-cyft-act.html)

[Resources for disability](#) [\[http://cyf-practice-centre.ssi.govt.nz/knowledge-base/practice-frameworks/disability/resources/disability-provisions-cyft-act.html\]](http://cyf-practice-centre.ssi.govt.nz/knowledge-base/practice-frameworks/disability/resources/disability-provisions-cyft-act.html)

[Social Work Now issue 45 - Disability: a new way of thinking](#) [\[http://cyf-practice-centre.ssi.govt.nz/documents/whats-new/social-work-now/news/2009/swr-45.pdf\]](http://cyf-practice-centre.ssi.govt.nz/documents/whats-new/social-work-now/news/2009/swr-45.pdf)

And remember, recording disability is really important. You'll see the disability header in Tuituia. Make sure, wherever possible, you select the specific disability, as a selection of 'other' does not record it as a disability.

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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Your intranet: new casework, caseload and workload review project page

A new project page [\[http://doogle/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/casework-caseload-and-workload-review.html\]](http://doogle/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/casework-caseload-and-workload-review.html) has been established to keep you updated about the casework, caseload and workload review. Information includes:

[Introduction to the review](#) [\[http://teamsite.ssi.govt.nz/iw-cc/command/#introductiontonbsspthecaseworkcaseloadandworkloadreview1\]](http://teamsite.ssi.govt.nz/iw-cc/command/#introductiontonbsspthecaseworkcaseloadandworkloadreview1)

[How it's being done](#) [\[http://teamsite.ssi.govt.nz/iw-cc/command/#Howitsbeingdone2\]](http://teamsite.ssi.govt.nz/iw-cc/command/#Howitsbeingdone2)

[Timeframes](#) [\[http://teamsite.ssi.govt.nz/iw-cc/command/#Timeframes3\]](http://teamsite.ssi.govt.nz/iw-cc/command/#Timeframes3)

[Gathering information](#) [\[http://teamsite.ssi.govt.nz/iw-cc/command/#Gatheringinformation4\]](http://teamsite.ssi.govt.nz/iw-cc/command/#Gatheringinformation4)

[How you can help](#) [\[http://teamsite.ssi.govt.nz/iw-cc/command/#Howyoucanhelp5\]](http://teamsite.ssi.govt.nz/iw-cc/command/#Howyoucanhelp5)

[Keeping you informed](#) [\[http://teamsite.ssi.govt.nz/iw-cc/command/#Keepinformed6\]](http://teamsite.ssi.govt.nz/iw-cc/command/#Keepinformed6)

Over coming days we'll also be adding video clips of interviews with staff who have been involved in the review.

The page can be accessed via the mā mātou mā tātou (<http://doogle/unt/cyf/projects-initiatives/m-mtou-m-ttou-changing-young-lives.html#Keyprojectpages3>) project page, accessed from the 'our priorities' 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

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Contributing to Need 2 Know

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Need 2 Know - Issue 301

08 October 2013

News and updates for Child, Youth and Family staff - week beginning 7 October 2013

On this Page:

MAC evaluation report / programme places available for next intake

The Ministry recently released an evaluation report of the Military-style Activity Camp (MAC) programme. The evaluation identifies parts of the MAC programme that are working well what areas could be improved upon. It also looked at the overall effectiveness of the MAC programme. While there is limited data available (due to the small number of completions and the short time elapsed since the intervention) early indications are that the MAC programme is achieving promising results in terms of reducing the seriousness and frequency of reoffending.

Find out more about the report and the reoffending data (<http://www.msd.govt.nz/about/msd-and-our-work/publications-resources/evaluation/military-style-activity-camp/index.html>)

Programme places available

The next MAC programme begins on 14 October and will run for 9 weeks (until 16 December). If you're working with a young man who is currently on a long SWR Order (which fits the above dates), or who is likely to receive a SWR order, and you think he would benefit from taking part in the MAC programme, please contact **9(2)(a)** to discuss further.

About the MAC programme

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

The programme is based at Te Puna Wai ō Tuhinapo youth justice residence, and each intake is for up to ten young men who have been sentenced to a Supervision with Residence (SWR) Order by the Youth Court.

The programme involves two phases:

A residential-based phase that includes a wilderness camp run jointly by the NZDF and residence staff, a structured residence-based programme including therapeutic and educational interventions (including literacy and numeracy skills) targeting criminogenic needs, and drug and alcohol treatment.

A community-based phase where a social services provider will continue to offer support for up to twelve months, to help the young person as they settle back into the community.

The regional practice advisors will review the plans for all young people exiting the MAC programme.

For more information

9(2)(a)

Housing Assessment Transfer programme

The transfer of housing assessments from Housing New Zealand to MSD was announced in this year's budget. The transfer is planned to happen in April 2014.

Check out the MSD project page on [doogle](http://doogle/whats-on/projects/social-housing/index.html) (<http://doogle/whats-on/projects/social-housing/index.html>) for more information about what's involved, and progress to date. There's also a [presentation](http://doogle/whats-on/news/wednesday-brief/2013/2013-10-02.html) (<http://doogle/whats-on/news/wednesday-brief/2013/2013-10-02.html>) that includes high-level information.

For further information

If you have any queries, please email social_housing@msd.govt.nz (mailto:social_housing@msd.govt.nz)

Health and Safety

The October [scheduled health and safety tasks](http://doogle/documents/working-here/health-safety/scheduler/2013-10-october-safety-scheduler.docx) (<http://doogle/documents/working-here/health-safety/scheduler/2013-10-october-safety-scheduler.docx>) and [safety newsletter](http://doogle/documents/working-here/health-safety/scheduler/2013-10-october-safety-newsletter.docx) (<http://doogle/documents/working-here/health-safety/scheduler/2013-10-october-safety-newsletter.docx>) are now available on the intranet.

For more information

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

9(2)(a)

Your intranet: SOSH12 - incident and injury reporting and investigation

The incident and injury reporting/investigation page on doogle is where you can find out more about the Ministry's online incident/accident reporting tool, SOSH12. All events which harmed, or may have harmed, anyone in the workplace need to be recorded in SOSH12 within 24hrs. The page includes information about:

[SOSH12 \[http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#SOSH121\]](http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#SOSH121)

[Near misses \[http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Nearmiss2\]](http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Nearmiss2)

[How to register an accident/injury \[http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Howtoregisteranaccidentinjury3\]](http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Howtoregisteranaccidentinjury3)

[Reporting serious harm injuries \[http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Reportingseriousharminjures4\]](http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Reportingseriousharminjures4)

[Privacy of information \[http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Privacyofinformation5\]](http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Privacyofinformation5)

[Wellnz preferred provider list of physiotherapists \[http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Wellnzpreferredproviderlistofphysiotherapists6\]](http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Wellnzpreferredproviderlistofphysiotherapists6)

[Return to work process for non-work injuries \[http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Returntoworkprocessfornonworkinjures7\]](http://doogle.ssi.govt.nz/working-here/health-safety/record-and-investigate/#Returntoworkprocessfornonworkinjures7)

The page can be accessed via the popular/related links down the right hand side of the home page and 'Working

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For further information

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

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Contributing to Need 2 Know

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Need 2 Know - issue 302

14 October 2013

News and updates for Child, youth and Family staff - week beginning 14 October 2013

On this Page:

Tuituia update

Congratulations - we are Tuituia live! The learning journey that has rolled out has been an important first step in helping you learn how Tuituia operates within your practice. It aims to ensure there is clarity around what you need to do, that your learning is smooth, and you feel well-supported.

