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Need 2 Know - Issue 312

31 January 2014.

News and updates for Child, Youth and Family staff - week beginning 3 February 2014

On this Page:

Creating genograms in CYRAS

A new eLearn module *Creating Genograms in CYRAS* has been developed to assist staff who need to create genograms in CYRAS, or who want to refresh their knowledge and understanding of genograms.

The module is a blend of reading, simulation and interactive activities followed by a quiz. By the end of the module staff will be able to identify the benefits of using a genogram, recognise the symbols used within genograms in the Child, Youth and Family environment and complete a genogram in CYRAS.

Check out the new [creating genograms in CYRAS \[https://elearn.ssi.govt.nz/course/view.php?id=15075\]](https://elearn.ssi.govt.nz/course/view.php?id=15075) module on eLearn to get started

For more information

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Staff Safety template now available on Doogle

Following the launch of the National Day of Conversations last month, the latest version of the Staff Safety Template is now available on Doogle.

We have had some feedback from staff that have already completed their plans. In a couple of instances these have already shown their value in helping staff respond to threatening situations.

We are encouraging teams to continue talking so they are ready if their safety is compromised. 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.

Download 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) from doogle.

When filling out the template:

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

Once complete, please email your template by **Friday 28 February 2014** to the Health, Safety and Security team at sitesafetyplans@msd.govt.nz [mailto:sitesafetyplans@msd.govt.nz]

For more information

If you have any questions, or need assistance completing your plan contact the Health, Safety and Security team at healthandsafety@msd.govt.nz [mailto:healthandsafety@msd.govt.nz]

Reporting missing children and young people - a reminder to all staff

This is a reminder about the new policy for reporting missing children and young people, outlined in the [11 December Wednesday briefing \[http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2013/final-missing-children-and-young-people-11-dec-wed-brief.pptx\]](http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2013/final-missing-children-and-young-people-11-dec-wed-brief.pptx). Please ensure caregivers are aware of the action they need to take, and we recommend you including this information in the duty bags, as a prompt during weekends and after hours.

The key changes, effective now, are:

Definition of missing persons/ unauthorised absences.

Reports to Police to be made after risk assessments have been completed; fears for the children and young people's safety has been established and CYRAS notes updated.

Business hours - Caregiver to contact the site social worker, supervisor or duty social worker – (must speak to someone in person). Details recorded on CYRAS and a risk assessment completed. Social worker to make a missing person report to Police as per current processes and record this using the Missing Person Report case note in CYRAS.

After-hours - Caregiver to ring the Contact Centre who will record the details on CYRAS and complete a risk assessment – this will be sent as a reminder to site. If a decision is made to make a missing person report the caregiver is to contact the Police as per current processes and the Contact Centre will record this using the Missing Person Report case note in CYRAS.

If an urgent response is required, Police emergency 111 is to be used.

For more information

If you are unsure of the process, or have any questions please talk to your manager.

Transparency, Privacy and Confidentiality

All government agencies walk a difficult line when giving people access to the information we hold. Various competing factors need to be balanced:

- keeping people informed, so they can make good decisions
- transparency and accountability
- the demands of confidentiality, especially for notifiers
- the protection of individual privacy.

This is especially true for Child, Youth and Family (CYF), given the associated risks. Ministerial and Executive Services (MaES) [<http://doogle/business-groups/helping-staff/corporate-governance/who-we-are/ministerial-executive-services/index.html>] is here to help, accurately conveying Ministry information to the public in a timely manner.

People can ask for access to their or their child's CYF file. Often the social worker or site staff can provide specific information but where more is needed the Privacy and Official Information (POI) Group [<http://doogle/business-groups/helping-staff/corporate-governance/ministerial-and-executive-services/privacy-and-official-information/privacy-and-official-information-group.html>] can help. If you receive a request for a CYF file then, please, take down the request and send it to the POI team. Alternatively, you can pass on our contact details. Remember, a request doesn't have to be made in writing; we can take requests over the phone on 0508 FAMILY (0508 326 459). If you are taking a request then our form [<http://doogle/documents/business-groups/helping-staff/corporate-governance/ministerial-and-executive-services/poi-request-form.pdf>] shows what we need to know.

Full contact details for the POI team:

Privacy and Official Information Services
PO Box 1556
Wellington 6140

Email: [mailto:NAT_POI_Requests@cyf.govt.nz] NAT_POI_Requests@cyf.govt.nz
[mailto:NAT_POI_Requests@cyf.govt.nz] Call
Call: 04 918 9230
DDI: 43230
Fax: 04 918 9096

For more information

If you want to know more about POI, then check out our Doogle pages [<http://doogle/business-groups/helping-staff/corporate-governance/ministerial-and-executive-services/privacy-and-official-information/privacy-and-official-information-group.html>] – especially the FAQ [<http://doogle/business-groups/helping-staff/corporate-governance/ministerial-and-executive-services/privacy-and-official-information/faq.html>]. We also have guidelines for collecting POI releases [<http://doogle/business-groups/helping-staff/corporate-governance/ministerial-and-executive-services/privacy-and-official-information/collecting-information-from-a-cyf-site.html>] from site offices to minimise the risk of a privacy breach.

If you have any further questions, or to pass on any requests, we'll be glad to help. You can email us at NAT_POI_Requests@cyf.govt.nz [mailto:NAT_POI_Requests@cyf.govt.nz] or call 43230.

Electronic Monitoring of Bail (EM Bail)

Electronic Monitoring of Bail (EM Bail) has transferred from Police to Corrections. This means we will now work collaboratively with Corrections in administering the EM Bail process relating to children and young people.

Important things to note are:

The changes to EM Bail will now require all residential staff and field social workers to support and assist Corrections probation officers to contribute to the suitability assessment. The timeframe is within five working days.

A child or young person who is remanded in a Youth Justice residence awaiting a Youth Court hearing can apply at the custody FGC, or discuss it with their Youth Advocate regarding an application for EM Bail. For those young people on remand in a residence, a staff member will be required to take part in an interview by Corrections for the EM Bail suitability report.

Child, Youth and Family staff will need to complete the EM Bail application template (initially all Youth Justice residences will have copies) and return to Corrections and also where they may be called upon by the Corrections probation officer to assist in assessing the proposed bailed address and occupants.

If EM Bail is granted, where possible the social worker should attend with the Corrections officer when the EM Bail bracelet is fitted and set up.

Absences by a child or young person from their bailed address afterhours will require guidance and support from our National Contact Centre team and the Corrections EM Bail team.

The assessment report is Corrections responsibility.

Workshops are being held to work through the new process and are available for Child, Youth and Family, Corrections and Police staff. Dates and venues are as follows:

Auckland - Tuesday 4 February 2014

Northshore Community Probation Service Centre, 71 Wairau Rd, Glenfield, North Shore

Auckland - Wednesday 5 February 2014

Korowai Manaaki Youth Justice Residence - 24 Kiwi Tamaki Rd, Manukau

Rotorua - Friday 7 February 2014

Te Maioha o Parekarangi Youth Justice Residence - 262 State Highway 30, RD1

Palmerston North - Monday 10 February 2014

Te Au rere a te Tonga Youth Justice Residence -19 Mohaka Pl, Kelvin Grove, Palmerston North

Christchurch - Wednesday 12 February 2014

Te Puna Wai o Tuhinapo Youth Justice Residence, Runners Rd, Rolleston.

The EM Bail guidelines and associated templates will be available on the Practice Centre from mid February 2014.

For more information

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Alcohol and Other Drugs Residential Rehabilitation Programmes for children and young people who offend

Fresh Start funding is available for 32 residential places per annum for children and young people who offend.

We have signed national contracts for these places with the following Alcohol and Other Drugs (AOD) providers who have residential programmes suitable for this age group:

Odyssey House, Auckland
 Rongo Atea, (Te Ruhanga o Kirikiriroa), Hamilton
 Te Waireka (Central Health), Otane, Hawkes Bay
 Odyssey, Christchurch

Eligibility requirements for the programmes include:

the child or young person has current Youth Justice matters.

there is an assessment by an AOD clinician (not connected with any of the four providers) which clearly indicates the need for residential treatment (and this assessment has been recorded on CYRAS).

an FGC has been held where the residential treatment has been recommended and agreed or a Youth Court order under s283(jc) is contemplated. (Please note that the provider must have been consulted and agreed to provide the programme to the young person before an order can be made by the Youth Court – see s286A).

the referral to the preferred provider is made by Child, Youth and Family.

Eligibility for funding should be sought before or during the referral process - before the child or young person is due to, or is attending the programme.

Funding doesn't guarantee acceptance on the chosen programme, as the funding is subject to the child or young person meeting the provider's own criteria and a Fresh Start funded place being available at the time of application.

For more information

If you have any questions, or want to make a request for Fresh Start funded place at any of the four youth

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Your Intranet: Hospital Liaison Social Workers

Did you know....

... that there is information on the intranet about Hospital Liaison Social Workers. This includes:

About the role [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/care-and-protection/hospital-liaison-social-workers.html#Abouttherole1>]

Multi agency safety plans [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/care-and-protection/hospital-liaison-social-workers.html#Multiagencysafetyplans2>]

Resources [<http://teamsite.ssi.govt.nz/iw-cc/command/#Resources3>]

Ministry of Health links [<http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/care-and-protection/hospital-liaison-social-workers.html#MinistryofHealthlinks4>]

We've also added information on the CYF website about our work with the Ministry of Health, which along with the Hospital Liaison Social Worker role, includes information about MOUs, Gateway Assessments and multi-agency plans.

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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Is your Child, Youth and Family staff Photo ID card still current?

This is a general reminder for all staff to check that their photo ID cards are still current. Staff ID cards were introduced in 2011, with full time employees ID cards being valid for three years, and one year for part time staff. If your card is due to expire please ensure you arrange to have it replaced as soon as possible.

There are two forms available for downloading on the intranet [<http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/ordering-publications-and-resources.html#Corporateidentityresources5>]. The word document can be used for ordering single cards, and the excel spreadsheet is used for multiple orders. Orders can be posted, or emailed with digital photos to ABNote's Commercial Bureau per the details on the order form.

Costs associated with ordering photo ID cards are:

Orders of 1, 2 or 3 cards attract a minimum fee of \$25 along with a courier charge.

Orders of 4 or more cards are charged at \$8 each along with a courier charge.

For more information

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Managing complaints - updates to the library of complaints documentation

The library of complaints policy documentation has now been updated on the managing complaints [<http://doogle.ssi.govt.nz/resources/helping-cyf-clients/procedures-manuals/finance-admin/managing-information-requests-and-complaints/index.html>] page on the intranet. This is also a good time to familiarise yourself with our complaints resolution policy and resources available to you.

For more information

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Contributing to Need 2 Know

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Need 2 Know - Issue 313

07 February 2014.

News and updates for Child, youth and Family staff - week beginning 10 February 2014

On this Page:

Tuituia update - e-learn modules and CET

Tuituia has been live for over four months and has become an important aspect of our everyday work with children and young people. The e-learn modules are a vital part of the implementation, so as you settle into the New Year, we encourage you to take a few moments to go through the first module as a refresher and, if you haven't already complete the second module.

Social workers - by now you should have completed a e-learn module1 refresher and should be well on the way to completing module 2 and having one of your assessments reviewed by your supervisor using the CET tool. Your supervisor might have already met with you to talk this through and give feedback.

Supervisors – you will have ensured that your social workers have completed all of their e-learn modules. You'll be familiar with the case evaluation tool and have set up meetings to provide feedback to your social workers.

Practice leaders and site managers – you'll be getting a sense of how this is all going and the areas needing focus for your site learning plans.

Check out the links below, which are also available on the [Tuituia project page](http://doogle/whats-on/projects/child-youth-family/tuituia-assessment-framework.html#implementationandtraining2) (these will be work from the all staff Panui message – just for your info today)

The [first e-learn module](https://elearn.ssi.govt.nz/course/view.php?id=14928)

The [second e-learn module](https://elearn.ssi.govt.nz/course/view.php?id=14929)

The [case evaluation tool \(CET\) worksheet](http://doogle.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/case-evaluation-tool-worksheet.pdf)

The [case evaluation tool \(CET\) guide](http://doogle.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/case-evaluation-tool-guidance.pdf)

For more information

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February Health and Safety Scheduler

This month's [scheduled health and safety tasks](http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-02-february-h-s-scheduler-reminder.doc) are now available on doogle.

The latest [health and safety newsletter](http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-02-february-safety-newsletter.doc) is also available - this month it looks at:

Reported Health Safety and Security incidents

Staff safety update

Quick'n easy brekkie recipe

Doogle update – Keeping ourselves healthy and safe

Sugary drinks – HPA data

SOSHI reporting guidelines

Your intranet - Youth Justice

The [youth justice intranet page](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html) has been updated to reflect recent changes to the practice centre. The intranet page pulls together all the information in one central space, including

[Youth justice practice vision](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#YouthJusticepracticevision1)

[Convening a youth justice family group conference - preparation and engagement \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Conveningabspayouthiusticefamilygroupconferencenbsp preparationandengagement2\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Conveningabspayouthiusticefamilygroupconferencenbsp preparationandengagement2)

[Holding a youth justice family group conference \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Holdingayouthiusticefamilygroupconference3\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Holdingayouthiusticefamilygroupconference3)

[Completion and presentation of decisions, recommendatiuon and plans \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Completionandpresentationofdecisionsrecommendatiuonandplans4\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Completionandpresentationofdecisionsrecommendatiuonandplans4)

[After a youth justice family group conference - monitoring and reviewing \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Afterayouthiusticefamilygroupconferencemonitoringandreviewing5\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Afterayouthiusticefamilygroupconferencemonitoringandreviewing5)

[Seeking feedback from family members \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Seekingfeedbackfromfamilymembers6\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Seekingfeedbackfromfamilymembers6)

[Righting the wrong – engaging and supporting victims \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Rightingthewrongandashengagingandsupportingvictims7\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#Rightingthewrongandashengagingandsupportingvictims7)

[In the Youth Court \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#IntheYouthCourt8\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#IntheYouthCourt8)

[Youth Justice resources \[http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#YouthJusticeresources9\]](http://doogle/business-groups/helping-clients/child-youth-family/what-we-do/youth-justice/index.html#YouthJusticeresources9)

The youth justice page via the 'Business areas' quicklink on the 'About CYF' landing page. If you have any
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For more information

If you have any questions about the intranet, or ideas about information or resources that could be added, we'd
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Contributing to Need 2 Know

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Need 2 know - Issue 314

14 February 2014.

News and updates for Child, Youth and Family staff - week beginning 17 February 2014

On this Page:

Tuituia update - When to use 'incorrect phase - FAR' as your assessment outcome

Since the Introduction of the Tuituia there's been 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
- Famiy 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 list.

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 of finding in the assessment record.

For more information:

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High and Complex Needs - Update

The restructuring of the HCN process is now complete and 2014 will be about consolidation and innovation.

What is HCN About?

- Strengthening local interagency coordination and collaboration
- Improving service delivery effectiveness
- Building interagency sector capability and capacity
- Developing interagency processes for intensive, case-managed services for individual children and young people with the highest and most complex needs
- Addressing significant service gaps and shortfalls

HCN Specialists

10 HCN Specialists are now located in CYF Regional Offices around the country - see the [HCN structure and contact list](http://www.hcn.govt.nz/the-hcn-unit/the-hcn-unit.html) [http://www.hcn.govt.nz/the-hcn-unit/the-hcn-unit.html]

If you have children or young people with high and complex needs that you are concerned about – consult with your nearest HCN specialist - HCN services are available for these children and young people.