The ['Implementation and Training'](http://doogee/whats-on/projects/child-youth-family/tuituia-assessment-framework.html#implementationandtraining31) (<http://doogee/whats-on/projects/child-youth-family/tuituia-assessment-framework.html#implementationandtraining31>) section of the Tuituia project page has been updated to include information about the second e-learn module and how to access L&CD learning consultations.

The [Frequently Asked Questions](http://doogee/whats-on/projects/child-youth-family/tuituia-frequently-asked-questions.html) (<http://doogee/whats-on/projects/child-youth-family/tuituia-frequently-asked-questions.html>) section has also been updated.

For further information

If you have any queries, please talk to your practice leader, or contact your allocated L&CD learning advisor.

Casework and workload online staff survey

As part of the casework and workload review, you are invited to tell us about your experience via a short survey. This will be available from 15 October to 23 October. It is accessed online and you will receive a link on the day.

Your responses will be added to other feedback and help determine the next steps to be taken. The review is all about understanding workloads and what can be done to create more space for quality social work practice, so please have your say.

The survey should take around ten minutes. All responses will be kept confidential and you will not be identified in any way.

You can see more information about the review on the [casework, caseload and workload review project page](http://doogee/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/casework-caseload-and-workload-review.html) (<http://doogee/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/casework-caseload-and-workload-review.html>).

Check out the [video clips of interviews](http://doogee/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/interviews-about-the-casework-and-workload-review-process.html) (<http://doogee/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/interviews-about-the-casework-and-workload-review-process.html>) with people involved in the project, which have also been uploaded onto the project page.

If you have any questions about the survey, please talk to your manager.

For more information

9(2)(a)

Your intranet: working with schools and other education providers

To help us achieve the best possible outcomes for children and young people, we need to work alongside schools and other education providers, and ensure that they are kept informed and are an active part of the work we do.

The ['working with schools and other education providers'](http://doogee/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html) (<http://doogee/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html>) page on the intranet pulls together information about the areas of common interest between our two sectors. This includes:

[Why it matters](http://doogee/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Whyitmatters1) (<http://doogee/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Whyitmatters1>)

[Memorandum of Understanding](http://doogee/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#MemorandumofUnderstanding21) (<http://doogee/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#MemorandumofUnderstanding21>)

['Working Together' child protection workshops](http://doogee/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Workingtogetherchildprotectionworkshops31) (<http://doogee/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Workingtogetherchildprotectionworkshops31>)

[Ed Assist](http://doogee/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#EdAssist41) (<http://doogee/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#EdAssist41>)

[Student Aide Support \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#StudentAideSupport5\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#StudentAideSupport5)

[Gateway Assessments \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#GatewayAssessments6\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#GatewayAssessments6)

[Social Workers in Schools \(SWIS\) \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#SocialWorkersinSchoolsSWIS7\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#SocialWorkersinSchoolsSWIS7)

[MASSIS and YWiSS \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#MASSISandYWiSS8\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#MASSISandYWiSS8)

[Early childhood education funding for children in care \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Earlychildhoodeducationfundingforchildrenincare9\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Earlychildhoodeducationfundingforchildrenincare9)

[Resources \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Resources10\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#Resources10)

The page can be accessed via the 'working together' quicklink on the home page.

For further information

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

9(2)(a)

Changes in recruitment advertising

As of 21 October, the "Job Vacancies" button on EveryDay will connect straight to the CYF part of the MSD Careers website - rather than through an extra EveryDay page as it does currently. This will streamline the candidate experience as it will provide a more direct route to the job advertising, position description and application forms. It will also speed up the posting of vacancies as the information about the role only needs to be entered into the system once.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 303

21 October 2013.

News and updates for Child, Youth and Family staff - week beginning 21 October 2013

On this Page:

Schedule to MoU with Education - managing abuse allegations

A new schedule to the MoU with Education (<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/schedule-one-to-mou-with-education.pdf>) has been added to the intranet. It details the agreement between us and the Ministry of Education, Police and the NZ Teachers Council relating to the management of allegations of abuse involving an adult working in or associated with an education setting. The schedule outlines agreements around:

- Informing the other parties
- Interagency management process
- Roles of the different agencies
- Documentation and consultation

You can access the Interagency Agreements and Legislation page via the Everyday 'resources' landing page

For more information

9(2)(a)

Keeping information secure: Message from Paula

In this message I want to focus on the importance of keeping information secure. Over the last few months a number of cases have come to my attention where a document has had another family's information wrongly attached to it. The most common example of this has been Court and Family Group Conference documentation that has been provided to parties but has information relating to another family attached to it. Of concern is that we often learn of these mistakes as a result of families contacting Child, Youth and Family.....

Message continues on the National Operations [Keeping connected page](http://doogle/whats-on/news/business-groups/child-youth-family/keeping-connected-operations-page/keeping-connected-operations-page.html) (<http://doogle/whats-on/news/business-groups/child-youth-family/keeping-connected-operations-page/keeping-connected-operations-page.html>).

Changes in Outlook

Over the next week or two, there will be changes in Outlook to help prevent mistakes from happening when sending emails outside of the Ministry. These changes include:

- pop up prompts alerting you that you are sending an email to an address outside of the Ministry. The prompt will ask if the addresses of the recipients are correct.
- two minute email delay on all emails sent to an external address during which time you have the opportunity to recall your message and make any amendments necessary
- emails sent to an external address and tagged 'High Importance' will override the two minute email delay and will be sent immediately.

You will be advised via email when these changes will be made. More information about the changes are available on [doogle](http://doogle.ssi.govt.nz/working-here/security/computer-security/outlook-add-in.htm) (<http://doogle.ssi.govt.nz/working-here/security/computer-security/outlook-add-in.htm>).

For further information

If you have any questions, contact the MSD programme management team on MSD_Programme_Management@msd.govt.nz (mailto:MSD_Programme_Management@msd.govt.nz)

Tuituia update

The Tuituia project page has been updated with information about CYRAS recording. The short video clip features 9(2)(a) talking about how casenotes, Tuituia, Gateway and other assessment are woven together in CYRAS. 9(2)(a) also talks about how much to write in CYRAS, things to think about whenever you are recording information in CYRAS, and managing the ongoing assessment process.

For more information

9(2)(a)

Your intranet: video library

This week's tip's tricks and shortcuts...

... We've recently updated our intranet [video library \[http://doogle/resources/helping-staff/child-youth-family/child-youth-and-family-video-library.html\]](http://doogle/resources/helping-staff/child-youth-family/child-youth-and-family-video-library.html), which pull together links to video clips that showcase best practice, celebrate initiatives and innovations, or help explain elements or complexities of our work. You can access it from the quick link on either the 'Our Priorities' or 'Resources' landing pages

We think videos are a great way of sharing ideas and highlighting examples of the great work that's happening around the regions. We're particularly interested in initiatives, ideas, or quality practice that relate to the mā matou mā tātou - changing young lives pillars. So if you have a piece of work that you're proud of, don't be shy! Contact your regional communications advisor, or [9\(2\)\(a\)](#) in the national communications team, to talk about how we can best capture your work.

For further information

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

9(2)(a)

Casework and workload review update

The workload and casework review being carried out by the Chief Social Worker's Office and PSA is going great.

So far:

Work to figure out if we are working with right cases is done – 293 notifications followed from first contact to the end of their safety assessment, 265 decision makers have been spoken to, and 472 interviews conducted.

Interviews to see if we are working in the right way are finished – 2 – 3 cases from 140 caseloads have been sampled, plus others taking us to a total of 400 cases. 250 people interviewed about their cases and caseloads.

The staff survey is in your inbox now – this adds a further dimension to the information being collected and takes about five minutes. Have your say.