Interagency Management Groups (IMG)

There are 15 IMGs around the country, they meet monthly, are now fully functioning and include representation from Health, Education and CYF – collectively these agencies work together to make a real difference for children and young people - see the [location of IMGs \(http://www.hcn.govt.nz/interagency-management-groups/img-regions.html\)](http://www.hcn.govt.nz/interagency-management-groups/img-regions.html)

A consultation round will take place with all IMG's in March – April and during this time we will receive feedback on the new HCN processes and it will also give Child, Youth and Family staff an opportunity to input into better ways of working.

Referrals

HCN priorities for referral - by referring children with high and complex needs to the local HCN Specialist, CYF staff can feel confident that they will receive professional advice on how HCN operates and the criteria for a referral.

At least two agencies (Health, Education or Child Youth and Family) agree the issues for the child or young person are complex and challenging and require an intensive service approach

Children or young people are preferably between 6 -14 years old at referral

The child or young person is exhibiting behaviours that create a risk to themselves or others

Many interventions have been tried and have not made improvements to positively advance the young person

There are serious service gaps that cannot be met by local providers

Specialist reports from Education, Health and Child Youth and Family are already available and strongly indicate there is a complexity of need

It is preferable that the child or young person is in a long-term placement or transitioning to one within the next 12 months

Evidence of existing collaboration of interventions and plans are in place

For more information

For further information and discussion call 9(2)(a)

'Memo to appoint' - approval changes

To improve the 'memo to appoint' process, email approval will now be accepted in place of a written signature. These emails can be dragged and dropped into the memo before being uploaded into SnapHire – our e-recruit tool - against the job information. (Approval has been previously been obtained via signature on the memo itself, along with the signatures of the panel chair and the panel members)

This change will speed up the process, and enable the documentation to be kept with all the other recruitment information.

The process

A memo to appoint is created by the panel chair. The memo to appoint will detail the process followed by the recruitment panel and reasoning for the recommendation of the preferred candidate.

The memo is then sent out to all panel members and the manager with budget delegation for approval via return email.

Once email approvals have all been received, they must be dragged and dropped into the memo document in Word. The document can then be uploaded into SnapHire against the job information.

For more information

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Five question quiz

Welcome to the first quiz of the year. It 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 is the link to the recently developed e-learn module to help staff create genograms in CYRAS?

Who are the four Alcohol and Other Drugs (AOD) providers who have residential programmes for children and young people who offend?

Which regions are hosting the revised Working Together workshops over coming months

Who featured in a recent video about multi-agency working together.

What is the timeframe for the Building Blue sessions to be held around the country.

For more information

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CYRAS maintenance release notes - 23 Feb 2014

Check out the [latest maintenance release notes \[http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/cyras-maintenance-release-notes-23-feb.docx\]](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/cyras-maintenance-release-notes-23-feb.docx) for changes to CYRAS that take effect 23 February 2014

For more information

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Need 2 Know - Issue 315

21 February 2014.

News and updates for Child, Youth and Family staff - week beginning 24 February 2014

On this Page:

Urgent and after-hours Police vetting

A quick reminder about our urgent or after-hours arrangements with the Police Vetting Centre.

The Vetting Centre hours are 7.00am to 10.30pm, Monday to Friday. If you need to carry out emergency after-hours caregiver police vetting, the process is as follows:

For an urgent caregiver assessment up to 10.30 pm, requests are to be made on QueryME, and then you will need to contact the Vetting Centre to discuss the urgency on 04 474 9415, or 04 474 9418.

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

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

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

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

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

NOTE: It's important to complete this final step - a recent Police audit shows that we are not remembering to enter requests in QueryME when a telephone request has been made.

For more information

9(2)(a)

Social housing - what do these changes mean for Child, Youth and family?

The Ministry of Social Development will take over new applications for social housing, including calculating and administering income-related rent from 14 April. After 14 April 2014, Housing New Zealand along with community housing providers will be responsible for property management.

It's important you understand these changes so you know what to do, and where to go for help when you're worried about a family's living situation.

Previously any concerns for a family and their living situation frontline staff would contact their local Housing New Zealand office to discuss options and timeframes.

From 14 April, for any new housing enquiries, frontline staff will call the Centralised Housing Unit directly to discuss the situation and options for the young person or family.

If you have enquiries from families wanting to know more about their options for a house, you should direct them to the new website www.housing.msd.govt.nz (<http://www.housing.msd.govt.nz>) (NB this goes live 14 April) or suggest they visit their local Work and Income service centre.

If a client requires emergency housing, the process is the same - they will need to go through the screening and assessment process with Work and Income. If they meet the eligibility criteria, they will receive a priority housing assessment appointment.

Families already in a Housing New Zealand property with concerns about their property, should continue to liaise directly with Housing New Zealand.

We'll keep you updated on the new dedicated phone line for the Centralised Housing Unit, but in the meantime you can read more about the changes on the [social housing](http://doogle.ssi.govt.nz/whats-on/projects/social-housing/index.html) section on Doogle.

For further information

If you have any questions, or would like more information about the social housing initiative, please contact the social housing team at social_housing@msd.govt.nz. You can also speak to your local Work and Income Service Centre Manager or phone Work and Income on 0800 559 009.

Five question quiz answers

Thanks to everyone who took the time to send in answers for this month's quiz, and congratulations to our winner. Your prize will be with you next week **9(2)(a)**

The answers to the quiz are:

What is the link to the recently developed e-learn module to help staff create genograms in CYRAS?

<https://elearn.ssi.govt.nz/course/view.php?id=15075> [<https://elearn.ssi.govt.nz/course/view.php?id=15075>]

Who are the four Alcohol and Other Drugs (AOD) providers [<http://doogle.whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-312.html#AlcoholandOtherDrugsResidentialRehabilitationProgrammesforchildrenandyoungpeoplewhooffend6>] who have residential programmes for children and young people who offend?

Odyssey House, Auckland

Rongo Atea, (Te Runanga O Kirikiriroa), Hamilton

Te Waireka (Central Health), Otane, Hawkes Bay

Odyssey, Christchurch

Which regions are hosting the revised Working Together workshops over coming months

Workshops will run in the Southern, Auckland and Midlands [<http://www.cyf.govt.nz/working-with-others/working-together-to-keep-children-and-young-people-safe/working-together-workshops.html>] regions.

Who featured in a recent video about multi-agency working together.

9(2)(a) Children's Services Director in Leeds, UK [<http://www.cyf.govt.nz/working-with-others/nigel-richardson-multi-agency-working-together.html>]

What is the timeframe for the Building Blue sessions to be held around the country.

Between now and Easter [<http://doogle.whats-on/news/dce-message/child-youth-family/2014/bernadines-message-brendans-message.html>] you'll be invited to attend a Building Blue session.

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 04 April 2014

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 316**

Need 2 Know - Issue 316

28 February 2014

News and updates for Child, Youth and Family staff - week beginning 3 March 2014

On this Page:

International casework

The international casework information on the Practice Centre has recently been refreshed, to provide a greater clarity around the consideration of overseas placements for children and young people in our care. This includes:

[Overseas placement policy \[http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/index.html#Overseasplacement4\]](http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/index.html#Overseasplacement4)

[Key information \[http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/index.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/key-information/index.html)

[Resources including FAQs, key considerations and templates \[http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/resources/index.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/resources/index.html)

Check out the links to familiarise yourself with the information.

For more information

9(2)(a)

Supporting families where there are language barriers

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

Language Line

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

The Language Line (0800 000 953) is available to professionals between 9.00am and 6.00pm, Monday to Friday (this number is not for clients). The service costs around \$25+gst per call, irrespective of the length of the call. More information and resources about the Language Line is available on the their [Language line website \[http://ethnicaffairs.govt.nz/browse/language-line\]](http://ethnicaffairs.govt.nz/browse/language-line)

Practice Centre

The practice centre also has information to help you when you are [working with migrants \[http://cyf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/resources/working-with-migrants.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/resources/working-with-migrants.html) and [working with Pacific peoples \[http://cyf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/resources/working-with-pacific-peoples.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/resources/working-with-pacific-peoples.html)

Dedicated email address for hearing/speech impaired

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

Service delivery initiative

If you haven't had a chance already, check out [Brendan's recent message \[http://doogle/whats-on/news/ce-message/2014/service-delivery-initiative-update.html\]](http://doogle/whats-on/news/ce-message/2014/service-delivery-initiative-update.html) announcing where the new service delivery initiative is to be hosted, and the objectives of this new approach.

You're also encouraged to put forward any ideas or experience that would contribute to this being a success.

For more information

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

More information about the initiative is available on [doogle \[http://doogle.whats-on/projects/integrated-service-delivery/index.html\]](http://doogle.whats-on/projects/integrated-service-delivery/index.html)

MSD ActSAFE noticeboard installation underway

Following [Brendan's message \[http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/act-safe/brendan-safety-message.html\]](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/act-safe/brendan-safety-message.html) regarding staff safety, the staff safety programme including the roll out of new signage and staff safety noticeboards is now underway.

How does this affect your site?

Managers should have received their A1 safety posters. These are to be displayed in all family-facing spaces (such as reception areas). If you've not received your posters or require more, please email [healthandsafety@msd.govt.nz \[mailto:healthandsafety@msd.govt.nz\]](mailto:healthandsafety@msd.govt.nz) and they can help you with your order.

Installation is now underway for the Act_SAFE noticeboards. These will be located in staff areas (such as the morning tea room or staff kitchen). Orders should have been placed prior to Christmas. Contact [healthandsafety@msd.govt.nz \[mailto:healthandsafety@msd.govt.nz\]](mailto:healthandsafety@msd.govt.nz) if you didn't place an order and need these for your site.

The noticeboard guidelines are available to download from the [ActSAFE \[http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/act-safe/\]](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/act-safe/) page on doogle. Also, if managers haven't already, please ensure you have someone in your site who is aware of the installation and you have an area designated to install the new noticeboards, and also someone who will be responsible to ensure the noticeboard is updated on a regular basis.

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 317**

Need 2 Know - Issue 317

07 March 2014.

News and updates for Child, Youth and Family staff - week beginning 10 March 2014

On this Page:

Election Year 2014 - guidance for staff

As you'll know, there's a General Election this year so we need to understand what it means for us as public servants and as citizens of New Zealand.

During an election year, as a Ministry we continue to work toward government priorities, our key result areas and our work plan as set out in the Statement of Intent.

As citizens, we have the same political rights and freedom as other New Zealanders, but as public servants we are required to work with current and future governments.

Situations may arise during the election period where you may be asked questions of a political nature or asked to participate in events that may have a political flavour. Specific advice is provided in the guidelines for all public servants from the State Services Commission, but more generally, you should note that:

as public servants, you need to work in a politically neutral way while speaking to the public, your role is to explain government policy, not defend it, if you are dealing with inquiries from other Ministers and MPs, you need to inform your manager.

To help determine whether requests are related to the everyday business of government or something different, the State Services Commission has guidance available on its website - <http://www.ssc.govt.nz/election-guidance>

If you are considering standing as a candidate or on the list, or being active in the election, (for example, by campaigning for a candidate) please read the relevant part of the State Services Commission guidelines and talk to your manager about requirements under the Electoral Act.

For more information

If you have a personal matter relating to the general election and your responsibilities as a state servant, read the available guidance to work out what's appropriate. If you need further advice, speak to your manager.

Otherwise you can contact the Ministerial and Executive Services team at maes_enquiries@msd.govt.nz

Reporting and managing missing children and young people in care

Following the [Managing and reporting missing children and young people Wednesday Briefing](http://doogledocuments/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2013/final-missing-children-and-young-people-7-1-dec-wed-brief.pdf) at the end of last year, key information about the new process is now available on the Practice Centre. This includes:

[Definition](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html#Definition1)

[What do I do if I think a child or young person is missing?](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html#WhatshouldIthinkachildoryoungpersonismissing2)

[Unauthorised absence](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html#Unauthorisedabsence3)

[When do I make a report to the Police?](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html#WhendImakeareporttothePolice4)

[After the Police report has been made](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html#AfterthePolicereporthasbeenmade5)

[Communicating with Police while the child or young person is missing](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html#CommunicatingwithPolicewhilethechildoryoungpersonismissing6)

[When the child or young person is located](http://cvf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html#Whenthechildoryoungpersonislocated7)

[Repeat missing persons reports \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html#Repeatmissingpersonsreports8\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/reporting-and-managing-missing-children-and-young-people-in-care.html#Repeatmissingpersonsreports8)

When a child or young person in care goes missing it's vital that there is timely, effective and consistent reporting. This process applies to all children and young people in the custody of the chief executive, including those in custody by way of section 238(1)(d).

For more information

9(2)(a)

Wish for a Smile Trust - Orthodontic treatment

The [Wish for a Smile Trust \[http://www.orthodontists.org.nz/wishforasmile\]](http://www.orthodontists.org.nz/wishforasmile) is a New Zealand Association of Orthodontists (NZAO) public health initiative. The Trust aims to make specialist orthodontic treatment available to young New Zealanders who would otherwise be unable to access orthodontic care.

Orthodontic treatment can make a huge difference to a child, including better dental health and increased self-esteem. Unlike standard dental care, orthodontics is not free for young people, so please share this information with families that you work with whose children could benefit from this initiative.

Keeping information safe and secure

We've talked about protecting privacy in the past, but it's important that we keep this at the top of our mind, and remain extra careful with our children's, families', and staff personal information.

We have access to some of the most personal information that exists. People trust us to be professional, and have 100 percent security around how we protect and store that personal information.

This is something we're aware of and do very well, but it's also something to be really vigilant about everyday. Keeping information safe and secure is taken really seriously, because it has to be.

If ever you think you've done something that could result in a breach of privacy, please let managers know straight away so that the situation can be managed, and ultimately children and families are protected.

For more information

Check out last year's [Wednesday Briefing \[http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2013/privacy-breaches-presentation.ppt\]](http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2013/privacy-breaches-presentation.ppt) and [Paula's message \[http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/keeping-connected-operations-page/keeping-connected-operations-page.html\]](http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/keeping-connected-operations-page/keeping-connected-operations-page.html) about keeping information safe and secure, or information on doogle about [information security \[http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/business-security/info-security.html\]](http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/business-security/info-security.html) and [privacy breaches \[http://doogle.ssi.govt.nz/resources/helping-staff/procedures-manuals/legal/privacy-breach-guidelines.html\]](http://doogle.ssi.govt.nz/resources/helping-staff/procedures-manuals/legal/privacy-breach-guidelines.html)

March Health and Safety

This month's [Health and Safety scheduler \[http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-03-march-h-s-scheduler-reminder-national-office.doc\]](http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-03-march-h-s-scheduler-reminder-national-office.doc) and the [latest health and safety newsletter \[http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-03-march-safety-newsletter.doc\]](http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-03-march-safety-newsletter.doc) are now available on doogle. This month we look at:

Reported Health Safety and Security incidents

Queue triage

Code words for staff safety

0800 contact for property-related issues

Guidance on the ActSAFE noticeboards being rolled out across the country

For more information

9(2)(a)

Latest message from the MSD Leadership Team (LT)

If you haven't already, check out the [latest message from LT \[http://doogle/whats-on/news/leadership-team/2014/march.html\]](http://doogle/whats-on/news/leadership-team/2014/march.html), which includes updates about:

Vulnerable children are everyone's business

One MSD financial management

Health and safety changes

Housing

Building Blue - your role in change

For more information

If you have any questions or comments, [email the Leadership Team \[mailto:LT_feedback@msd.govt.nz\]](mailto:LT_feedback@msd.govt.nz)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - issue 318

14 March 2014.

News and updates for Child, Youth and Family staff - week beginning 17 March 2013

On this Page:

CYRAS maintenance changes - 23 March 2014

There are a number of CYRAS maintenance changes that take effect on 23 March: These relate to :

- court record documents
- contact records
- End-dating a CYRAS team
- Transition plan template
- Saving financial items

Check out the [release notes](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/cyras-maintenance-release-march-23.docx) (<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/cyras-maintenance-release-march-23.docx>) for further detail

For more information:

9(2)(a)

Business Continuity awareness week

17-21 March 2014 is Business Continuity Awareness Week (BCAW), and a good opportunity for all of us to make sure we know how to keep in touch during an emergency or business disruption. As we've recently seen with the Eketahuna earthquake and the flooding in Christchurch, Mother Nature has little respect for business hours!

In an emergency, our staff are our first priority. We want to know you and your family are OK. BCAW is a good opportunity to ensure your manager has after hours contact information for you and that your details are up to date on HR Kiosk

If incidents occur after hours, the Emergency Management and Business Continuity Group have several ways to update staff on the situation, and whether their offices have been affected:

0800 MSD Staff Line (0800 673 782) - save this number in your mobile phone

[facebook.com/msdemergency](https://www.facebook.com/msdemergency)

twitter.com/msdgovtnz

msd.govt.nz/emergency-staff

Situations can change rapidly during an emergency, and it's important teams know how to contact each other, and get information about the status of their offices.

For more information

Check out the [powerpoint presentation](http://doogle/documents/working-here/health-safety/emergency-management/bcw-2014-presentation.pptx) (<http://doogle/documents/working-here/health-safety/emergency-management/bcw-2014-presentation.pptx>) on doogle for more information. If you have any questions on emergency management or business continuity matters, please contact EMBCG on embcg@msd.govt.nz (<mailto:embcg@msd.govt.nz>)

Your intranet - Reinvigorating FGCs and Workload and Caseload review project page updates

The Renvigorating FGCs and Workload and Casework review project pages have recently been updated

[Reinvigorating FGCs](http://doogle/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html) (<http://doogle/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html>): Revised information includes the new practice standards, along with information about the new Kaiwhakata/Senior advisor roles and an update of the other initiatives that sit under this project.

[Casework and workload review](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>): An update of where things are at with the project

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)

TRIM database outage - 23 March 2014

The TRIM database will be out from 9am - 10am this Sunday, 23 March.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 319

21 March 2014.

News and updates for Child, Youth and Family staff - week beginning 24 March 2013

On this Page:

Whole-of-Ministry approach to funding and contracting - Message from Murray and Bernadine

Across the service lines, our work in the funding and contacting space is very similar. We have many providers and ways of working in common, and we can make a bigger difference by working together.

There is work underway to look at how the Child, Youth and Family and Family and Community Services funding and contracting teams could come together to create a single funding and contracting service, and also looking at how service delivery could be enhanced.

Check out the recent [joint message from Murray and Bernadine \[http://doogle/whats-on/news/dce-message/family-community-services/2014/whole-of-ministry-approach-to-funding-and-contracting.html\]](http://doogle/whats-on/news/dce-message/family-community-services/2014/whole-of-ministry-approach-to-funding-and-contracting.html) to find out more

Complaints management - library of complaints

The [library of complaints policy documentation page \[http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/managing-information-requests-and-complaints/library-of-complaints-policy-documentation.html\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/managing-information-requests-and-complaints/library-of-complaints-policy-documentation.html) has recently been updated. The page outlines the range of areas that are frequently the subject of complaints, along with the supporting policy documentation.

The page is accessed from the [managing complaints page \[http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/managing-information-requests-and-complaints/index.html\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/managing-information-requests-and-complaints/index.html) (via the Finance and Admin landing page, under the heading 'Managing information requests and complaints'). Other information available on the page includes:

- the complaints resolution policy
- key information
- flowcharts and other resources
- letter templates
- IT complaints management system

For more information:

9(2)(a)

MSD Rise magazine - latest issue

The latest issue of Rise (<http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/journals-and-magazines/rise/issue-36/rise-march-2014b.pdf>), MSD's magazine for stakeholders is now available. The theme of this issue is kaha - strength. Articles that relate specifically to Child, Youth and family include:

Strethn in words - 18 yr old Nisi Cassidy grew up in care, and is now pursuing her passion for creative writing

New tastes and encounters - Young people on the Prime Minister's Youth programme get a 'behind the scene's look at an award-winning restaurant.

Trying new things in South Dunedin - Social Sector trial

Social housing needs assessment transfer - update from Debbie and Iona

Check out the latest [Social housing update \[http://doogle/whats-on/news/dce-message/work-and-income/2014/social-housing-needs-assessment-transfer-reviewable-tenancies.html\]](http://doogle/whats-on/news/dce-message/work-and-income/2014/social-housing-needs-assessment-transfer-reviewable-tenancies.html) on doogle, which covers:

- Reviewable tenancies - including Minister's announcement and factsheet
- General Housing update

Check out last months [Need 2 Know item \[http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-314.html#SocialhousingwhatdothesechangesmeanforChildYouthandfamily21\]](http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-314.html#SocialhousingwhatdothesechangesmeanforChildYouthandfamily21) about what these changes mean for Child, Youth and Family.

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

For more information

If you have any questions or concerns about the Social Housing project [email Social housing \[mailto:social_housing@msd.govt.nz\]](mailto:social_housing@msd.govt.nz) or check out the [Social Housing \[http://doogle/whats-on/projects/social-housing/index.html\]](http://doogle/whats-on/projects/social-housing/index.html) project page

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 320

28 March 2014.

News and updates for Child, Youth and Family staff - week beginning 31 March 2014

On this Page:

MyLearn (the e-learning system) outage - Friday, 11 April

Learning and Capability Development's e-learning system (now named *myLearn*) is to be upgraded, so there will be a scheduled outage from 7am on Friday, 11 April to accommodate this. The system will be available again from 9am on Monday, 14 April.

If you have any issues accessing the system on Monday morning, please email ld_course_application@cyf.govt.nz [mailto:ld_course_application@cyf.govt.nz]

For more information

If you have any questions about the outage, please contact ld_course_application@cyf.govt.nz [mailto:ld_course_application@cyf.govt.nz], or to speak to a real person, give **9(2)(a)**

New MSD signage - Child, Youth and Family sites affected

A message has gone out to all staff from the Chief Executive regarding the refresh of Work and Income building signage to a new MSD brand. Only eight of our sites are affected by this change, as they are currently co-located with Work and Income. The sites affected are Dargaville, Otara, Orewa, Gisborne, Waipukurau, Taumaranui, Papanui and Rangiora.

New Ministry signage will be rolled out to these sites from mid-June, with new fascia signage branded Ministry of Social Development, and one external Ministry directory board and door sign, which will now list our service line name only, along with Work and Income's.

We'll be working directly with the affected sites to keep them up-to-date with information, along with timeframes for the new signage rollout.

Check out [Brendan's message \(http://doogle.whats-on/news/ice-message/2014/changing-the-msd-signage.html\)](http://doogle.whats-on/news/ice-message/2014/changing-the-msd-signage.html) to find out more.

For further information:

9(2)(a)

Family Court process changes - effective 31 March 2014

The Ministry of Justice has made changes to the Family Court process as part of the reforms to the Care of Children Act (CoCA). The changes take effect on Monday, 31 March 2014

Role of Court Registrar

The court registrar is now allowed to request a short report (track 4) from Child, Youth and Family (CYF) on a child's or young person's involvement with CYF. Previously only a Judge could do this.

Registrars have received guidance and training on determining when to make such requests. Requests from registrars will be made under new section 131A of CoCA (whereas Judges make requests under section 132).

The Ministry of Justice does not expect any significant impact on existing volumes of requests to CYF for these reports but has agreed to monitor the impact. We have in place with Courts (now Ministry of Justice) a Memorandum of Understanding to support the monitoring and review.

New Family Court Processes

People will be able to access information, resources and assistance to help them reach agreement about the care of children in a range of ways. There are many entry points to meet different people's needs. These include the new family justice website, lawyers, providers, community organisations and a new 0800 number.

There will be assessment points throughout the system to assess at-risk situations. Cases of possible risk or harm to children can go straight to court, as they currently do.

The new family justice system includes the introduction of funding for eligible people to use out-of-court services to reach agreement on their care of children matters. Before parents can make applications to the Court under CoCA, they must have attended Family Dispute Resolution mediation in the previous 12 months (unless the mediator considers their dispute unsuitable for mediation), and attended a Parenting Through Separation course in the previous two years.

Also, just a reminder, since November 2012 Family Court fees, which were introduced for applications for parenting orders under CoCA, are NOT applicable for caregivers where the child in question is the subject of a custody or sole guardianship order under the CYPF Act, and living with the applicant.

Domestic Violence

Changes to the Domestic Violence Act (DVA) include:

The definition of domestic violence is extended to include financial and economic abuse as an example of psychological abuse.

The maximum penalty for breaching a protection order is increased from 2 to 3 years' imprisonment.

There will be further changes to the Domestic Violence Act that take effect later in the year. We'll keep you updated.

For more information

Check out the [Table setting out some of the key changes to existing legislation \[http://doogle/whats-on/projects/child-youth-family/family-courts-reforms-table-of-relevant-changes-to-current-law.html\]](http://doogle/whats-on/projects/child-youth-family/family-courts-reforms-table-of-relevant-changes-to-current-law.html) on our intranet.

Further information about all changes can be found on the [Ministry of Justice website \[http://www.justice.govt.nz/policy/justice-system-improvements/family-court-reform/\]](http://www.justice.govt.nz/policy/justice-system-improvements/family-court-reform/)

Annual 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 2014, are now available on our [website. \[http://www.cyf.govt.nz/documents/info-for-caregivers/microsoft-word/final-fact-sheet-caregivers-fact-sheet-2014.pdf\]](http://www.cyf.govt.nz/documents/info-for-caregivers/microsoft-word/final-fact-sheet-caregivers-fact-sheet-2014.pdf) Foster-carers will be advised of the increase in the next issue of Care Matters, which comes out this week.

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)

Memorandum of Understanding with Te Poutama re temporary admissions to care and protection residences

We've recently updated an agreement with Barnardos about managing temporary transfers between Te Poutama Arahi Rangitahi (Te Poutama) and a care and protection residence.

Te Poutama is a purpose-built residence run by Barnardos, for the treatment of young men who have engaged in harmful sexual behaviour. The Memorandum of Understanding outlines the admission and discharge processes for temporary placement in a care and protection residence, when the young person cannot be safely managed at TPAR. This is a rare situation and the updated agreement clarifies how this is to occur. The MoU covers:

Process to obtain a temporary transfer

Secure care, include grounds for placement, notice to be given, time-limits

Information for CYF residential staff

The MoU [<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/memo-of-understanding-tpar-residence.pdf>] is available on our intranet, accessible from the [interagency agreements page \[http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/interagency-agreements/interagency-agreements.html) (via the resources landing page).

For more information

9(2)(a)

If you have any questions about

Donated books

A second round of books, generously donated by Gecko Press, should arrive in sites and residences this week.

Two years ago we were asked by the Wellington publisher if they could do something for children and young people involved with Child, Youth and Family. We suggested sending books to sites so that children and families would be able to read a story if they were waiting, or needed a distraction. The first mail-out happened in 2012, with two books going to every site and residence.

We hope you and the families you work with enjoy them.

For more information

9(2)(a)

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 \[http://www.cyf.govt.nz/documents/about-us/publications/care-matters/care-matters-issue-30-march-2014.pdf\]](http://www.cyf.govt.nz/documents/about-us/publications/care-matters/care-matters-issue-30-march-2014.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:

- William Wallace Award winner profiles
- Excellence in Foster Care award winner profiles
- What to do when a child or young person goes missing
- New SKIP resource – staying calm with kids

For more information

9(2)(a)

New FGC brochure for professionals

To encourage greater multi-agency involvement in the FGC process, we've developed resources to help professionals understand why we need them to take part in the process, what to expect, and what their role is.

One of these resources is a new FGC brochure for professionals [\[http://www.cyf.govt.nz/documents/about-us/publications/fgc-brochure-for-professionals.pdf\]](http://www.cyf.govt.nz/documents/about-us/publications/fgc-brochure-for-professionals.pdf). Initial supplies will arrive in sites and offices this week, and additional copies can be ordered through the usual Bluestar Orderware online process.

The brochure sits alongside a new dedicated 'FGC - Information for professionals' web-page [\[http://www.cyf.govt.nz/keeping-kids-safe/ways-we-work-with-families/family-group-conferences-information-for-professionals.html\]](http://www.cyf.govt.nz/keeping-kids-safe/ways-we-work-with-families/family-group-conferences-information-for-professionals.html) on our website, which has links to the brochure as well as the short FGC overview video clip.

For more information

9(2)(a)

Recruitment and Selection – free workshop on best practice recruitment

Anyone involved in recruitment, from administrator through to the approving manager, will benefit from this workshop and is welcome to attend.

This four hour workshop is free of charge and facilitated by MSD's recruitment team, with sessions running nationwide.

The workshop covers:

- the importance of making the right recruitment decisions
- recruitment processes and delegations
- planning your recruitment process for optimum results
- developing and understanding your selection criteria
- shortlisting candidates against selection criteria
- gathering reliable data during the interview using the STAR technique
- professional approach and candidate management

appointing the best person for the job
our legislative obligations
on-boarding
e-recruitment tool SnapHire

We have multiple dates available, but spaces are limited so you'll need to get in quick not to miss out

If you are interested, please click on the link below to book yourself into a session (you will need to use your AUM card).

<https://elearn.ssi.govt.nz/course/view.php?id=15168> [<https://elearn.ssi.govt.nz/course/view.php?id=15168>]

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 321

04 April 2014.

Weekly news and updates for Child, Youth and Family staff - week beginning 7 April 2014

On this Page:

'Culture No Excuse for Abuse': new family violence resource

A new resource to help address family violence in ethnic communities is available through the It's not Ok website. The ['Culture No Excuse for Abuse'](http://www.areyouok.org.nz/files/test/resources/Shakti-booklet-5.pdf) [http://www.areyouok.org.nz/files/test/resources/Shakti-booklet-5.pdf] booklet has been produced by Auckland's Shakti Community Council and is aimed at encouraging conversations within ethnic families and communities on how to recognise family violence and what to do about it

The booklet makes it clear that while it is important communities and families nurture their own cultural identities, it is not okay to use culture as an excuse for violence within families.

This new brochure joins a range of family violence resources, many of which are available in other languages. Check out the [It's not ok' Resources page](http://www.areyouok.org.nz/publications.php) [http://www.areyouok.org.nz/publications.php] to find out more about what's available and how to order these free resources.

For more information

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

Social Housing update

Letters have recently been sent to [existing Housing New Zealand tenants](http://google.ssi.govt.nz/documents/whats-on/projects/social-housing/hat-letter-to-tenants.pdf) [http://google.ssi.govt.nz/documents/whats-on/projects/social-housing/hat-letter-to-tenants.pdf] and those currently on the waiting list for social housing [http://google.ssi.govt.nz/documents/whats-on/projects/social-housing/hat-letter-to-applicants.pdf].