What's next:

30 sites are taking part in the 'activity study' between 28 Oct and 15 Nov. This tells us more about how people spend their time. It's a bit of extra work for the people involved, but at the end of the day this is what we need to know to end up with a comprehensive set of information at the end.

We have five more weeks until all of the field work is done and dusted.

At the end, all of this will help us understand whether we are working with the right children and young people in the right way, and what resources, tools and systems are needed to deliver quality social work practice.

Check out the [review project page \[http://doogle/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/casework-caseload-and-workload-review.html\]](http://doogle/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/casework-caseload-and-workload-review.html), which now includes an [overview of the review, including timeframes \[http://doogle/documents/whats-on/projects/child-youth-and-family-projects/casework-caseload-and-workload-management-review/overview-casework-and-workloads-review.pdf\]](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/casework-caseload-and-workload-management-review/overview-casework-and-workloads-review.pdf) and [interviews with staff members \[http://doogle/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/interviews-about-the-casework-and-workload-review-process.html\]](http://doogle/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/interviews-about-the-casework-and-workload-review-process.html) who have been involved.

For further information

9(2)(a)

CYRAS payments over Labour Weekend

As Labour Day falls on a usual board payment day (Monday 28 October) all board payment batches must be authorised on Friday 25, by 3:30pm, so that the payments will be in carer's bank accounts as usual on Tuesday 29.

If you have urgent non board payments around Labour weekend please authorise them in the week before Labour Day.

The processing system will be available on Monday, 28 October but there won't be a 4:30pm interface to KEA

Payments authorised on Friday 25 October will be created in KEA, but cheques will not be posted and the direct credit file will not go to Westpac until Tuesday 29 October.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 304

29 October 2013

News and updates for Child, Youth and Family staff - week beginning 29 October 2013

On this Page:

Updated Child Protection Protocol (CPP) with Police

The Child Protection Protocol has been in practice since April 2010. Together with the New Zealand Police we have recently reviewed and updated the Protocol, taking into account feedback from frontline staff of both agencies. A summary of the changes are detailed below:

Terminology changes – Forensic Interview is now referred to as Specialist Child Interview

Definition change – serious wilful neglect has been amended following legal advice, to be serious neglect. Specific reference to children in clandestine laboratories has been included in the definition

Section 8 – new section on Information Disclosure

Section 13 – new section on Mass Allegation Investigations

Section 14 – new section on Review of CPP

The revised [Child Protection Protocol](http://doogle/documents/resources/helping-our-clients/procedures-manuals/interagency-agreements/final-child-protection-protocol.pdf) (<http://doogle/documents/resources/helping-our-clients/procedures-manuals/interagency-agreements/final-child-protection-protocol.pdf>) is available on the intranet, on the 'MoU and interagency agreements' page which can be accessed via the 'resources' landing page.

The joint refresher training has been updated and will be available for delivery on site in the near future.

For more information

9(2)(a)

Improving the response to children who offend: Pilot sites

The 'improving the Response to Children who Offend' project plan was announced in [Issue 282 of Need to Know](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-282.html#improvingtheresponsetochildrenwhooffendpilot sites) (<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-282.html#improvingtheresponsetochildrenwhooffendpilot sites>). The project sets out a new approach to:

improve collaboration between Police and Child, Youth and Family on early identification and management for 'at risk' of further offending

ensure children who offend are engaged at school

improve access to resources for communities and families of children who offend:

engage a triple one response for children who offend:

one FGC for a child who offends

facilitated by one coordinator

managed by one social worker

to work towards a single integrated plan

broaden the work of youth justice social workers working with children who offend to include the wider needs of their families

improve our services to Family Court and Youth Court

From 29 October, two further pilot sites have been selected: Northland YJ (Whangarei) and Rotorua YJ. They will join the original four pilot sites: Waitakere YJ, Waikato YJ, Lower North YJ (Levin/Horowhenua) and Christchurch East YJ.

These sites will be involved in the review of policies, guidelines and resources and a training package for children who offend, their siblings and families, supported by the National Office Youth Justice Team.

For more information

9(2)(a)

William Wallace Awards 2013: winners announced

Thanks to all of our staff who nominated a young person for a William Wallace Award this year. Regardless of whether they were successful or not, your nomination shows the young person that you believe in them.

Letters and finalist certificates will be sent to each of you who nominated a young person who didn't receive an award this year. Please pass these on to your young people, and for those of you who we asked to nominate your young person again next year, please do. You'll get a reminder from us once the 2014 awards are open.

We are delighted to share with you now our winners for 2014. A special thanks to the ongoing support of the Vodafone Foundation, Sysdoc, GFS, who each offer scholarships. This year Barnardos, Open Home Foundation and Fostering Kids also joined in to offer scholarships, bringing our total to 20 deserving winners this year.

We're delighted to advise the following William Wallace Award recipients for 2013:

Tertiary Scholarships

9(2)(a)

Leadership Scholarships

9(2)(a)

Vocational Scholarships

9(2)(a)

GFS Scholarship

9(2)(a)

Vodafone Scholarships

9(2)(a)

Sysdoc Scholarship

9(2)(a)

Barnardos Scholarship (new)

9(2)(a)

This year's winners and their support person/caregiver will come to Wellington to receive their award at a ceremony on Tuesday 3 December.

For more information

9(2)(a)

Five question quiz

It's that time again – the opportunity to test your knowledge of new and 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 sites are taking part in the 'activity study' that's part of the casework and workload review?
- Who features in the video about how case-notes, Gateway Assessments and Tuituia fit together when recording in CYRAS?

What were Te Waipounamu region's Regional Director, Kelly Anderson's key messages for new social workers at a recent practice induction?

How many key themes were identified as part of the 2012 suicide thematic review?

What festival did Epuni care and protection residence recently celebrate?

For more information

9(2)(a)

Reminder: Changes to child restraint laws

Just a reminder that from **1 November 2013**, children up to the age of seven will be legally required to wear an approved child restraint when travelling in motor vehicles. Leaflets have been sent to sites to share with families and caregivers when you visit. Check out [Issue 300 of Need 2 Know](http://doogle.whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-300.html#ChangestoChildRestraintLaws4) [http://doogle.whats-on/news/business-groups/child-youth-family/need-2-know/2013/need-2-know-issue-300.html#ChangestoChildRestraintLaws4] for more information, including what financial assistance is available.

For further information

You can find out more information about the law changes at www.nzta.govt.nz/childrestraints [http://www.nzta.govt.nz/childrestraints]

Macrons: setting up shortcuts for word documents

If you regularly use macrons in your work, did you know it's possible to set up shortcut keys in Microsoft Word?

Click on 'insert symbol' on toolbar

Click on 'more symbols' in drop down

Click on 'Shortcut key' on symbols tab

Select your new shortcut key

Note: Arial Māori should be the default font, so that the letter displays with a macron rather than the two dots.

Your intranet: Investing in Services for Outcomes (ISO)

You can keep up-to-date with what's happening around the ISO programme, by checking out the [Investing in Services for Outcomes](http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/index.html) [http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/index.html] page on doogle. The page includes an overview of the programme, as well as pointing you to information about:

[The context](http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/the-context-of-iso.html) [http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/the-context-of-iso.html]

[Strategic Investment Framework](http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/strategic-investment-framework.html) [http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/strategic-investment-framework.html]

[ISO contracting approach - 'one and one'](http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/iso-contracting-approach-one-and-one.html) [http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/iso-contracting-approach-one-and-one.html]

[Organisational capability framework](http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/organisational-capability-framework.html) [http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/organisational-capability-framework.html]

[Messages for providers](http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/messages-for-providers.html) [http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/messages-for-providers.html]

[Frequently asked questions](http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/frequently-asked-questions.html) [http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/frequently-asked-questions.html]

[News and updates](http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/news-and-updates.html) [http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/news-and-updates.html]

This is one of the Ministry's major programmes of work, which aims to ensure the services MSD funds make a tangible difference to people, families/whānau and communities.

For more information

If you have any questions, email the [ISO team](mailto:iso@msd.govt.nz) [mailto:iso@msd.govt.nz]

Contributing to Need 2 Know

9(2)(a)

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Need 2 know - Issue 305

01 November 2013

News and updates for Child, Youth and Family staff - week beginning 4 November 2013

On this Page:

New sexual abuse resources

A new cross-agency web resource providing support to those affected by sexual abuse was recently launched. [The Harbour \[http://www.theharbour.org.nz/\]](http://www.theharbour.org.nz/) was developed by STOP, SAFE and Rape Prevention Education, in consultation with Child, Youth and Family.

It is designed for use by people actually or potentially affected by sexual abuse, actual or potential offenders, and people who may be concerned about the welfare of others. It provides helpline numbers for immediate support for those affected by sexual abuse, as well as advice on how to identify and seek help in responding to concerning behaviour.

Support services offered through the new portal will be rolled out across the country in coming months.

To find out more, check out the website [www.theharbour.org.nz \[http://www.theharbour.org.nz/\]](http://www.theharbour.org.nz/)

Other resources

The [Look, Listen, Act \[http://doogie.ssi.govt.nz/documents/business-groups/helping-clients/child-youth-family/what-we-do/communications/look-listen-act.pdf\]](http://doogie.ssi.govt.nz/documents/business-groups/helping-clients/child-youth-family/what-we-do/communications/look-listen-act.pdf) brochure is a helpful resource for parents about the risk signs, and what they can do to protect their child. This can be ordered through the [Bluestar](#)

["How can I protect my child from sexual abuse?" \[http://www.areyouok.org.nz/files/test/resources/Preventing-Child-Sexual-Abuse.pdf\]](http://www.areyouok.org.nz/files/test/resources/Preventing-Child-Sexual-Abuse.pdf) is another helpful resource about knowing what to look out for and how to start a conversation. This can be ordered through The 'It's Not OK!' campaign website <http://www.areyouok.org.nz/publications.php> [<http://www.areyouok.org.nz/publications.php>]

Five question quiz - answers

Thanks to everyone who entered this month's quiz, and congratulations to our winner,

Your prize will be with you next week

The answers to the quiz are:

How many sites are taking part in the 'activity study' that's part of the casework and workload review?

[27 \[http://doogie/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/casework-caseload-and-workload-review.html#Timeframes3\]](http://doogie/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/casework-caseload-and-workload-review.html#Timeframes3) (+)

Who features in the video about how case-notes, Gateway Assessments and Tuituia fit together when recording in CYRAS?

[<http://doogie/whats-on/projects/child-youth-family/recording-in-cyras-weaving-together-casenotes-tuituia-gateway-and-other-specials-assessments.html>]

What were Te Waipounamu region's Regional Director, Kelly Anderson's key messages for new social workers at a recent practice induction?

Be courageous in your decision making. Sometimes there are difficult decisions to be made and it can be tempting to take easier options. Use your social work knowledge and skills, make informed decisions and then argue hard for what you think is right for children, young people and whānau.

Be ambitious for our children and young people. Te Waipounamu has a vision that all children and young people in care 'achieve their potential'. This vision can only be made possible if we are ambitious and want the very best for these children.

Child, Youth and Family is an awesome place to work, a place that will provide you with lots of opportunities. Take the opportunities that come your way and make the most of them.

Wear sunscreen! Just as Baz Luhrmann suggests in his Sunscreen Song the best advice I can give is to 'wear sunscreen' which in our case translates to 'follow the policy'. Our policies are our protection in the same way that sunscreen protects us. Together with consulting and getting good advice from their supervisors our policies keep us safe.

See the full message from Kelly [<http://doogie/business-groups/helping-clients/child-youth-family/what-we-do/regional/southern.nml#MessagefromKelly1>]

How many key themes were identified as part of the 2012 suicide thematic review?

Eight (<http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2013/suicide-review-and-towards-wellbeing-review-23-oct-2013.pptx>): placement instability, history of maltreatment, parent or child's own mental illness, lack of connection with positive influences and/or their community, non-engagement in school, drug and/or alcohol abuse, family/whānau criminal involvement, attempted and completed suicides by whānau, friends and peer

What festival did Epuni care and protection residence recently celebrate?

White Sunday Fun: a traditional Samoan children's day celebrated on the second Sunday in October.
(<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/regional/central.html#Centralnews1>)

Studylink deadlines

Studylink is campaigning to get students returning to study to apply by 16 December, so that they can better manage the peak workflow and provide greater assurance that loans and allowances will be processed in time for the beginning of the academic year.

If there are young people you are working with, or friends or family who are students in this situation, please let them know about this deadline..

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 04 November 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 306**

Need 2 Know - Issue 306

08 November 2013

News and updates for Child, Youth and Family staff - week beginning 11 November 2013

On this Page:

Joint standard operating procedures for children and young persons in clandestine laboratories

[Joint standard operating procedures \(http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/joint-standard-operating-procedures-for-children-and-young-persons-in-clandestine-laboratories.pdf\)](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/joint-standard-operating-procedures-for-children-and-young-persons-in-clandestine-laboratories.pdf) have been agreed which detail the working arrangements between Child, Youth and Family and Police when responding to situations where children and young people are exposed to Clandestine Laboratories. The document sets out the specific roles and responsibilities of Child, Youth and Family and Police and steps out the actions required by social workers involved. A checklist is also included for completion to ensure all necessary steps are taken.

This document is a schedule to the Memorandum of Understanding between Child, Youth and Family and Police and is located on the [Interagency agreements \(http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html\)](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html) intranet page (via the 'Resources' landing page). A copy of the document will also be contained in each child and young person decontamination kit for easy reference when social workers arrive on the scene.

Regional practice advisors will familiarise practice leaders with the joint standard operating procedures via their regional practice forums and practice leaders can then disseminate the information back on site as appropriate.

In addition to the new operating procedures, there is also key information about methamphetamine on the [Practice Centre \(http://cyf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/policy-information/methamphetamine.html\)](http://cyf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/policy-information/methamphetamine.html)

For more information

9(2)(a)

Tuituia update

The second release of Tuituia CYRAS changes is on 17 November:

Some of the key changes include:

The Practice Centre links within the Tuituia assessment tool will now open to the relevant Practice Centre pages of the domain.

The full functionality of the Tuituia report is introduced, whereby certain information from an approved report will be brought over to the next Tuituia report, and the unborn and under-5 views have been incorporated.

When a Tuituia report is approved the Publish tab will be enabled. Using this function allows you to edit a copy of the approved Tuituia report and tailor a version of the report for the relevant audience.

To find out more about these and other changes that take effect on 17 November, check out the [CYRAS release notes \(http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/maintenance-release-17-november-2013.docx\)](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/maintenance-release-17-november-2013.docx).

The changes to CYRAS will be accompanied by updates to Practice Centre resources, and a new ELearning module - "Recording quality assessment – using the Tuituia recording tool". These will go live on November, and we will continue to provide updated information through the [Tuituia project page \(http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html\)](http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html)

We want to hear from you!

You may have noticed the roll out of the Tuituia was a little different to what you are used to. We want to hear what worked, and what didn't.

Included in the launch of the second eLearning module will be a link to a quick survey (no more than 10mins) for you to fill out. There is one survey for supervisors and practice leaders, and another for other practice staff. We value your thoughts and opinions, so thank you in advance!