The letters are a reminder that the transfer of assessment responsibility will shift from Housing New Zealand to MSD on Monday 14 April 2014, and what existing and potential clients should expect as part of the transfer.

Check out the recent [Need 2 Know item](http://google.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-314.html#SocialhousingwhatdothesechangesmeanforChildYouthandfamily2) [http://google.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-314.html#SocialhousingwhatdothesechangesmeanforChildYouthandfamily2] about what these changes mean for Child, Youth and Family.

For more information

If you have any questions or concerns about the Social Housing project [email Social Housing](mailto:social_housing@msd.govt.nz) [mailto:social_housing@msd.govt.nz] or check out the [Social Housing](http://google/whats-on/projects/social-housing/index.html) [http://google/whats-on/projects/social-housing/index.html] project page

High and Complex Needs (HCN) - Latest newsletter

The latest [HCN Unit newsletter](http://google/documents/whats-on/news/business-groups/child-youth-family/need-2-know/hcn-unit-update-for-stakeholders-april-2014.pdf) [http://google/documents/whats-on/news/business-groups/child-youth-family/need-2-know/hcn-unit-update-for-stakeholders-april-2014.pdf] was sent to stakeholders last week. It covers:

- an update from the manager
- Interagency Management Groups (IMG) feedback meetings
- IMG statistics
- Post implementation review
- Engaging with children and young people

For more information

9(2)(a)

The roles of key and co-social workers

New guidelines have been developed to clarify [the roles of key and co-workers](http://google/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/key-and-co-social-worker-roles.pdf) [http://google/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/key-and-co-social-worker-roles.pdf]. This is particularly important, given the introduction of Tuituia.

While key social workers hold primary responsibility for the case, in certain situations co-workers are also allocated, for example when:

a child or young person from a sibling group is transferred to a different region

a young person has offended while a care and protection assessment or investigation is already underway

a child or young person is admitted to a residence.

The co-social worker (site) is responsible for completing certain tasks at the request of the key social worker, feeding back any new information to the key social worker, recording the new information in the child or young person's CYRAS record, and following the child or young person's plan.

The residential co-social worker shares responsibility and oversight for the child or young person with the key social worker, whilst they are in the residence.

The information outlines the particular tasks of residential co-social workers as well as those of key social workers (or youth justice coordinator holding primary responsibility for a case).

The information can be found on 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), and will soon be available on the Practice Centre

For more information

9(2)(a)

New cellphone and iPad support service

As of Monday, 7 April, Vodafone will provide a new streamlined cellphone and iPad support service for users.

When you call the Helpdesk as you would normally, you will be prompted to press 9 to be connected directly to Vodafone, who will be able to provide service and support for all of your cellphone and iPad requirements.

To ensure that we can continuously improve our services, please send your feedback to the ITCS Team along with any questions or queries that you may have.

New Zealand Data Futures Forum website now live

The New Zealand Data Futures Forum aims to explore the future of data sharing in New Zealand. It will look at how New Zealand can encourage better use of shared data to make better decisions, yet at the same time improve safety and privacy. All MSD staff are encouraged to reflect on their experience and get involved and contribute to this open forum where data sharing and privacy will be discussed.

For more information

If you would like to find out more about the forum, check out the [recent news item on doogle \[http://doogle/whats-on/news/2014/nz-data-futures-forum-website.html\]](http://doogle/whats-on/news/2014/nz-data-futures-forum-website.html), or go to the [New Zealand Data Futures Forum website \[http://www.nzdatafutures.org.nz/\]](http://www.nzdatafutures.org.nz/)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - issue 322

11 April 2014.

Weekly news and updates for Child, Youth and Family staff - week beginning 14 April 2014

On this Page:

Special reasons for delaying the completion of a family group conference

Information on the Practice Centre about convening a youth justice FGC has recently been updated. The information provides clarity around the special circumstances where completing a family group conference may occur outside the statutory timeframes (s249(6)). Examples of what may constitute special reasons include:

unavailability of key whānau (especially the custodial parent), the child or young person, a victim or the youth advocate

delay in receiving information that is critical for the family group conference to consider (this includes when a family group conference may be adjourned for further information to be obtained and considered)

where the family group conference considers an adjournment is necessary to enable its members to come to an agreement and the absence of an adjournment is likely to lead to non-agreement on important matters.

If the decision to delay is likely to affect Court timeframes then it is important that the Court Registrar, the child or young person, their advocate and the police be advised in writing. The reasons for the delay should also be recorded.

For more information, check out the [Convening the youth justice family group conference page \[http://cyf-practice-centre.ssi.govt.nz/policy/convening-the-youth-justice-family-group-conference/index.html#Specialreasonsfordelayingthecompletionofafamilygroupconferencepenbsp2496nbsp19\]](http://cyf-practice-centre.ssi.govt.nz/policy/convening-the-youth-justice-family-group-conference/index.html#Specialreasonsfordelayingthecompletionofafamilygroupconferencepenbsp2496nbsp19) on the Practice Centre.

For more information

9(2)(a)

Tuituia update: tips and tricks, timing out and reporting faults

'Tips and tricks' to embed learning and quality practice

A new 'tips and tricks' (<http://doogle.whats-on/projects/child-youth-family/tuituia-tips-and-tricks.html>) section has been set up on the Tuituia project page. These ideas have been developed by frontline staff, to help them embed learning, become more comfortable with the Tuituia process and embed quality practice. The tips and tricks have been divided into individual, site and regional levels.

Timing out

To meet security requirements, a Tuituia assessment will 'time-out' when there has been no activity for 15 minutes (for example interruptions due to phonecalls, colleagues or batchroom breaks). To avoid the frustration of losing work, it's important to regularly save your work when recording a Tuituia assessment.

Experiencing an IT issue? - Ring the Help Desk

As with any CYRAS faults, it's important that any issues regarding Tuituia are logged with the MSD IT HELP DESK *777. This means calls can be logged and tracked through to resolution.

For more information:

9(2)(a)

'Keeping Connected' National Office Operations page - new message from Paula

There is a new message from Paula Attrill, GM Operations, on the 'Keeping Connected' National Office Operations page (<http://teamsite.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/keeping-connected-operations-page/keeping-connected-operations-page.html>). This page aims to help frontline staff keep up with what's new, how things fit together, and what's expected of them in what can seem like an ever-changing environment.

The page can be accessed via the 'National Office Operations' quicklink on the 'About CYF' landing page.

Five question quiz

This 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 does the Ministry of Social Development take over new applications for social housing?

What is the link for the Renvigoring FGCs project page?

Which newspaper recently featured a story about local marae teaming up with Child, Youth and Family?

Which site's Tuituia learning plan featured in a recent Wednesday briefing?

At which residence is a new Assessment Centre being trialed?

For more information

9(2)(a)

Social housing assessment - goes live

As of Monday this week, MSD takes over the responsibility of new social housing applications. It's important that you understand these changes so you know what to do, and where to go for help when you're worried about a family's living situation.

Check out [Brendan's message \[http://doogle/whats-on/news/ce-message/2014/housing-assessment-go-live.html\]](http://doogle/whats-on/news/ce-message/2014/housing-assessment-go-live.html) about the go-live, or to find out more about what the changes mean for Child, Youth and Family, check out the item in [Need 2 Know - issue 315 \[http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-314.html#SocialhousingwhatdothesechangesmeanforChildYouthandfamily2\]](http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-314.html#SocialhousingwhatdothesechangesmeanforChildYouthandfamily2)

For further information

If you have any questions, or would like more information about the social housing initiative, please contact the social housing team at [social_housing@msd.govt.nz \[mailto:social_housing@msd.govt.nz\]](mailto:social_housing@msd.govt.nz). You can also speak to your local Work and Income Service Centre Manager or phone Work and Income on 0800 559 009.

Latest message from the MSD Leadership Team (LT)

If you haven't already, check out the [latest message from LT \[http://doogle/whats-on/news/leadership-team/2014/elt-april-2014.html\]](http://doogle/whats-on/news/leadership-team/2014/elt-april-2014.html), which includes updates about:

Building Blue sessions

Big move for MSD's data centre

If you have any questions or comments, [email the Leadership Team \[mailto:LT_feedback@msd.govt.nz\]](mailto:LT_feedback@msd.govt.nz)

William Wallace nominations

Nominations are now open for 2014, so start thinking now about the young people you're working with, and who might be deserving of a nomination this year. They may be in a residence, family home, or with caregivers, just waiting for you to take the initiative to show them how truly amazing they are, and recognise what they've achieved!

Some outstanding young people were nominated for the William Wallace Awards last year, with 20 being honoured at the ceremony, hosted by the Prime Minister at Premier House. For those who nominated a young person last year, and who weren't successful, nominate them again! It may have been due to their age, or they were unclear about what they wanted to use their award for. A year on their skill set will have grown or they may be a more suitable age for study.

You can download a nomination form from the [William Wallace \[http://doogle/resources/helping-cyf-clients/products-services/william-wallace-awards.html\]](http://doogle/resources/helping-cyf-clients/products-services/william-wallace-awards.html) page on the intranet, and once complete you can email it, along with scanned supporting information to [cyf_williamwallaceawards@cyf.govt.nz \[mailto:cyf_williamwallaceawards@cyf.govt.nz\]](mailto:cyf_williamwallaceawards@cyf.govt.nz) or post it to us at William Wallace Awards, Office of the Chief Social Worker, PO Box 1556, Wellington.

Nominations for this year's awards close on Friday 29 August 2014.

For more information

Check out the [William Wallace \[http://doogle/resources/helping-cyf-clients/products-services/william-wallace-awards.html\]](http://doogle/resources/helping-cyf-clients/products-services/william-wallace-awards.html) awards page on the intranet for more information, or if you have any questions about the awards, please contact

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - issue 323

17 April 2014

Weekly news and updates for Child, Youth and Family staff - week beginning 19 April 2014

On this Page:

Strawberry Quick – dealing with hoaxes

A re-occurring hoax, alerting parents to be aware of flavoured methamphetamine in schools, is once again doing the rounds. The viral messages [<http://urbanlegends.about.com/b/2013/08/17/strawberry-quick-flavored-meth-warning-still-spreading.htm>] suggest flavoured methamphetamine known as "strawberry meth" or "strawberry quick" is handed out in schools and mistaken as candy, causing serious illness to those who ingest it. This urban myth, dating back to 2007 in the USA, has been spread by both e-mail and social media.

It's therefore timely to remind everyone to check the veracity of any emails you receive, and double check with managers before passing on any information to your local community.

For more information

For information about internet scams please visit <http://www.police.govt.nz/advice/email-and-internet-safety/internet-scams-spam-and-fraud> [<http://www.police.govt.nz/advice/email-and-internet-safety/internet-scams-spam-and-fraud>] or www.netsafe.org.nz [<http://www.netsafe.org.nz/>].

Five question quiz answers

Thanks to everyone who took the time to have a crack at this month's quiz - we received a record number of entries. While most of you had the right answers, the winner this time around is **9(2)(a)** Worker, Tairāwhiti. Congratulations **9(2)(a)** your prize will be with you shortly.

When does the Ministry of Social Development take over new applications for social housing?

14 April 2014 [<http://doogle/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-322.html#Socialhousingassessmentnbspgoeskivz5>]

What is the link for the Renvigorating FGCs project page?

<http://doogle/whats-on/projects/child-youth-family/renvigorating-family-group-conferences.html> [<http://doogle/whats-on/projects/child-youth-family/renvigorating-family-group-conferences.html>]

Which newspaper recently featured a story about local marae teaming up with Child, Youth and Family?

Upper Hutt Leader [<http://doogle/documents/whats-on/news/business-groups/child-youth-family/media/2014/marae-focus-on-helping-families-keep-kids-safe.pdf>]

Which site's Tuituia learning plan featured in a recent Wednesday briefing?

Pukekohe site [<http://doogle/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2014/final-tuituia-update-3-april.pptx>]

At which residence is a new Assessment Centre being trialled?

Korowai Manaaki, our YU residence in Auckland [<http://doogle/whats-on/news/dce-message/child-youth-family/2014/bernadine-messsge-new-assessment-process-for-young-people-in-youth-justice-residences.html>]

Keep your eye out for next month's quiz, for another opportunity to win.

Your intranet - Early childhood education for children in care

This weeks, tips trick and shortcuts.....

.....Did you know that the [Early childhood education for children in care](http://doogle/whats-on/projects/child-youth-family/early-childhood-education/index.html) [<http://doogle/whats-on/projects/child-youth-family/early-childhood-education/index.html>] project page pulls together information you need to know about the ECE funding available to our young ones. This includes:

- an eligibility framework
- finding a local ECE service
- how it links in with Home for Life
- how to access the funding.

The page can be accessed via the 'Our priorities' landing page - click on the 'Other initiatives' quicklink to get to the 'Working with schools and other education providers' page, and then scroll down to 'Early childhood education funding for children in care'.

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)

[\[http://teamsite.ssi.govt.nz/resources/forms.html\]](http://teamsite.ssi.govt.nz/resources/forms.html) [\[http://teamsite.ssi.govt.nz/resources/policies.html\]](http://teamsite.ssi.govt.nz/resources/policies.html)
[\[http://teamsite.ssi.govt.nz/resources/procedures.html\]](http://teamsite.ssi.govt.nz/resources/procedures.html)

[\[javascript:window.print\(\);\]](#)

Content owner: [Child, Youth and Family](#) Last updated: 13 August 2014

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Need 2 Know - Issue 324

25 April 2014.

Weekly news and updates for Child, Youth and Family staff - week beginning 28 April 2014

On this Page:

CYRAS outage - 4 May

CYRAS will not be available on Sunday 04 May from 6:00am to approx. 12 noon due to CYRAS maintenance changes.

For all PC's and laptops, please ensure that you undertake the following:

Restart your PC/laptop at the end of your last day of work before this weekend 03/04 May.

When you first log back into your PC/laptop after the weekend, please allow 10 minutes before accessing CYRAS.

Laptop users will need to connect the laptop to the network to pick up the changes.

If you have any questions around restarting your PC/laptop please contact MSD IT Help on *777

For more information

9(2)(a)

6 May CYRAS maintenance release - Tuituia related information sources

When editing/viewing a Tuituia Assessment you can access and print specific sources of related information via the 'View Related Information' charm. On 6 May, a [CYRAS Maintenance release](http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/cyras-maintenance-release-may-2014.docx) [http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/cyras-maintenance-release-may-2014.docx] will add a number of casenotes to the existing related information sources. In addition – ANY casenote type with the words 'visit', 'engage' or 'contact' in the title line will also be included.

For more information

9(2)(a)

Infoshare launch

An information sharing programme has been established to ensure a co-ordinated and consistent approach to sharing, protecting and using cross-agency information more effectively across the Ministry. A number of resources are now available on Doogle, including processes, definitions, guidelines and templates useful for establishing information sharing arrangements, FAQs and contacts. Further resources are being developed to support this work.