For more information

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

9(2)(a)

Software updates - new popup prompt

Regularly restarting your PC will ensure that your machine has the latest and safest software. It is recommended that you shut down your PC on a Friday night and start-up on a Monday morning. If you use a laptop externally you must regularly connect to the MSD network and restart your machine to receive software updates and patches. It is recommended this is done at least once a month. If there are software releases for applications such as UCVII or CYRAS your laptop will need to be brought in and connected to the network as soon as possible after the rollout for these applications to work.

To ensure you know when new software updates are available a pop-up prompt has been created to let you know that a software update has occurred and to restart your machine. The prompt will continue for several days until you restart your machine manually. There will be occasions when staff forget to restart their machines. This means their PC or laptop is exposed to security risk. To provide staff with additional protection, IT will restart these machines automatically. If you regularly restart your machine and have the latest software updates your machine will be bypassed by the automatic process.

These changes take effect during the week commencing 11 November and will continue on a monthly basis thereafter. Automatic restarts occur on a monthly basis in the early hours of Sunday morning to avoid impacting on your work. The first automated restart will occur on Sunday 17 November.

For more information

Keep up to date with what's happening via the ['Safe staff, safe information'](http://doogle.whats-on/projects/safe-staff-safe-information/) <http://doogle.whats-on/projects/safe-staff-safe-information/> page on doogle

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.

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.

You can order resources, including fabric ribbons, A3 campaign and White Ribbon Ride posters, window stickers, balloons and temporary tattoos, directly from the Families Commission [White Ribbon website](http://whiteribbon.org.nz/act/get-resources/) (<http://whiteribbon.org.nz/act/get-resources/>) (please note there are now costs associated with some of their items). We encourage staff to wear a ribbon in the week beginning 22 November.

For more information

Check out the [White Ribbon website](http://whiteribbon.org.nz/) (<http://whiteribbon.org.nz/>) for more details, including information about events, resources, key messages etc.

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 13 November 2013

Need 2 Know - Issue 307

16 November 2013.

News and updates for Child, Youth and Family staff - week beginning 18 November 2013

On this Page:

Christmas cards and E-card deadlines

This year you'll receive printed Christmas cards for caregivers, and there is an e-card that you can use for all of your stakeholders and colleagues.

Caregiver Christmas cards

Sites will receive printed cards. Numbers have been worked out based on how many registered caregivers you have connected to your site, plus a few extra.

Residence and regional managers will all receive one pack of ten printed cards – for reference and key care contacts / extras.

Cards will arrive with you by the first week of December. You will need your own supply of standard postage paid envelopes.

If you find that you need more cards for your caregivers than we've supplied, give us a call. We will hold a supply of extras at national office.

9(2)(a)

E-cards

These are being coordinated through the MSD communications team. Sites and residences, please coordinate and complete the [spreadsheet template](http://doogle/documents/whats-on/news/business-groups/child-youth-family/need-2-know/msd-e-card-contact-list.xlsx) (<http://doogle/documents/whats-on/news/business-groups/child-youth-family/need-2-know/msd-e-card-contact-list.xlsx>) - you will need to fill out the names and contacts of people you want

9(2)(a)

Everyone who gets an e-card from you will see this message:

Hi (name)

Well, it's that time of year again and we want to say thanks for all your support. We've put together a fun, interactive microsite for to explore. We hope it will bring a little joy to your day, before heading off on your summer adventure.

Enjoy.

From (name(s))

See a copy of the [e-card design concept document](http://doogle/documents/whats-on/news/business-groups/child-youth-family/need-2-know/msd-e-card-document.pdf) (<http://doogle/documents/whats-on/news/business-groups/child-youth-family/need-2-know/msd-e-card-document.pdf>).

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Police family violence child risk factors

Current use of the Child Risk Factor Screening Tool

Since 1 July 2012, Police attending family violence incidents where children live (whether present or not) have completed a child risk factor (CRF) screening tool for all children under 17 years of age. The CRF screening tool gathers information on 20 risks relating to the child, aggressor, non-aggressor and family.

Changes to the CRF tool from 1 November

From 1 November, Police are introducing a change to the way the CRF tool is used. Greater emphasis will be placed on three individual factors:

- previous or current evidence of child abuse and/or neglect
- basic needs of child/ren not being addressed, eg lack of; food, nappies, heating, cleanliness
- breach of Protection Order, Family Court Order or Personal Safety Order in existence.

Where one or more of the above child risk factors are identified, Police will refer directly to the National Contact Centre, bypassing the FVIARS process.

The remaining cases will go through the FVIARS process.

Monitoring effectiveness and impact

Child, Youth and Family and Police will jointly monitor the effectiveness and impacts of this change. This will include review of any relationship between child risk factors identified and the outcome of our involvement.

For more information

9(2)(a)

Tuituia update

The second eLearning module [Recording quality assessment](https://elearn.ssi.govt.nz/course/view.php?id=14929) [https://elearn.ssi.govt.nz/course/view.php?id=14929] has been developed, but we are experiencing some technical difficulties. We're hopeful that these will be resolved by early next week, and we'll keep you posted. You will be able to access the module by logging into Totara [https://elearn.ssi.govt.nz/index.php], and typing 'Tuituia' in the search field, then selecting "Recording quality assessment".

This module is a refresher module on how to use the new system to record your assessment. You can:

- enter when you want
- enter as many times as you want
- start it then, come back to it
- just view the particular part you need

The module is designed to give you what you need, when you need it!

Tuituia Report guidelines

The [Tuituia Report guidelines document](http://cvf-practice-centre.ssi.govt.nz/documents/policy/assessment-and-decision-making/131117-the-tuituia-report-17-nov-release.docx) [http://cvf-practice-centre.ssi.govt.nz/documents/policy/assessment-and-decision-making/131117-the-tuituia-report-17-nov-release.docx], available from the Practice Centre and the Tuituia project page, has also been updated to reflect the changes that go live on 17 November.

For more information:

9(2)(a)

Health and safety tasks

This month's scheduled health and safety tasks [http://doogie/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2013-11-november-h-s-scheduler-reminder.docx] and health and safety newsletter [http://doogie/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2013-11-november-safety-newsletter.docx] are now available on the intranet. This month's newsletter looks at:

- Reported Health Safety and Security incidents
- National Safety Conversations
- Happy new year, for safety folder documentation anyway

For more information:

9(2)(a)

Responsibility for client expenditure for children and young people in residences

There has been clarification around the relative responsibilities of sites and residences for meeting specific costs relating to children and young people in residential care. The operational policy guidelines cover clothing, medical treatment, cell phones, one to one support, programme costs, client and family member travel, birthday and Christmas allowances and pocket money.

The [operational policy guidelines](http://doogie/business-groups/helping-clients/child-youth-family/what-we-do/residential-services/operational-policy-guidelines-re-siteresidence-client-cost-responsibilities.html) [http://doogie/business-groups/helping-clients/child-youth-family/what-we-do/residential-services/operational-policy-guidelines-re-siteresidence-client-cost-responsibilities.html] are available on the intranet - from the residential services business page and the national office operations 'Keeping connected' page

For more information:

9(2)(a)

Social Housing

Work on developing the new housing service took a major step forward this week, with Parliament passing legislation enabling the transfer next year of housing assessments and associated functions from Housing New Zealand to the Ministry. Check out the [updates and press releases \[http://doogle.whats-on/news/dce-message/work-and-income/2013/social-housing-needs-assessment-transfer-legislation-passed.html\]](http://doogle.whats-on/news/dce-message/work-and-income/2013/social-housing-needs-assessment-transfer-legislation-passed.html) on doogle.

An [update on the Government's plan for social housing \[http://doogle.ssi.govt.nz/whats-on/news/wednesday-brief/2013/2013-11-13.html\]](http://doogle.ssi.govt.nz/whats-on/news/wednesday-brief/2013/2013-11-13.html) is also available on doogle. The presentation provides a detailed look at the Ministry's service delivery model and proposed organisational design for the housing needs assessment functions, which transfer from Housing New Zealand to the Ministry on 14 April 2014.

Adding housing needs assessment to our service will enable MSD to provide a single, inclusive service for our clients. We assess people's social needs all the time and we already know most people seeking social housing. Nearly every HNZ home has an adult in it that has had some form of contact with MSD.

While no MSD staff are affected by the proposed changes, we all have the opportunity to provide feedback on the organisational design. The final decision on the design is expected on Tuesday 10 December.

For more information

More information is available on the [Social Housing project page \[http://doogle.ssi.govt.nz/whats-on/projects/social-housing/\]](http://doogle.ssi.govt.nz/whats-on/projects/social-housing/) on doogle. You can also email comments and questions to social_housing@msd.govt.nz [mailto:social_housing@msd.govt.nz]

Regularly restarting PCs and automatic restarts

Regularly restarting your PC will ensure that your machine has the latest and safest software. It is recommended that you shut down your PC on a Friday night and start-up on a Monday morning. If you use a laptop externally you must regularly connect to the MSD network and restart your machine to receive software updates and patches. It is recommended this is done at least once a month. If there are software releases for applications such as UC77 or CYRAS your laptop will need to be brought in and connected to the network as soon as possible after the rollout for these applications to work.

To ensure you know when new software updates are available a pop-up prompt has been created to let you know that a software update has occurred and to restart your machine. The prompt will continue for several days until you restart your machine manually. There will be occasions when staff forget to restart their machines. This means their PC or laptop is exposed to security risk. To provide staff with additional protection, IT will restart these machines automatically. If you regularly restart your machine and have the latest software updates your machine will be bypassed by the automatic process.

These changes take effect during the week commencing 11 November and will continue on a monthly basis thereafter. Automatic restarts occur on a monthly basis in the early hours of Sunday morning to avoid impacting on your work. The first automated restart will occur on Sunday 17 November.

For more information

If you have any questions about the changes, please contact IT support on *777

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 21 November 2013

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 308**

Need 2 Know - Issue 308

22 November 2013

News and updates for Child, Youth and Family staff - week beginning 25 November 2013

On this Page:

New dedicated phone line for Corrections staff

We have recently established a dedicated phone line and email address for Corrections staff - 0508 CYF LINK. This number takes Corrections staff straight to the Child, Youth and Family National Contact Centre (NCC) and enables them to receive a more targeted response to their concerns and issues. 0508 CYF LINK went live on 18 November 2013.

This line is part of Child, Youth and Family and Corrections commitment to building a closer working relationship, signalled by the Relationship Agreement signed in August 2013. The focus is on working together across our common clientele - there are approximately 20,000 NZ children who have a parent in prison, and a large number of children who have parents under probation conditions in the community. These children are usually part of an already vulnerable population, with poverty and dysfunctional family relationships occurring at a much higher rate.

When children visit a prison or a probation officer conducts a home visit, there is a unique opportunity for Corrections staff to observe children and spot any signs of possible abuse or neglect. 0508 CYF LINK allows Corrections staff to receive an immediate avenue for advice and support when they are concerned that a child or young person may be at risk. Corrections have identified a dedicated point of contact at their national office who is available to address any issues that may arise for contact centre staff. The contact centre will monitor the nature and number of calls, to assess the impact and effectiveness of the line and we will provide an update in the New Year.

Tuituia report clarifications: 'Incorrect Phase - FAR' and 'Proposed Assessment Update Due'

'Incorrect Phase - FAR'

Since the Introduction of the Tuituia we have noted a significant increase in the number of CFA/Investigation phases with outcomes of 'Incorrect Phase - FAR'. 'Incorrect Phase-FAR' should be selected only where an intake (eg s19, s141 intake) has been rolled forward incorrectly to an Investigation Phase instead of an Intervention phase.

Every CFA or Investigation phase requires a Tuituia Report Record to be completed. This is because the Tuituia report outlines the rationale for these outcomes and any findings of abuse/neglect.

The following Assessment Response Outcomes are available in the Assessment record when the Tuituia Report is built:

- Family Court Orders
- Family Group Conferences
- YJ Family Group Conferences
- Incorrect Phase - FAR
- Family Whanau Agreement
- Partnered Response
- No Further Action

If you create an Assessment Record and the only available outcome is 'Incorrect Phase-FAR', then complete your Tuituia Report. If you do this BEFORE you approve or roll forward your CFA/Investigation, you will be able to change the outcome to pick up the correct value from the drop-down.

Incorrect Phase-FAR should not be used as an outcome when rolling forward CFA or Investigation phases where a finding of abuse/neglect has been entered.

NB: You DO NOT have to roll forward to meet the 50/60 day assessment completion timeframe. This KPI is met when you enter an assessment date or finding in the assessment record.

The 'Proposed Assessment Update Due'

The 'Proposed Assessment Update due' date must be entered in every CFA or Investigation phase that is rolled forward with an abuse or neglect finding. It is entered just prior to rolling forward, and the due date will be satisfied when a Tuituia Report record is completed and approved in the subsequent Intervention phase.

The date should indicate when a further Tuituia report will be completed for the selected clients - **not** when the social worker will complete the Tuituia report in the CFA/Investigation phase that is about to be closed. (If the date is entered incorrectly, or circumstances change, a Supervisor is able to provide an explanation and edit this date in the 'Phase' tab of the Intervention phase).

For more information:

9(2)(a)

Critical Incident and Stress Management (CISM)

When unexpected and significant negative events occur in their lives, most people can cope through their own resiliency and with the support of colleagues, family and friends. However sometimes more is needed, and in these cases staff are also able to access [EAP counselling](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-myself-safe/your-wellbeing/eap-employee-assistance-programme.html) or other sources of support through our CISM provider, Stratos Ltd.

To access help during a critical event:

9(2)(a)

they will then contact Stratos if a CISM debrief is required

For more information:

Check out the presentation about [CISM on the intranet](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-myself-safe/your-wellbeing/cvf-programmes.html) or if you have any questions, contact 9(2)(a)

9(2)(a)

Voices of our caregivers - practical tips and tricks to better support our caregivers

A new video 'Voices of our caregivers' <http://doogle/resources/helping-staff/child-youth-family/videos/voices-of-our-caregivers-november.html> has been added to the video library. The video was produced by the Auckland Region and features interviews with caregivers sharing their experience of the things social workers have done to support stable placements. It's a positive and gentle reminder that often it's the simple things that can make the biggest difference. The video includes practical suggestions around:

- preparation
- care plans
- importance of good relationships
- access visits
- clothing
- transitions
- feedback

Our intranet video library <http://doogle/resources/helping-staff/child-youth-family/child-youth-and-family-video-library.html> (which pulls together links to video clips that showcase best practice, celebrate initiatives and innovations, or help explain elements or complexities of our work) can be accessed from the quick link on either the 'Our Priorities' or 'Resources' landing pages

For more information:

If you have a piece of work that you're proud of, don't be shy! Contact your regional communications advisor, or 9(2)(a) in the national communications team, to talk about how we can best capture your work to share with the organisation.

Need 2 Know index of topics

The [Need 2 Know index of topics](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/need-2-know-topic-index-2.html) is now up to date, so if you're trying to find an earlier Need 2 Know item and can't quite remember when it was, the index means you won't need to go into each issue to find it.