For more information

Check out [Nanine Kilmister's \(DCE Corporate and Governance\) recent message](http://doogle/whats-on/news/dce-message/corporate-governance/2014/infoshare-launch.html) [http://doogle/whats-on/news/dce-message/corporate-governance/2014/infoshare-launch.html] for more detail, and if you have further questions, contact infosharing@msd.govt.nz [mailto:infosharing@msd.govt.nz]

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 29 April 2014

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Need 2 Know - issue 325

02 May 2014

Weekly news and updates for Child, Youth and Family staff - week beginning 5 May 2014

On this Page:

Tuituia update - CET and activity report

The [Tuituia project page \[http://doogle.whats-on/projects/child-youth-family/tuituia-assessment-framework.html#EmbeddingQuality6\]](http://doogle.whats-on/projects/child-youth-family/tuituia-assessment-framework.html#EmbeddingQuality6) has recently been updated to include:

more detail around the Case Evaluation Tool (CET).

links to the Tuituia Activity report and guidelines (please note the report is password protected)

refreshed content around implementation and training.

Case Evaluation Tool

From 5 May, the case evaluation tool will be used by practice leaders to provide more formal quality assurance of assessment practice. To begin with, this will involve monthly sampling of three cases provided by SWQA.

To support reflective practice, social workers and supervisors are also encouraged to familiarise themselves with the tool, and use it to provide peer review or as a guide when approving assessments.

For more information

9(2)(a)

New self-help e-therapy for young people

A new online game-style tool, called SPARX, aims to help young people develop skills to deal with feeling down, depressed or stressed.

SPARX [<http://www.health.govt.nz/our-work/mental-health-and-addictions/youth-mental-health-project/youth-mental-health-project-initiatives/sparx-free-online-tool-young-people>] is a clinically tested self-help e-therapy tool developed especially for young New Zealanders by Auckland University, as part of the Prime Minister's Youth Mental Health project.

It is based on Cognitive Behavioural Therapy (CBT) which teaches skills to cope with negative thoughts and feelings, including behaviours important in protecting against depression – problem solving, being active, positive cognition, social skills, and relaxation.

It is also designed to fit alongside other forms of mental health treatment including face to face therapy, medication, family therapy and working on other issues in the young person's life, like dealing with bullying, and addressing alcohol or drug abuse.

For more information

Check out the [recent media release \[http://www.beehive.govt.nz/release/pm-launches-e-therapy-young-people\]](http://www.beehive.govt.nz/release/pm-launches-e-therapy-young-people) to find out more, or go straight to the [SPARX website \[http://www.sparx.org.nz/\]](http://www.sparx.org.nz/).

YCAP Innovation Fund - successful providers

Thanks to everyone who encouraged local providers to apply for grants under the YCAP Innovation Fund scheme to fund fresh new approaches to reducing offending by young people. The following six community groups were successful in this round :

Te Ikaroa Rangatahi Social Services Incorporated in the Hawke's Bay will develop a community-led youth crime action plan, with involvement of young people, the Youth Offending Team and three Iwi Māori providers.

Eastern Southern Youth Trust in Wellington will develop and implement a local action plan and initiatives aimed at reducing offending by young people in Wellington's Eastern suburbs.

Tauranga City Council and the community provider Moana Safe City will run a collaborative pilot aimed at female Māori violent offenders aged 14-17, using a peer intervention programme including whanau mentoring.

Auckland Youth Law Tino Rangatiratanga Taitamariki Incorporated will develop and test an education programme and tools for young people completing Police alternative action plans, including information on rights and responsibilities and tikanga Māori

Invercargill iwi-based organisation Waihopai Runaka will develop an early intervention approach for 12-16 year old offenders, using a Māori framework and youth-owned resource plans, including cognitive behavioural therapy.

NZ Blue Light branches in Auckland (Counties, Pukekohe and Albany areas) will develop and apply a kaupapa-based framework to the Duke of Edinburgh programme aimed at Māori and Pacific males aged 14-17.

For more information

Check out the [Minister's press release \(http://www.beehive.govt.nz/release/innovative-programmes-tackle-youth-crime-be-funded\)](http://www.beehive.govt.nz/release/innovative-programmes-tackle-youth-crime-be-funded) for more information about the fund.

Service Delivery Learning Initiative

The Service Delivery Learning Initiative at the Durham Street office in Christchurch goes live this month and will run for six to nine months.

This initiative is focused on how we can make things more simple and straightforward for our clients and ourselves by streamlining our everyday client transactions and improving our clients' experiences.

To enable you to participate in this initiative, a [livewire discussion forum \(http://livewire.confluence/display/DISWRK/Integrated+Service+Delivery+-+Learning+and+Development+Initiative\)](http://livewire.confluence/display/DISWRK/Integrated+Service+Delivery+-+Learning+and+Development+Initiative) has been established. If you have any ideas and experiences that you think we could learn from, we would love to hear from you. We will keep you updated about our progress when new initiatives are trialled and tested through the Livewire thread as well as the initiatives doogle page.

For more information

Check out the [Integrated Service Delivery doogle page \(http://doogle.whats-on/projects/integrated-service-delivery/\)](http://doogle.whats-on/projects/integrated-service-delivery/) to find out more about the initiative

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - issue 326

09 May 2014.

Weekly news and updates for Child, Youth and Family staff - week beginning 12 May 2014

On this Page:

Delivering social services everyday

On Wednesday 7 May, Brendan Boyle sent a [message \[http://doogle/whats-on/news/ce-message/2014/delivering-social-services-every-day.html\]](http://doogle/whats-on/news/ce-message/2014/delivering-social-services-every-day.html) to staff about a new publication called 'Every Day'. The booklet illustrates the breadth and depth of the social sector and how organisations are increasingly interconnected.

Every Day sets out how we are doing and includes practical examples of what is changing.

It is designed to illustrate the work being done with a lifetime view – that is, looking at the factors impacting a person throughout their life and identifying when support would make the most impact – rather than simply focusing on issues as they arise.

For more information

You can read more about the new booklet on the [delivering social services everyday \[http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/every-day/index.html\]](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/every-day/index.html) page on MSDs website.

Resources to support interagency collaboration

While the concept of interagency work is widely promoted and accepted, it can be complex, time-consuming and difficult.

A while back the High and Complex Needs (HCN) Unit developed a suite of resources to support frontline staff and managers when collaborating with other agencies, to ensure effectiveness and success.

The [Better at Working Together resources \[http://www.hcn.govt.nz/supporting-collaboration/index.html\]](http://www.hcn.govt.nz/supporting-collaboration/index.html) provide practical advice and guidance, and come in three parts:

[Part one – literature review \[http://www.hcn.govt.nz/supporting-collaboration/literature-review.html\]](http://www.hcn.govt.nz/supporting-collaboration/literature-review.html)

This includes: an introduction; overview of the NZ context; success factors and barriers; evaluation; practical strategies, including tools and checklists.

[Part two – advice on good practice \[http://www.hcn.govt.nz/supporting-collaboration/advice-on-good-practice.html\]](http://www.hcn.govt.nz/supporting-collaboration/advice-on-good-practice.html)

This includes: preparation; setting up; building skills and support; monitoring progress; useful links and resources.

[Part three – self assessment tool \[http://www.hcn.govt.nz/supporting-collaboration/self-assessment-tool.html\]](http://www.hcn.govt.nz/supporting-collaboration/self-assessment-tool.html)

This includes: a self-assessment tool; six principles for collaboration.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 09 May 2014

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - issue 327**

Need 2 Know - issue 327

19 May 2014.

Weekly news and updates for Child, Youth and Family staff - week beginning 19 May 2014

On this Page:

Guidance for reports of concern for unborn babies

When we are made aware of concerns before birth we have a unique opportunity to work with parents and family/whānau. It is important that reports of concern, which discuss safety and risk issues that warrant Child, Youth and Family assessment should be accepted regardless of the phase or progress of the pregnancy. There is no legal barrier to accepting these reports of concern.

Depending on the circumstances we can:

- help connect the pregnant woman and her family to other agencies,
- support ante-natal care
- engage fathers in the plans for their baby
- identify and utilise the strengths of the wider family/whānau
- assess parenting capacity, willingness and ability to change and maintain those changes
- help put in place a multi-agency plan to address any safety or risk issues.

Doing these things before birth provides a greater chance that the baby will be off to the best start from day one.

Keep in mind that the mother has the right to consider whether she wishes to pursue the pregnancy and she may need help getting in contact with medical professionals. Parents are also free to consider adoption or placement of the child with family through whāngai or under the "Care of Children Act". Be sensitive to the family dynamic and first talk to the mother about who knows about the pregnancy and may be supporting her before contacting other family members.

Consider that pregnancies can be unpredictable and while most go to full term, it is possible that a pregnancy may end unexpectedly or a baby may be born early, sometimes months early. Such babies may be even more vulnerable due to additional health needs. In these cases it is even more pertinent that we have been working alongside the family.

In terms of referring for a Family Group Conference or making applications to the Family Court, these should not occur until the baby is at least 20 weeks in gestation.

If you are unsure about the most appropriate steps to take, discuss it with your supervisor and practice leader. Legal services can also be contacted for advice.

For further information and guidance on working with cases where there is an unborn baby have a look at the practice centre:

<http://cvf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/key-information/strengthening-our-response-to-unborn-babies.html> <http://cvf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/key-information/strengthening-our-response-to-unborn-babies.html>

For more information:

9(2)(a)

Recording considerations

In response to a recent privacy concern the 'Recording Considerations' key information on the practice centre has been updated to include a reminder about the need to take reasonable steps to protect people we are working with from potential serious harm.

It is important that when we become aware of relevant safety information it is recorded in such a way that it is easily visible to staff when accessing a clients record.

What we found in this complaint was that while the existence of a Protection Order was noted in an old case note it was not readily evident in the current case work. This is critical information that if not managed appropriately could lead to the potential for serious harm. When a safety issue or risk is known, such as a protection order, it can easily be recorded in the contact notes on the details screen. This would help to ensure safe management of information we hold and increase awareness of safe actions already in place to protect adults and children.

The new information can be found under the CYRAS heading and reads:

It is important that when we receive information which may protect the people we are working with from potential harm (e.g. the existence and details of protection orders) this is recorded in the 'Contact notes' section on the CYRAS person details screen for each person affected.

<http://cyf-practice-centre.ssi.govt.nz/policy/recording/key-information/recording-considerations.html> [<http://cyf-practice-centre.ssi.govt.nz/policy/recording/key-information/recording-considerations.html>]

For more information:

9(2)(a) [Redacted]

Renewal of Annual Practising Certificates 1 July 2014 – 30 June 2015

All social workers, coordinators, managers and advisors registered with the Social Workers Registration Board (SWRB) are required to hold a current Annual Practising Certificate (APC).

The Process for Renewal of Practising Certificates for 2014/2015 has changed:

The SWRB will make contact with all registered staff personally by email.

Renewal of APCs needs to be done online. The SWRB will post instructions on the website www.swrb.govt.nz/ [<http://www.swrb.govt.nz/>] on 26 May 2014.

Staff will also be able to update their details (address) online.

All registered staff should respond promptly to renew their APCs to ensure their legal status to practice social work. Costs for renewing your APC are covered by National Office.

For support and further information:

9(2)(a) [Redacted]

Contributing to Need 2 Know

9(2)(a) [Redacted]

Content owner: [Child, Youth and Family](#) Last updated: 19 May 2014



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Need 2 Know - Issue 328

23 May 2014.

News and updates for Child, Youth and family staff, week beginning 26 May 2014

On this Page:

New Children's Teams announced

Minister Paula Bennett recently announced the location of eight new Children's Teams which will provide wrap-around support for vulnerable children and their families.

By the end of June, new teams will be set up in:

Clendon/Manurewa/Papakura

Hamilton City

Whakatane

Gisborne

Whanganui

Horowhenua

Marlborough

Christchurch

Check out the [Minister's press release](http://www.childrensactionplan.govt.nz/news/new-teams/) to find out more.

Samoan Language Week

This year's theme is "*Taofi Mau i au Measina - Hold Fast to your Treasures*".

Measina in the Samoan worldview are things that are considered sacred spiritual meaning and are core to Samoan. Measina are language (gagana), culture (aganu'u), families and people (aiga ma tagata lautele), land (fanua) and genealogy (tapu'aga). Measina also includes specific items of cultural wealth and significance such as ie toga (fine mat), as well as governance structures and chiefly titles. We hold onto to our measina because they identify us, and support our mana, prosperity, integrity, history, future, and dignity as a people.

Samoan Language Week is an opportunity for all of us to think about the way we work with Samoan families. 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 key phrases:

Useful phrases for engaging with Samoan children and youth:

You are awesome! – Oka lou mata'utia!

How do you feel? – O a mai oe?

What do you think? – O le a sou manatu?

How do you feel (about an issue)? – O le a sou lagona?

Calm down/settle down – Filemu

Do you have friends? – E fai ni au uo?

Try again – Toe faunafai

Please turn off your phone – Faamolemole tapē lau telefoni.

Stop being cheeky/smart – Soia le ulavale/fiapoto.

Do you need some help? E mana'omia se fesoasoani?

Faafetai le fa'aaloalo – Thank you for your respect (lit) Thank you for your hospitality

Health and Safety - better late than never!

We know this is a bit late, but if you haven't already, check out this month's scheduled [health and safety tasks](http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-05-may-safety-scheduler.docx)

The latest Health and Safety newsletter looks at:

Reported Health Safety and Security incidents

Safety on social media
New Security provider contracted
Reporting categories in SOSHI2
Contractor management
Getting ready for Winter
ActSafe Noticeboards

For more information

9(2)(a)

Contributing to Need 2 Know

Please send any items for Need 2 Know to 9(2)(a) by Thursday, 12 noon.

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Need 2 Know - Issue 329

30 May 2014.

News and updates for Child, Youth and Family staff, week beginning 2 June 2014

On this Page:

Complaints management - library of complaints

The [library of complaints policy documentation page \(http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/managing-information-requests-and-complaints/library-of-complaints-policy-documentation.html\)](http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/managing-information-requests-and-complaints/library-of-complaints-policy-documentation.html) has recently been updated. The page outlines the range of areas that are frequently the subject of complaints, along with the supporting policy documentation.

The page is accessed from the [managing complaints page \(http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/managing-information-requests-and-complaints/index.html\)](http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/managing-information-requests-and-complaints/index.html) (via the Finance and Admin landing page, under the heading 'Managing information requests and complaints'). Other information available on the page includes:

- the complaints resolution policy
- key information
- flowcharts and other resources
- letter templates
- IT complaints management system

For more information:

9(2)(a)

Opening access to social media

From 3 June, all staff with access to the internet will be able to access social media websites on the MSD network. Key things to remember:

We can use social media channels at work for reasonable personal use – as with the internet.

Don't use social media channels to engage with people as an MSD employee or as part of your work practices.

Most social media channels are public forums, when you use them, you are bound by the Code of Conduct and the MSD Business Security Policy.

Think about your reputation as well as the Ministry's reputation.

As with standard internet access, if your manager believes you are abusing the privilege they can revoke access.

Think about how it looks – even if you're on a well-deserved tea-break, it's not a good look to be on Facebook while a client is waiting in a queue right by you.

There's lots of information on doogle, including guidance for using social media as a social work practitioner, and links to the policies that govern our use of social media websites:

[Personal use of social media \(http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/index.html\)](http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/index.html)

[Using social media as a social work practitioner \(http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/index.html#Using-social-media-as-a-social-work-practitioner-3\)](http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/index.html#Using-social-media-as-a-social-work-practitioner-3)

[Misuse of social media \(http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/misuse.html\)](http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/misuse.html)

[Support for staff who are identified or targeted on the internet \(http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/support.html\)](http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/support.html)

For more information

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

Action Minute Pads

The Child, Youth and Family action minute pads are now an orderable item through KEA. The cost per pad is \$5.89, and details on how to order these can be found on the [ordering resources \[http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/ordering-publications-and-resources.html\]](http://doogle/resources/helping-staff/procedures-manuals/child-youth-family/communications/ordering-publications-and-resources.html) page on the intranet.