There's also a similar collection of previous [intranet tips, trick and shortcuts](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/your-intranet-tips-tricks-and-shortcuts.html), to help you find your way around.

You can access these indices from the 'Everyday' home page – they're sitting under the popular links heading on the right hand side.

For more information

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

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Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 309

29 November 2013

News and updates for Child, Youth and Family staff - week beginning 2 December 2013

On this Page:

Christmas payments

The arrangements for the 2013 Christmas period are:

The usual board payment date of 23 December will be brought forward to **16 December**. Please ensure that the board batch is approved in a timely manner to ensure caregivers are paid on time. If you are likely to be away, please have the appropriate delegations in place.

All non board payments to be paid before Christmas, must be authorised by **Thursday 19 December**.

There will be payment processing on Friday 20 and Mon 23 December, however cheques or remittance advices may not arrive before Christmas.

The 20 December direct credits will go to the bank on the night of 23 December, and 23 December direct credits will go to the bank on the night of 24 December.

There will be no payment processing on Friday 3 January 2014.

All usual services will resume on Monday 6 January 2014.

For more information

9(2)(a)

Tuituia update - survey

After an initial hiccup, the Tuituia survey is now up and running.

PLEASE HELP US HELP YOU...

...by letting us know what you liked and what you didn't like about the implementation of Tuituia.

This will be the second Tuituia survey for our leaders of practice, and the first for our practice staff. It will only take you around 5 minutes to complete.

We value your feedback and would love to hear it!

Click on this link... [Tuituia Survey \[https://elearn.ssi.govt.nz/course/search.php?viewtype=course&search=Tuituia+Survey\]](https://elearn.ssi.govt.nz/course/search.php?viewtype=course&search=Tuituia+Survey)

Click on the survey that best reflects your role – either frontline staff or Leader of Practice (eg. Practice leader or Supervisor).

Then you need to enrol – click on the "Enrol to gain full access" link

Click 'Yes' to confirm

Then click on the survey link to fill out the survey.

For more information:

9(2)(a)

Relationship Agreement with Corrections

The recently signed [Relationship Agreement \[http://doocole/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/relationship-agreement-with-corrections.pdf\]](http://doocole/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/relationship-agreement-with-corrections.pdf) with the Department of Corrections is now available on the intranet, on the Interagency Agreements intranet page.

The agreement outlines the principles that will guide how we work together and engage with each other.

For more information:

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 310

06 December 2013.

News and updates for Child, Youth and Family staff - week beginning 9 December 2013

On this Page:

Payments during the Christmas/New Year period

Please note the following arrangements for payments during the Christmas break:

While CYRAS will be available as is usual, the daily payment interface will not be run during the Christmas break (ie 24 December to 3 January).

MSD IT Help desk will be available during the 3 working days over Christmas (27, 30 & 31 December)

The final night for non board payments will be Monday 23 December. These payments will be in the bank or in the post by the night of Tuesday 24 December (please note, cheques and remittances will not be delivered before Christmas)

If you have payments that must be made before Christmas then you will need to get them into KEA by Thursday 19 December.

The final CYRAS Board payments will be on the night of Monday 16 December (brought forward from Monday 23 December). These will be available in carer's bank accounts on Wednesday 18 December. Please ensure that the board is authorised in a timely manner – by Monday 16 at the very latest..

The first payment run and board payments in the New Year will be on Monday 6 January. If the Budget Manager is away at this time, please ensure that arrangements are in place for a Budget Approver to authorise the board batch.

For more information

For further queries please contact **9(2)(a)**

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://doogle/documents/resources/helping-cyf-clients/forms-templates/finance-admin/international-travel-approval-form.doc) (<http://doogle/documents/resources/helping-cyf-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#InternationalTravel41) (<http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/index.html#InternationalTravel41>) for further guidance on children and young people travelling overseas and approval levels for travel for reasons other than a holiday.

For more information

9(2)(a)

Welcome aboard 'Adoption First Steps'

Adoption First Steps (AFS) was recently accredited as a non-government organisation delegated the function of intercountry adoption assessments.

The Adoption First Steps Trust (AFS) is a registered charitable trust that aims to create well prepared families for intercountry adoption. It seeks to do this by providing timely education and assessment services specialising in intercountry adoption.

Please have a look at the AFS website and familiarise yourself with this new partner organisation <http://www.adoptionfirststeps.org.nz> (<http://www.adoptionfirststeps.org.nz/>). AFS will work nationally providing education, assessment and home study preparation. Their services will be available to families wishing to adopt children from countries which have acceded or ratified the Hague Convention on Protection of Children and

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

Cooperation in Respect of Intercountry Adoption. AFS provides these functions on a fee for service basis. We will continue to also provide these services.

The next step for us is to develop a joint Memorandum of Understanding with AFS, and then collaborate on how our two organisations will put this into practice.

For more information

9(2)(a)

It's not OK - Christmas holiday tips

Family violence increases at Christmas time and over the holiday season in New Zealand with more incidents coming to the attention of Police and social services.

The *It's not OK* team is encouraging everyone to look out for families they know and think about actions they can take to help keep celebrations and holidays safe and free of violence:

Give the gift of help this summer - Tip: Small acts of kindness can make a big difference – offering food, taking children on an outing, spending time listening.

Family violence never takes a holiday - Tip: If you know or suspect violence is happening, don't ignore it.

Christmas is not OK if there's violence at home - Tip: If the stress is getting to you, take a walk and calm down.

Spend time not money - Tip: Don't spend more than you can afford – talk about how to keep expenses down this summer.

Value older people in your whanau - Tip: It's important for older members of the family to have a say in how they will contribute to celebrations – financially and in other ways too.

If you are worried about someone it's important to reach out – safely:

never put the victim's or your own safety at risk

people need support to make decisions in their own time – go at their pace

if children are being hurt they need adults to step in and take charge of their safety

if someone is in danger or you think someone could be harmed call Police on 111

even if you're not sure you can call the *It's not OK* information line on 0800 456 450. It operates every day of the year from 9am to 11pm.

For more information:

For more information go to www.areyouok.org.nz (<http://www.areyouok.org.nz/>)

Contributing to Need 2 Know

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Content owner: Child, Youth and Family Last updated: 10 December 2013

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Need 2 Know - Issue 311

13 December 2013.

News and updates for Child, Youth and Family staff - week beginning 16 December 2013

On this Page:

Young people in cells - preparation for after-hours arrests and 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 the item below 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.

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.

Simple things to remember when children or young people are arrested after-hours:

When the Contact Centre receives a notification from the Police that a child or young person has been arrested, they must ask the following questions:

Who is the child or young person and what have they been arrested for?

What time was the young person arrested?

Have the parents or caregivers of the child or young person been informed of the arrest?

If so, who and what was the contact number?

Have there been discussions with a member of the Police Youth Aid team?

The contact centre touches base with the local duty social worker, who must make arrangements to visit the child or young person at the police station.

The duty social worker undertakes the SKS assessment and screening tools to determine the child or young person's state of mind and wellbeing.

The duty social worker should continue conversations with Police, to determine if the situation has changed since the contact centre was informed of the arrest.

They should also explore alternatives to residential custody and whether Police bail is a viable option, including contacting the family or caregiver.

Remember to contact the duty supervisor at the contact centre or the local youth justice manager if you need further guidance.

For more information

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Residential admissions and escorting young people during the Christmas / New Year period

The process for all residential admissions from 23 December 2013 until 6 January 2014 is as follows:

Care and Protection Admissions

There will be no long term bed allocations from close of business on the 20 December 2013 until 6 January 2014. In an emergency, use the early admission approval process, and the Regional Director and General Manager Residential Services will discuss the case and establish whether the young person can be accommodated.