For further information

If you have a query about a Child, Youth and Family publication or resource, please contact

9(2)(a)

Renewal of Annual Practising Certificates 1 July 2014 – 30 June 2015

A reminder that the process for Renewal of Practising Certificates for 2014/2015 has changed:

The SWRB will make contact with all registered staff personally by email.

Renewal of APCs needs to be done online. The SWRB will post instructions on the website www.swrb.govt.nz/ [http://www.swrb.govt.nz/] on 26 May 2014.

Staff will also be able to update their details (address) online.

All registered staff should respond promptly to renew their APCs to ensure their legal status to practice social work. Costs for renewing your APC are covered by National Office.

For support and further information:

9(2)(a)

Five Question Quiz

This 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 is the link for the Case Evaluation Tool (CET) guidance document?

What is the name of the suite of resources developed by the High and Complex Needs (HCN) Unit developed to support interagency collaboration?

What is the email address to send feedback and questions about the Workload and Casework review?

How many recommendations are included in the Workload and Casework Review report?

Where are the recently announced eight new Children's Teams to be established?

For more information

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 2014. Nominations are now open and we look forward to receiving nominations for our exceptional caregivers.

These awards acknowledge and celebrate 10 remarkable caregivers who make a real difference to the lives of children.

This is the third 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 are available on the [Excellence in Foster Care Awards page \[http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/excellence-in-fostercare-awards.html\]](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/excellence-in-fostercare-awards.html).

Nominations for this year's awards close Friday 29 August 2014 with the awards ceremony held on Friday 7 November at Government House in Wellington.

For more information

9(2)(a)

Contributing to Need 2 Know

Please send any items for Need 2 Know to 9(2)(a) by Thursday, 12 noon.

Content owner: [Child, Youth and Family](#) Last updated: 30 May 2014

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Need 2 Know - issue 330

06 June 2014

News and updates for Child, Youth and Family staff, week beginning 9 June 2014

On this Page:

CYRAS maintenance changes - 16 June 2014

There are a number of CYRAS maintenance changes that take effect on 16 June - Check out the [CYRAS release notes](http://doogie/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/release-note-16-june-2014.docx) (<http://doogie/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/release-note-16-june-2014.docx>) for more detail. Please restart their PC's/laptops before you finish work for the day on Friday, 13 June. Laptop users will need to ensure their laptops are connected to the network so that the changes can be picked up.

For more information:

9(2)(a)

New Study Link 'Get Sussed' tool

If you are working with any school leavers who are considering tertiary study, make sure they know about the new 'Get Sussed' tool on the Study Link website. The tool helps young people figure out what things they'll need for a future in tertiary education, and how they might pay for them, including what kind of support they're eligible for.

Five question quiz winner and answers

Thanks to everyone who took the time to send in answers for this month's quiz, and congratulations to our winner, 9(2)(a) based in our South Canterbury YJ office.

The answers to the quiz are:

What is the link for the Case Evaluation Tool (CET) guidance document?

<http://doogie.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/case-evaluation-tool-guidance.pdf> (<http://doogie.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/case-evaluation-tool-guidance.pdf>)

What is the name of the suite of resources developed by the High and Complex Needs (HCN) Unit developed to support interagency collaboration?

Better at Working Together

What is the email address to send feedback and questions about the Workload and Casework review

workload_caseload_review@cyf.govt.nz (mailto:workload_caseload_review@cyf.govt.nz)

How many recommendations are included in the Workload and Casework Review report?

12

Where are the recently announced eight new Children's Teams to be established?

Horowhenua, Marlborough, Hamilton City, Clendon/Manurewa/Papakura, Gisborne, Whanganui, Christchurch and Whakatane.

Tuituia update - prioritising cases and tips and tricks

Just a reminder that the Tuituia framework and recording tools should now be in use for all cases, including those children and young people we were working with prior to the introduction of Tuituia.

If you are unsure how to prioritise which to focus on first, ask yourself "...When do I need an assessment to inform decision making...?" and plan your work around that - for example:

Going to FGC

Residential or High Needs Hub referral

FGC or Court review

Complex cases.

When reviewing an FGC or Court plan the assessment will help identify what progress has been made and what the focus of the new plan should be.

For those of you who are still trying to find your way – stick with it. If you're not feeling confident, make sure you ask for support and assistance. There's a [tips and tricks page \(http://doogie/whats-on/projects/child-youth-family/tuituia-tips-and-tricks.html\)](http://doogie/whats-on/projects/child-youth-family/tuituia-tips-and-tricks.html), which can be accessed from the Tuituia project page via the quicklink on the Everyday home page.

For more information

If you have any questions or concerns, talk with your practice leader or supervisor in the first instance, or contact **9(2)(a)**

Kaiwhakatara appointments

Twelve kaiwhakatara have been recruited to support the implementation of the practice standards and to strengthen the quality of practice across sites. The position is a secondment for 12 months and one is based in each operations area. Kaiwhakatara are to challenge you and to promote best practice for FGCs across Child Youth and Family

9(2)(a)

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - issue 331

13 June 2014.

News and updates for Child, Youth and Family staff. week beginning 16 June 2014

On this Page:

Contact Centre referrals to the Crime Reporting Line

A reminder that we have made some changes to the way we deal with Child Protection Protocol (CPP) reports of concern forwarded to the Contact Centre by the Police which already have a police file or event number.

Reports of concern received with a police file or event number will no longer need to be forwarded for entry to the Crime Reporting Line (CRL). [See the proposed system flowchart](http://doogle/documents/resources/helping-clients/procedures-manuals/finance-admin/20131203-cppreferrals.pdf). (<http://doogle/documents/resources/helping-clients/procedures-manuals/finance-admin/20131203-cppreferrals.pdf>)

When a report of concern is received without a police file or event number, the Contact Centre will create a CPP referral and forward it to CRL.

When a report of concern is received from notifiers other than the Police, a CPP template will be referred to the CRL if the concerns meet the test for seriousness under CPP.

For more information

9(2)(a)

Survey - Freeing Up Social Worker and Supervisor Time

As you all know, the Workload and Casework Review found that social workers need to spend more time working directly with children, young people, families and whānau to build quality relationships that lead to long-term solutions. The review reported that, on average, a care and protection social worker spends nearly 50% of their time on documentation, administration, travel and escorting and 25% of their time communicating with children, young people, families and whānau.

We need to set strong guidelines and benchmarks about priority activities for social workers. To do this we need to investigate ways to reduce the administrative and desk time activities carried out by social workers and supervisors.

As part of the immediate operational response to the Workload and Casework Review, a short survey will be sent to all staff, seeking feedback on what social work and supervisor activities can be stopped or redirected to another role.

When completing the survey, it's important you focus on the activities that can be stopped or redirected, as opposed to the impact this may have on the roles that the activities are redirected to. Resourcing and capacity issues will be identified once the survey information has been analysed.

We look forward to being able to share the information collected.

For more information

9(2)(a)

FGC standards - radar diagrams

Just a reminder, if you haven't already, to send [9\(2\)\(a\)](#) a copy of the radar diagrams that you completed at last week's Wednesday brief. These were designed to raise your awareness and understanding of the practice standards and the re-invigorating FGCs project, and will be used when your kaiwhakatarā first visit your site.

Many thanks to those who have already sent in their diagrams, which [9\(2\)\(a\)](#) will use to establish a national 'snapshot'. Those diagrams received so far show that sites have thought carefully about themselves in relation to the standards and have answered honestly and openly about their practice.

For more information

9(2)(a)

Returning intakes to the National Contact Centre

The Contact Centre refers intakes to sites based on E-map checks. In some cases the intake may be referred to the incorrect site. If this occurs please refer to the following guidelines:

1. If an intake does not relate to your area return the intake to the Contact Centre
2. If a site discovers that the family lives at an address located in a different site's area, they must negotiate with the other site and record confirmation via a case note on CYRAS. The intake should then be returned to the Contact Centre within 3 working days.

Please note:

3. There is no need to return intakes for errors in recording – the Contact Centre can make amendments while they are still on the intake queue at site.
4. Do not return to the Contact Centre when the site cannot locate the family. The site will need to manage the pathway decision response.
5. Site MUST return a 7 day, 28 day, PRP or NFA referral within 3 working days for reasons relating to numbers 1, 2 or 3
6. Site MUST phone NCC duty supervisor the same day to advise when returning a critical, very urgent or CPP referral for reasons relating to numbers 1, 2 or 3.

For more information

9(2)(a)

Care Matters issue out soon

The latest issue of 'Care Matters', our magazine for caregivers, will reach caregivers at the end of June. It'll be available electronically on our website, and we'll provide all site offices with copies for their reading pleasure and distribution to stakeholders. If you don't receive enough copies, please give us a call.

In this issue:

- Caregivers' roles in FGCs
- William Wallace winner's first year at uni
- HCN specialist for Te Tai Tokerau
- New policies for safe sleeping and healthy homes

For more information

9(2)(a)

Awhi Mai Awhi Atu

A new issue of Awhi Mai Awhi Atu went out to our key stakeholders recently. It was full of interesting stories like:

- School principal talks about his involvement in an FGC
- Police recognition for specialist child interviewer
- Creative writing in residence
- Young people benefit from outdoor pursuits

You can read Awhi Mai Awhi Atu on our [website](http://www.cyf.govt.nz/cyf-newsletter/index.html) [http://www.cyf.govt.nz/cyf-newsletter/index.html]

Please forward it to people you think may be interested, for example local NGOs, community partners etc.

For more information

9(2)(a)

Rheumatic Fever awareness campaign

The Ministry of Health have launched a new Rheumatic Fever awareness campaign. The campaign aims to reduce the incidence of rheumatic fever by two-thirds to 1.4 cases for 100,000 people by 2017.

Rheumatic fever is most common in children and young people and can start with a sore throat. The kids we work with have greater vulnerabilities, so you may want to use the campaign as an opportunity to talk to them and their families about the risks of rheumatic fever and the need for early treatment.

For more information:

To view campaign resources visit the HPA website [<http://www.hpa.org.nz/what-we-do/rheumatic-fever/2014-winter-rheumatic-fever-awareness-campaign/2014-campaign-materials-and-resources>]

Health and Safety

A reminder that June's Health and Safety Scheduler [<http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-06-june-h-s-scheduler-reminder-national-office.doc>] and Safety Newsletter [<http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-06-june-safety-newsletter.doc>] can be found on the intranet.

This month looks at:

Reported Health Safety and Security incidents
 HPA guidelines: Serving Alcohol at work
 ACC Partnership Programme Audit
 Site safety plan review
 Weight Watchers promotion

For more information

9(2)(a)

The elections are coming

There's just over three months to go until the general elections, and we've agreed to help the Electoral Commission encourage people to enrol and to vote. All MSD service centres and sites will receive promotional material from Monday 23 June, and it would be great if you could put it on display.

It's also a good time to give you a gentle reminder about your role as a public servant in the lead-up to the elections. While it's fine to use social media for personal use on the MSD network, remember that Twitter and Facebook are public spaces. Our advice is to keep your work out of politics and keep politics out of your work.

The same goes for any aspect of our work – be mindful that anything we do doesn't look like political activity. Just stick to our usual business. If you think something's beginning to look political, talk to your manager. Here's a range of resources [<http://doogle.ssi.govt.nz/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/learning-more.html#Election-Guidance-scenario-Cards3>] you can use to guide you through any tricky situations.

Remember that encouraging people to enrol and vote is not the same thing as encouraging a particular party. As public servants we must be neutral. This can sometimes be tricky for us. MPs will be in campaign-mode so while we must continue supporting Ministers, we have to be very careful not to get involved in their political activities. Sometimes it can be a fine line between the two.

For more information

If you have any questions in the lead-up to the election about any of the above, contact the Ministerial and Executive Services team on maes_enquiries@msd.govt.nz [mailto:maes_enquiries@msd.govt.nz]

mailto:maes_enquiries@msd.govt.nz

TRIM database outage - 21 June 2014

The TRIM database will be out from 9am – 12pm this Saturday 21 June.

For more information

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 19 June 2014

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Need 2 Know - issue 332

20 June 2014

News and updates for Child, Youth and family staff, week beginning 23 June 2014

On this Page:

Vulnerable Children Bill : children and young people with a disability

The **Vulnerable Children Bill** (<http://www.beehive.govt.nz/release/vulnerable-children-bill-passed-law>) was passed into law on 19 June, marking a major overhaul in strengthening our child protection system and making sure fewer children are abused.

The first three items that take effect 1 July include:

rebalancing the care and protection principles to ensure that the principles are as child-centred and as clear as possible.

enabling a guardian appointed under the CYPF Act to opt children and young people under 16 into KiwiSaver, and make decisions relating to a KiwiSaver account, without needing to obtain the consent of other guardians.

clarifying and improving provisions in the CYPF Act relating to disabled children and their whānau, that are focused on supporting disabled children remaining at home, as a first option.

Disabled children and young people

The changes relating to disabled children and young people seek to more closely align the CYPF Act's disability provisions with both the general scheme of out-of-home care arrangements and the Act's principles. The Bill retains the ability to provide contracted care where this is the best option, having considered other family support and family/whānau care alternatives. The changes will:

halve the maximum length of section 141 agreements (and any extensions) from two years to one year (this will not apply to any agreements already in place)

require an FGC to be held when considering whether a section 141 agreement is needed, or should be extended or terminated. (Note if a decision has already been made that an agreement should be terminated, it is not necessary to convene an FGC to consider whether termination should occur.)

place additional obligations on FGCs to:

thoroughly explore what services and supports are available to enable the child or young person to remain home (such as those provided or funded by the Ministry of Health via Disability Support Services) and

consider whether a section 141 agreement is the most appropriate care option under the CYPF Act's objects and principles.

place additional obligations on the FGC coordinator to certify that an FGC has thoroughly explored available services and supports and that an agreement is an appropriate care option having regard to the Act's principles (as above).

For more information

If you have any questions, please contact your Regional Disability Advisor

Expression of Interest - technology champions for the iPhones and iPads rollout

Are you interested in technology? Are you good at communicating with others? Here's your chance to be a part of an exciting new initiative.

As part of the Workload and Casework Review briefing, we announced the decision to invest in iPads and iPhones for all frontline social workers. Feedback from the mobility trial in Christchurch highlights the positive impact these resources have had on the work of our social workers – cutting back on paperwork, providing quick and easy access to emails, calendars and GPS, improving time management, and helping to engage with children and young people.

A key initial step in the project is to identify local champions to assist with the rollout and to provide support on an on-going basis to make best use of the new technology. The role involves:

being a central point of contact at site level to provide assistance and knowledge to others on how to use the iPhones and iPads – be an expert!

highlighting the benefits of using iPads and iPhones and how to use the technology appropriately and effectively.

You don't need to be a frontline social worker to be a local champion, and you aren't expected to train staff, as this will be provided separately to all staff receiving the new technology.

For more information

9(2)(a)

Winter is coming... are you ready?

Hot chocolate, wood fires, slow cooked meals - there's a lot to like about winter. But it can also be a time of sudden snow falls, heavy rain and icy squalls.

Now is a great time to make sure you and your team are ready for whatever the season brings. Remember to:

make sure your Site Safety Plan covers off any likely weather events, and that everyone knows what to do

check contact lists and phone trees are up to date in your Business Continuity Plan

update your contact details in HR Kiosk

programme the 0800 MSD STAFF number on your mobile phone (0800 673 782)

check your vehicle (including tyres), and always drive to weather conditions

let your manager know your destination, departure and expected arrival times before you travel between sites.

For more information:

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 20 June 2014

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Need 2 Know - issue 333

27 June 2014.

News and updates for Child, Youth and Family staff, week beginning 30 June 2014

On this Page:

Investing in Services for Outcomes - ISO Towards Integration

If you haven't seen the latest message from Bernadine and Murray you can view it [here](#)

<http://doogle.ssi.govt.nz/whats-on/news/dice-message/family-community-services/2014/iso-towards-integration-26-06.html> . It talks about the proposal for change for Family and Community Services, and the funding and contracting and some service development functions of Child, Youth and Family. Changes highlighted in this proposal focus on optimising how we engage with and support MSD's providers to get the best outcomes for people and communities.

The second consultation period has now begun and will be open for feedback until Wednesday 2 July.

For more information:

To view the latest consultation documents click [here](http://doogle/whats-on/projects/investing-services-for-outcomes/iso-towards-integration/documents.html) <http://doogle/whats-on/projects/investing-services-for-outcomes/iso-towards-integration/documents.html> , and email your feedback to ISO_TowardsIntegration@msd.govt.nz [\[mailto:ISO_TowardsIntegration@msd.govt.nz\]](mailto:ISO_TowardsIntegration@msd.govt.nz)

Reinvigorating family group conferences – myLearn module, monitoring resources, and radar diagrams

myLearn module – understanding FGCs

An [Understanding Family Group Conferences](https://elzarn.ssi.govt.nz/course/view.php?id=152701) module [\[https://elzarn.ssi.govt.nz/course/view.php?id=152701\]](https://elzarn.ssi.govt.nz/course/view.php?id=152701) has been developed and is now live on myLearn. The course is aimed at new co-ordinators and social workers or anyone who wants to improve or check their understanding about FGCs.

Kaiwhakatara resources

The [Reinvigorating Family Group Conferences](http://doogle/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html) project page <http://doogle/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html> will be soon be updated to include the evaluation and monitoring resources that Kaiwhakatara will be using in their work with sites.

FGC standards - radar diagrams

Thanks to those who have sent copies of their radar diagrams from the FGC Wednesday briefing into National Office. These will be used to establish a national 'snapshot'. Just a reminder to the rest of you, to send **9(2)(a)**

9(2)(a)

designed to raise your awareness

and understanding of the practice standards and the re-invigorating FGCs project, and will be used when your kaiwhakatara first visit your site.

For more information

If you have any questions, please contact your local [Kaiwhakatara](http://doogle/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html#StrengtheningthequalityofpracticeKaiwhakatara4) <http://doogle/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html#StrengtheningthequalityofpracticeKaiwhakatara4>

Upgrade to the TRIM system

The TRIM system is being upgraded to make the system more user friendly, improve security, and make the process more robust.

The changes include:

- moving existing records from the old version of TRIM to the new version.
- training staff in how to use the new TRIM
- turning on the new TRIM and switching off the old TRIM.

The changes affect the whole Ministry, with Child, Youth and Family being first cab off the rank. Changes for CYF adoptions and Case and admin users are scheduled to go live in August

If you're a TRIM user, you'll be contacted before the change occurs. You'll get more detailed information about what you need to do, including completing the training for the new TRIM system to be confident about using it.

For more information

Check out the [doogle page \[http://doogle/helping-you/recordkeeping-help/trim-help/trim-upgrade-2014.html\]](http://doogle/helping-you/recordkeeping-help/trim-help/trim-upgrade-2014.html) if you want to find out more, or email Trim_Upgrade@MSD.govt.nz [mailto:Trim_Upgrade@MSD.govt.nz]

Tenancy Reviews and new housing support products

From 1 July, the Ministry will begin implementing tenancy reviews and offering some new products to those who might have barriers to getting a house. This may affect some of our staff, or the families that we work with.

For more information

To find out more take a look at the briefing on [doogle \[http://doogle.ssi.govt.nz/whats-on/news/wednesday-brief/2014/2014-06-18.html#Presentation1\]](http://doogle.ssi.govt.nz/whats-on/news/wednesday-brief/2014/2014-06-18.html#Presentation1)

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 01 July 2014

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Need 2 Know - Issue 334

04 July 2014

News and updates for Child, Youth and Family staff, week beginning 7 July 2014

On this Page:

Changes to Gateway Assessments

Some changes have been made to Gateway Assessments, which will affect your practice. They are:

Section 139 referrals

Until now, social workers have been required to refer children and young people entering care under a Section 139 temporary care agreement for a Gateway Assessment. This has been problematic where the child or young person has left the care of Child, Youth and Family before the assessment process is completed.

The business rule has been changed – a referral for this group of children and young people will now be on a discretionary basis. So, a social worker may refer a child or young person entering care under a Section 139 agreement if they think a Gateway Assessment would help identify health and education needs (much like FGC referrals).

To read the new business rule in full, click [here](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/#GatewayAssessmentnbsnewsandupdates) (<http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/health-and-education-gateway-assessments/#GatewayAssessmentnbsnewsandupdates>).

Clarifying valid exceptions for not referring to Gateway

All children entering care under sections 78, 101, 102, 110(2)(a) and 140 must be referred for a Gateway Assessment. We know, however, that there are some instances where children and young people are not being referred. At the moment, CYRAS doesn't capture non-referrals. This makes it difficult to monitor.

The Gateway Assessment policy and CYRAS have been changed to capture the following two reasons for not referring a child or young person entering care for a Gateway Assessment:

that consent cannot be obtained or has been withdrawn (this means where consent has been sought but the guardian/s or competent young person has declined or they have subsequently withdrawn consent)
the DHB and Ministry of Education agree that the child or young person is fully engaged in services (social workers will need to speak with both Gateway partners before selecting this exception option)

Any decision not to refer must be signed-off by a Supervisor.

Changes to the consent forms

Changes are being made to the consent forms to ensure that families fully understand what's involved. The forms have been revised based on feedback from Gateway frontline professionals including Child, Youth and Family staff.

New forms will be distributed to Child Youth and Family offices within the next few weeks. We'll let you know when this happens – you will be expected to use the new forms immediately.

Interagency Guide

The Gateway Assessments Interagency Guide is being reviewed and the changes outlined here will be reflected in the updated guide, which we expect to release in October.

For more information

If you have any questions about the changes please contact your Regional Implementation Co-ordinator.

New policy for Early Childhood Education

As you may know, all children aged 18-months to three years, who are in the care of the Chief Executive, are entitled to quality Early Childhood Education (ECE), with funding support from Child, Youth and Family.

The early years set a child on their pathway for learning for life. ECE can build early literacy and numeracy, and provide a strong foundation for life-long learning. This time in a child's life is also significant for the development of important social skills, such as emotional control.

We acknowledge and support the benefits of ECE. Our Early Childhood Education Policy, which is a subset of the Caring for Children and Young People Policy, is now on our Practice Centre.

The policy, along with the information on the [ECE intranet page \[http://doogie.whats-on/projects/child-youth-family/early-childhood-education-for-children-in-care.html\]](http://doogie.whats-on/projects/child-youth-family/early-childhood-education-for-children-in-care.html), covers a range of scenarios and how to source ECE for children:

in the care of the Chief Executive
 in the care of the Chief Executive and parents/guardians
 with an open intervention
 where there is a valid reason for exception
 whose parents/guardians refuse consent
 who are transitioning to a home for life.

There, you will also find information on how to source a local ECE service, how to access funding for each child, and the kind of information that is required for case notes on CYRAS.

Please note – all New Zealand children aged 3 years to school-age are eligible for the Ministry of Education's 20 hours ECE scheme.

For more information

More information can be found [here \[http://www.minedu.govt.nz/parents/earlyyears/howeceworks/20hoursece.aspx\]](http://www.minedu.govt.nz/parents/earlyyears/howeceworks/20hoursece.aspx).

Reminder - Call for Technology Champions for iPhone and iPad Rollout

We have had a great response to the request for Expressions of Interest in last week's Need to Know. This is the last week to express your interest in being a local technology champion for this exciting new initiative.

Are you interested in technology? Are you good at communicating with others? Can you be available to your Front Line Social Work colleagues to support them with iPads and iPhones?

As part of the Workload and Casework Review briefing, we announced the decision to invest in iPads and iPhones for all frontline social workers. Feedback from the mobility trial in Christchurch highlights the positive impact these resources have had on the work of our social workers – cutting back on paperwork, providing quick and easy access to emails, calendars and GPS, improving time management, and helping to engage with children and young people.

A key initial step in the project is to identify local champions to assist with the rollout and to provide support to their colleagues on an on-going basis to make best use of the new technology. The role involves:

Receiving Technology Champion training from Vodafone on the iPhone and iPad before the rollout to your site so you can familiarise yourself with the technology.

Attending the Vodafone training sessions at your site, so you can provide assistance and knowledge to others on how to use the iPhones and iPads – be an expert!

Being a central point of contact at your site for ongoing assistance and support.

The site Technology Champion does not need to run formal training sessions, and you don't need to be a frontline social worker. We are looking for people who are:

- Interested in technology.
- Fast learners.
- Good at communicating and coaching others.
- Available to provide on-site support to field social work staff.

For more information

9(2)(a)

[iPod and iPhone rollout FAQs \(905/49 02K6\) \[http://doogie.documents/whats-on/news/business-groups/child-youth-family/need-2-know/ipads-iphones-rollout-faqs.pdf\]](http://doogie.documents/whats-on/news/business-groups/child-youth-family/need-2-know/ipads-iphones-rollout-faqs.pdf)

PDS scene-setting meetings

Setting-the-Scene meetings for the 2014/15 performance year should be held in July.

These meetings serve to kick-start the performance year, ensuring that linkages between strategic priorities and PDS are clear and that all staff have a good understanding of how PDS operates and where to access information.

The second part of the meeting is for merit staff and is focused on generating ideas for quality merit objectives, providing merit staff with the opportunity to brainstorm potential merits as a group and will help managers to influence where they'd like staff to focus their energy and skill over the next 12 months.

Ma matou ma tatou, Building Blue, the Workload and Caseload review and other key CYF/MSD priorities provide great opportunities for meaningful merit objectives - merits that will take both the staff member and the Site/Residence/Unit to the next level.

At the end of the meeting:

merit objectives need to provide a 'stretch' for them and they should think about their development needs as they consider the objectives that have been generated at the meeting.

merit objectives should be SMART, Specific, Measurable, Achievable, Results Oriented, Timely – there is a guideline and template on the PDS Homepage

the Merit Library on the PDS Homepage contains a range of exemplar merits categorised into occupational and organisational objectives. There is also a selection of Leadership and Practice exemplar merits endorsed by ExCom and OCSW, targeted to staff at the top of the range.

For more information

9(2)(a)

Facebook: Is it worth it?

Setting up a Facebook page for your site or region requires a lot of thought, planning and work.

First, you have to determine who your audience is, how you would use it, who would moderate and manage it, and whether the work could be incorporated into that person's job description. And that's just the easy part.

The Ministry of Social Development has an application process for this, where you will need to provide a business case and strategy. The Digital Strategy team can help you to develop a strategy and business case, but the business case would then need to be signed-off by your general manager and National Communications. While it may come across as time-consuming, there are very good reasons for this - It makes you really think about how you would use such a page and if all the work is worth it.

So far, the Ministry has signed-off Facebook pages for Ministry-led campaigns only (such as It's not OK). These are successful pages as they are also part of wider communications strategy, with a defined audience and very specific messages. They also have their own branding, unrelated to anything 'Ministry'.

It's worth noting that if you were to be successful, anything branded with Child, Youth and Family could be open to negative comments by members of the public – our work is indeed a highly emotive area. So, there's that to consider. There's also your own personal privacy to consider. Facebook requires that pages are set up by a person (ie your own personal profile and avatar would be linked to it). Thus, you need to think about the divide between your personal and professional online persona.

For more information

If you are still keen to proceed, check out the information on [doogle \(<http://doogle/helping-you/communications-advice/web-online/social-media/planning/index.html>\)](http://doogle/helping-you/communications-advice/web-online/social-media/planning/index.html), but our advice for now is to explore if there is an easier way to reach your audience – be it clients, caregivers or partner organisations.

CYRAS maintenance release 13 July 2014

CYRAS will be unavailable on Sunday 13 July from 6:00am to 12.00pm.

The issue preventing you from editing the Tuituia report has been resolved.

The changes being implemented are:

Early Childhood Education information for children aged 18 months to 5 years old will now be able to be recorded. This includes the type of ECE, hours of enrolment or reasons for not being enrolled.

The ability to record a reason when not making a Gateway referral

The ability to record a reason when an Education profile is not required

Updates to the four Education profile templates.

For more information

9(2)(a)

Travel advice from the Ministry of Foreign Affairs and Trade

The Ministry of Foreign Affairs and Trade have asked us to draw your attention to the information about overseas business travel on the safe travel website. This includes the latest travel advisories, travel tips, and links to other websites.

Before you leave the country for business related travel, they recommend you register your travel plans on the website to ensure they can locate you, or share important information with you, in the case of an emergency.

For more information

Visit the www.safetravel.govt.nz (<http://www.safetravel.govt.nz>) website for more information

Workload and casework review – Q&As

Q&As will be available on the workload and casework review projects page this week. It's been great to see all the ideas, questions and feedback coming through and we appreciate everyone's patience while waiting for detail on your questions. While we want to give people a clear picture of what's happening as soon as possible, we also want to do it right. Therefore, not all the questions asked are able to be answered at this stage but our aim is to continue to keep the page updated as things shape up.

For more information

9(2)(a)

CET guidance updates

Changes have been made to the [Case Evaluation Tool \(CET\) guidance document](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>) on the Tuituia homepage.

Please discard old versions of this document that you may have printed off. The Case Evaluation Tool is most commonly used by Practice Leaders but is a great resource for staff to help inform their practice.

Social workers can expect to have a feedback discussion, led by their Practice Leader, when their case is evaluated.

For more information

For more information, please email CET [info@cyf.govt.nz](mailto:CET_info@cyf.govt.nz) (mailto:CET_info@cyf.govt.nz)

Changes to caregiver allowances and payments

This week, Minister Bennett announced changes to better support Child, Youth and Family caregivers, you can view the media release [here](http://www.beehive.govt.nz/release/payments-made-easier-caregivers) (<http://www.beehive.govt.nz/release/payments-made-easier-caregivers>)

The changes reorganise the way we pay caregiver allowances and payments and will come into effect from 20 August - 1 October.

These changes will improve flexibility, and remove the need for caregivers to seek reimbursement for small costs relating to day-to-day purchases.

From 20 August 2014:

all caregivers will receive a payment of \$20 per fortnight per child to cover small cost items. This will help pay for things like: additional school stationery, school outings, presents for a friend's birthday party, or a koha. Caregivers can expect that larger costs will continue to be met by discretionary payments.

when needed, caregivers who are on their first placement will receive a \$350 set-up grant.