The General Manager schedule during this period is:

- 23 Dec - 25 Dec - Grant Bennett
- 26 Dec - 28 Dec - Anna Mills
- 29 Dec - 1 Jan - Ana Su'a-Hawkins
- 2 Jan - 13 Jan - Denise Tapper

YJ Admissions

Any young people arrested between 23 December 2013 and 6 January 2014 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.

Escorting young people

On the 23 and 24 December, residential escorting will be business as usual.

From 25 December - 06 January, residential services will have limited capacity available for escorting. Local sites should, in the first instance, liaise with residences to see whether they can assist.

After hours during this period, you may use the following alternate numbers:

Region	Residence	Date	Duty Person	Contact number
		From 23/12 to 26/12	9(2)(a)	
Northern	Korowai Manaaki	From 27/12 to 02/01		
		From 03/01 to 06/01		
		From 23/12 to 26/12		
Midlands	Te Maioha	From 27/12 to 29/12		
		From 30/12 to 02/01		
		From 03/01 to 05/01		
Central	Te Au rere a te Tonga	From 23/12 to 05/01		
		From 23/12 to 24/12		
Southern	Te Puna Wai	From 25/12 to 29/12		
		From 30/12 to 06/01		

For more information

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Contact Centre arrangements for the holiday season

There will be normal business hours over this period - Monday to Friday 8am – 5pm

Non Statutory Days

On the following normal business days, all sites must have established internal arrangements in place, including cover by another site, v/mail messages for clients and fax clearance arrangements. Just a reminder – the Contact Centre refers all callers to site and refers all site matters, including processed work, as per normal, on these days.

Friday, 27 December

Monday, 30 December

Tuesday, 31 December

Friday, 3 January

Sites are reminded to update all case notes and safety plans before 25/12/2013 and update new information regularly thereafter.

Statutory (Public) Holidays and After Hours

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 does not manage routine case work or access.

For more information

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Caregiver Assessment - Police vetting over the Christmas break

The Licensing and Vetting Service Centre will be closed from 3.30pm on 24 December to 7:00am on 6 January. However, there will be a small skeleton staff during business hours on 27, 30 and 31 December, and 3 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 \[http://cvf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/resources/process-for-completing-police-checks-on-foster-and-adoptive-applicants.html#Caregiverassessmentinanafterhoursituation41\]](http://cvf-practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/resources/process-for-completing-police-checks-on-foster-and-adoptive-applicants.html#Caregiverassessmentinanafterhoursituation41).

For more information

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Joint message from Child, Youth and Family, Police and Women's Refuge

Family Violence: A joint approach

Child, Youth and Family, Police and the National Collective of Independent Women's Refuge continue to work together successfully to respond to and support victims and children involved in family violence.

The three organisations are working together to develop a more effective family violence response framework and changes have recently been made to Police Family Violence Risk Factors.

'The Child Risk Factor Screening Tool', used by Police when attending family violence incidents, now places greater emphasis on: previous or current evidence of child abuse and/or neglect; children's basic needs (e.g. food, cleanliness) not being addressed; and breach of Protection Order, Family Court Order or Police Safety Order.

If one or more of these factors are identified, Police can now refer directly to the Child, Youth and Family National Contact Centre. This will alert Child, Youth and Family to the cases which need an immediate assessment to determine whether a statutory response is needed.

The joint approach began in 2010, when the organisations signed a Memorandum of Understanding (MOU) officially underpinning FVIARS and the importance of the collaboration.

Women's Refuge provide Advocacy Services throughout New Zealand and continue to work alongside Child, Youth and Family and NZ Police to ensure the safety of women and children.

Right across the country the three organisations continue to work as a partnership when responding to family violence incidents, refining processes where necessary to meet local needs.

A revised FVIARS model has been agreed in principle which will provide opportunities for other agencies to be involved.

It is important that we continue to work together over the Christmas holiday season. We will keep you updated as we move into the new year.

Zoe Griffiths, General Manager Care and Protection, Child, Youth and Family

Bruce Bird, National Manager Prevention, NZ Police

Heather Henare, CEO National Collective of Independent Women's Refuge's

2014 MSD Calendars

Delivery of the 2014 calendar get underway from Monday, 16 December 2013, and delivery should be completed by Thursday 19 December. If you have received too many calendars, or too few, please contact dooglefeedback@msd.govt.nz (<mailto:dooglefeedback@msd.govt.nz>).

For more information

Check out the information on [doogle](http://doogle.ssi.govt.nz/whats-on/news/2013/2014-calendars.html) (<http://doogle.ssi.govt.nz/whats-on/news/2013/2014-calendars.html>), or contact

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Staff Safety Template

Following the launch of the National Day of Conversations last month, the latest version of the [Staff Safety Template](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-my-staff-safe/staff-safety/safety-plan.html) (<http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-my-staff-safe/staff-safety/safety-plan.html>) is now available on the intranet.

The template is designed to capture real life scenarios and your team's strategy to manage them. We've included lots of guidance in the template about the types of information you could include. The most important thing is that you talk in your site about what needs to be in your plan – it's about having a plan that's right for your site. Feedback from staff that have already completed their plans is that some have already shown their value in helping staff respond to threatening situations.

When filling out the [template](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-my-staff-safe/staff-safety/safety-plan.html) (<http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-my-staff-safe/staff-safety/safety-plan.html>):

Just fill out the fields that are relevant to your site

Cut and paste from existing plans where the information is still relevant

Fill out the template based on current knowledge. This template is designed to be updated regularly, and some areas may need to be worked on over time as work progresses

Please submit the completed template by February 28, 2014 to the Health, Safety and Security Team:

sitesafetyplans@msd.govt.nz (<mailto:sitesafetyplans@msd.govt.nz>)

For more information

The Health, Safety and Security Team will be available to assist you in completing your plan, please contact them at healthandsafety@msd.govt.nz (<mailto:healthandsafety@msd.govt.nz>).

Tuituia update - e-learn modules, survey, and Offending Profile

The e-learn modules and surveys are an important part of the Tuituia implementation, so we know how to assist staff with any knowledge gaps etc.

This is a busy time of the year for our teams and in particular social workers, but remember to spare a few moments in the new year to go through the first module as a refresher, complete the second module if you haven't already and let us know how you've found the implementation process through the short survey. Links to these are all available on the [Tuituia project page](http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html#implementationandtraining3) (<http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html#implementationandtraining3>).

Did you know...

...if your Offending Profile is too small when you print it, you can change your print settings?

To print an 'Offending Profile':

highlight the record,

click on 'Reports'

select 'Case Print Report' from the drop-down options provided

when the report appears on your screen select the print icon and you will be presented a 'Print' screen

select the 'Size' button under the 'page sizing & handling' heading - this will resize your Offending profile and ensure multiple pages are not placed on a single page.

Click 'print' to print the offending profile

For more information

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Housing Assessment Transfer - Organisational structure

Check out the [latest presentation](http://doogle.whats-on/news/wednesday-brief/2013/2013-12-11.html#Socialhousingupdate2), including a video message from Debbie Power (<http://doogle.whats-on/news/wednesday-brief/2013/2013-12-11.html#Socialhousingupdate2>), which shows you how the Ministry's housing assessment functions – being transferred to us from Housing New Zealand on 14 April next year – will be incorporated into the MSD organisational structure.

For more information

More information is available on the [Social Housing project page](http://doogle.ssi.govt.nz/whats-on/projects/social-housing/) (<http://doogle.ssi.govt.nz/whats-on/projects/social-housing/>) on doogle. You can also email comments and questions to social_housing@msd.govt.nz (mailto:social_housing@msd.govt.nz)

Contributing to Need 2 Know

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