1 October 2014:

clothing allowance payments stay the same, but will be paid every four weeks instead of every three months, and caregivers won't need to keep their child's clothing receipts. This makes it easier for caregivers to buy clothes for the child as they need them.

when discussed and approved prior to travel commencing, caregivers will be reimbursed at \$0.77 cents per km of travel over 40 km per week when it is to do with meeting a specific need for the child. Caregivers can also apply for one-off assistance for long trips over 40 km. Day-to-day travel costs continue to be covered as part of the foster care allowance payment.

See the Fact sheet and Q and As below, the changes will also be covered in this week's Wednesday briefing.

For more information

9(2)(a)

Fact sheet and Q and As changes to caregiver allowances and payments (PDF 20K 71KB)
[<http://doogie/documents/whats-on/news/business-groups/child-youth-family/need-2-know/fact-sheet-and-q-and-as-changes-to-caregiver-allowances-and-payments.pdf>]

Contributing to Need 2 Know

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Content owner: Child, Youth and Family Last updated: 08 July 2014

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Need 2 Know - Issue 335

11 July 2014.

News and updates for Child, Youth and Family staff, week beginning 14 July 2014

On this Page:

Self Assessments 2014

This year will see the third round of self assessments for all Child, Youth and Family sites and the Contact Centre. This will enable you to reflect on the learning from the previous two self assessments and the progress that has been made in implementing 'mā mātou, mā tātou – changing young lives'.

The residences will bring their self-assessment process into line with the new model being developed by the Office of the Children's Commissioner. This will support the alignment of the inspection processes that they are subject to.

Everything you need to complete your self assessment for 2014 is now available on the intranet under 'Projects and Initiatives', 'mā mātou, mā tātou' (<http://doogle/unit/cvf/projects-initiatives/self-assessment-information.html>).

There are many changes coming for Child, Youth and Family, the Vulnerable Children Act and the Children's Action Plan are beginning to reshape our services. Modernising Child, Youth and Family will inevitably mean change for the service as a whole, the need to review, reflect and plan ahead has become increasingly important.

The completion of the Workload and Casework Review is informing some of these changes and as year three of the 'ma matou, ma tatou – changing young lives' action plan is released your action plan will provide an opportunity to bring together your responses to these changes including:

Tuituia

Family Group Conferences

Children's Teams

Workload and Casework Review.

So what do you need to be doing now...

If you haven't already, start gathering your evidence – talk to children and young people and talk to your stakeholders

Use the results from the July review of Tuituia using the case evaluation tool to inform your thinking about the quality of some of the social work practice. We will not be providing a separate case audit sample to you

Think about how you will be coming together as a site to review your progress from last year and what the evidence is telling you about how far you have come

Think about how you will involve the right people in developing your new action plan

Ensure that you make your plan achievable and realistic given what you know about your site, and its strengths and needs, and what is coming over the hill in your area.

Specific templates for the contact centre to use are available [here](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>).

Information for residences. Residences are continuing to work on aligning the self assessment with the OCC standards and the progress here will be reviewed and further development supported across the coming year.

More Information

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

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 336

18 July 2014.

News and updates for Child, Youth and Family staff, week beginning 21 July 2014

On this Page:

Workload and casework review – Q&As

Q&As are now available on the [workload and casework review projects page](http://doogle.whats-on/projects/child-youth-family/casework-caseload-and-workload-review/casework-caseload-and-workload-review.html#Feedbackandquestions41) (<http://doogle.whats-on/projects/child-youth-family/casework-caseload-and-workload-review/casework-caseload-and-workload-review.html#Feedbackandquestions41>). It's been great to see all the ideas, questions and feedback coming through

and we appreciate everyone's patience while waiting for detail on your questions. While we want to give people a clear picture of what's happening as soon as possible, we also want to do it right. Therefore, not all the questions asked are able to be answered at this stage but our aim is to continue to keep the page updated as things shape up.

For more information

9(2)(a)

Koha - MSD's new online library tool

Looking for quality research? Practice guidance? Corporate best practice? Koha has something for you.

This new portal, provided by Information Services, is a one-stop-shop search interface for books, eBooks, and electronic journal content.

The new features include:

One search engine for books, eBooks and electronic journal items – no more searching dozens of separate databases

“Ask a librarian” – live online chat function for quick questions and answers as you go

Manage your own loans, and request hard copy items with a few clicks – Information Services will then ship them off to your desk

Public 'lists' to create collections of content on topics relevant to you, allowing for easier collaboration and sharing of research resources among teams

Intuitive, and easy to use

Bookmark the new central hub for information resources: <https://msd.mykoha.co.nz> [<https://msd.mykoha.co.nz>]

For more information

For more information about Koha email: knowledge_services@msd.govt.nz [mailto:knowledge_services@msd.govt.nz]

Safety Scheduler Reminder

A reminder that July's Health and Safety Scheduler (<http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-07-july-h-s-scheduler-reminder.doc>) and Safety Newsletter (<http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-07-july-safety-newsletter.doc>) is available on the intranet.

This month's newsletter covers:

Reported Health Safety and Security incidents

Feedback on the Safety newsletter

SOSHI's spell check function

Vehicle safety

ACC Partnership Programme self-audit

Site safety plans

Congratulations to 9(2)(a) Specialist Health and Safety Advisor

For more information

9(2)(a)

New Child, Youth and Family data up now

The latest Child, Youth and Family data (1 July 2013 – 31 March 2014) is now up on our website.

This data includes information on:

- National and regional notifications
- Children in out of home placements by region and placement type
- Approved caregivers
- Youth justice and care and protection residences
- Family group conferences

For more information

For more information take a look at the key statistics and information for media section of our website [\[http://www.cyf.govt.nz/about-us/who-we-are-what-we-do/information-for-media-backup.html\]](http://www.cyf.govt.nz/about-us/who-we-are-what-we-do/information-for-media-backup.html)

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Need 2 Know - Issue 337

28 July 2014

News and updates for Child, Youth and Family staff, week beginning 28 June 2014

On this Page:

Child, Youth and Family FGC review

Almost two years ago, the Office of the Chief Social Worker presented their review of our FGCs.

The review highlighted the importance of inter-agency work, the need to better prepare participants for upcoming FGCs and adapt our FGCs to better meet the needs of participants, and greater partnership between social workers and Māori families. As you know, we've done a lot of work since the review, including the appointment of Kaiwhakatarā who are working closely with sites to support the implementation of the new practice standards and help strengthen the quality of practice. There will be a series of Wednesday briefings to coincide with this, beginning with the first one, on 6 August, focussing on preparing for the FGC.

Under the Official Information Act, the FGC Review report and recommendations will be released to Radio New Zealand, and uploaded onto the MSD website on 4 August, following the release.

Check out our [Reinvigorating FGCs \(http://doogle.whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html\)](http://doogle.whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html) page for more information, which will include a link to the Report once it is live

The iPhone and iPad rollout is underway!

Technology champions update

We recently asked for expressions of interest from staff to be involved as a local technology champion to assist with the rollout and to provide support to their colleagues on an on-going basis. We have had a great response and are now finalising the technology champions.

Pilot rollout – Manurewa/Clendon

The Manurewa/Clendon site will be the first site to receive iPhones and iPads. On Thursday 31 July, a training session will be held for the Manurewa/Clendon Technology Champions. The remainder of staff at the Manurewa/Clendon site will receive their iPhones and iPads, and training during the week of 11 August.

The rollout to Manurewa/Clendon will be used to test and refine our rollout process before we roll out to other sites around the country.

Following the pilot, we will confirm the rollout schedule for the rest of the country and will post this on doogle.

For more information

Check out the [Workload and Casework Review Q&As \(http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/workload-and-casework-review-faqs.html#iPadsandIPhonesrollout51\)](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/workload-and-casework-review-faqs.html#iPadsandIPhonesrollout51) relating to iPads & iPhones (these have recently been updated), or if you still have questions please contact

9(2)(a)

Reimbursement of mobile devices

Please note the recent [MSD-wide announcement \(http://doogle.ssi.govt.nz/whats-on/news/dce-message/people-capabilities-resources/2014/reimbursement-of-mobile-devices.html\)](http://doogle.ssi.govt.nz/whats-on/news/dce-message/people-capabilities-resources/2014/reimbursement-of-mobile-devices.html) relating to the Ministry's updated policy around reimbursement for personal use of mobile devices – cellphones and iPads. The revised policy replaces the phone reimbursement system that has been used too date, and makes it easier for staff reimbursements for personal use.

Please familiarise yourself with this change in policy, consider your usage and, where appropriate, complete the form [\[Reimbursement of mobile devices\]](#) to enable regular fortnightly deductions

For more information

Check out the [mobile devices billing system page \(http://doogle.ssi.govt.nz/helping-you/it-help/hardware/phones/cellphones/cellphone-billing/index.html\)](http://doogle.ssi.govt.nz/helping-you/it-help/hardware/phones/cellphones/cellphone-billing/index.html) on doogle

Cyber Security - Stop, think, check

Please note the recent [MSD-wide announcement \(http://doogle.ssi.govt.nz/whats-on/news/dce-message/people-capabilities-resources/2014/stop-think-check.html\)](http://doogle.ssi.govt.nz/whats-on/news/dce-message/people-capabilities-resources/2014/stop-think-check.html) about upgrades to the cyber-security system. Over the next three weeks, MSD is rolling out an upgrade to the *Stop, Think, Check* tool to allow the Ministry to monitor emails and other communication tools such as USB devices and cloud services.

The new version of *Stop, Think, Check*, will trigger two types of pop up screen - one for any email with an attachment of over 100kb and being sent to an external address, and one if you're saving information to a non-Ministry approved device.

For more information

You can read more about this upgrade on doogle: [Sending emails externally \(http://teamsite.ssi.govt.nz/helping-you/it-help/outlook/outlook-add-in.html\)](http://teamsite.ssi.govt.nz/helping-you/it-help/outlook/outlook-add-in.html) and [External USB disk drives and Iron Keys \(http://teamsite.ssi.govt.nz/helping-you/it-help/hardware/usb-and-ironkey.html\)](http://teamsite.ssi.govt.nz/helping-you/it-help/hardware/usb-and-ironkey.html)

New funding grant to support children and young people

From 4 August 2014, carers receiving the Orphan's Benefit or Unsupported Child's Benefit can apply for a grant from the 'Extraordinary Care Fund' to help support a child in their care to reach their potential.

The Fund is designed to support children who are showing promise in a particular area or experiencing difficulties that are significantly impacting on their development.

Carers are welcome to apply for a grant of up to \$2,000 each financial year (1 July – 30 June). Where people are caring for more than one child, they can apply for a grant for each child.

More information, including the criteria, guidelines, funding round deadlines, and how to apply for the grant, are available on the [Work and Income website \(http://www.workandincome.govt.nz/individuals/brochures/extraordinary-care-fund.html\)](http://www.workandincome.govt.nz/individuals/brochures/extraordinary-care-fund.html)

Please keep this fund in mind when talking to Home for Life caregivers about what supports are potentially available to them.

For more information

Check out the [Work and Income website \(http://www.workandincome.govt.nz/individuals/brochures/extraordinary-care-fund.html\)](http://www.workandincome.govt.nz/individuals/brochures/extraordinary-care-fund.html) or talk to a Work and Income colleague.

TRIM system upgrade – go live 11 August

We're upgrading the TRIM system to:

- make the system better and easier to use
- maintain the security of client information we hold
- ensure that we have a robust way of managing physical information

The new TRIM will go live on Monday 11 August. The functionality and tools remain largely unchanged, however there are some enhancements and a different 'look and feel'.

To help you use the new TRIM system, information and training will be available through Doogle and myLearn. The training includes a series of modules and an online training environment.

The training modules (includes a webinar, skills check and quick guide) will take between 5 and 30 minutes to complete, however you will have two weeks to complete these at your own pace and time before the 'go-live'.

TRIM users (those who have used TRIM in the past 12 months, including 'admin and case' and adoptions staff) will be emailed directly with details on how to login into myLearn and the training environment:

The online training environment can be accessed from your PC. You will need to log off your machine (don't restart or shut it down) to pick up the update for the training. Instructions on how to access the training environment are attached to this email.

If you have trouble accessing the training environment please call IT Help on *777

Further information about the TRIM Upgrade and instructions on how to login to access the training material can be found on [doogle \(http://doogle.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/index.html\)](http://doogle.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/index.html) You might also want to check out the [introductory webinar \(http://doogle.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/introductory-webinar.html\)](http://doogle.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/introductory-webinar.html).

For more information

If you have any questions, please contact the project team at mailto:Trim_Upgrade@msd.govt.nz

Update on breastfeeding guidance

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

Breastfeeding is an emotive issue that lends itself to much debate about the rights of the mother versus the rights of the baby. In response to a case that was recently considered by the Chief Executive Advisory Panel, the Practice Centre [key information relating to breastfeeding \[http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Wnentostartcontact7\]](http://cyf-practice-centre.ssi.govt.nz/policy/caring-for-children-and-young-people/key-information/maintaining-family-relationships.html#Wnentostartcontact7) has recently been updated...

If a baby is breastfeeding, all efforts should be made to ensure this can continue. Be aware of the emotional and psychological side of breast feeding for both mother and baby and treat this issue with respect and sensitivity...

The key information then outlines a variety of things that should be considered when making decisions about the best approach.

The Office of the Chief Social Worker is working to develop the guidance further, to cover:

mothers who have infections or illnesses that can be passed through breast milk such as HIV and the need to seek a medical opinion

babies being breastfed who are going to be permanently removed from their mother's care from birth
the consent required if a caregiver is going to breastfeed a baby in care.

We will let you know when this is available. In the meantime, if you have any concerns or questions about a breastfeeding case, please talk to your practice leader who will contact the Office of the Chief Social Worker (OCSW) directly.

For more information

9(2)(a)

Court in the Act - new issue

The latest issue of [Court in the Act \[http://www.justice.govt.nz/courts/youth/publications-and-media/principal-youth-court-newsletter/cia-issue-66/at_download/file\]](http://www.justice.govt.nz/courts/youth/publications-and-media/principal-youth-court-newsletter/cia-issue-66/at_download/file) is now available on the Youth Court website. This issue includes items about:

Legal Update: Joint Charges in the Youth Court

Legal Update: Psychoactive Substances

Case Brief: The High Court applies Youth Justice principles: Discharge without conviction (R v Q [2014] NZHC 550)

Special Report: Talking Trouble NZ - Language and communication difficulties: children and young people involved with the legal system

Special Report: MIXIT - a community arts project for young refugees

Book Review: Youth Justice in Aotearoa New Zealand: Law Policy and Critique

Latest Research and Articles

Special Feature: a letter to be proud of - a letter written by a victim to the young person who committed a burglary in respect of his property

News Worth Celebrating: Lay advocates handbook released; Rangatahi Courts launch in Christchurch and Huntly;
Upcoming Youth Justice workshop

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 338

01 August 2014.

News and updates for Child, Youth and Family staff, week beginning 4 August 2014

On this Page:

Recent Youth Justice media releases

There have been a number of media releases from Associate Minister for Social Development Chester Burrows recently around The Youth Crime Action Plan (YCAP).

[New youth crime advisory group ready to go \[http://www.beehive.govt.nz/release/new-youth-crime-advisory-group-ready-go\]](http://www.beehive.govt.nz/release/new-youth-crime-advisory-group-ready-go)

announced the appointment of eight members to the new Youth Crime Action Plan Advisory Group, including Chris Rewha, Acting Residence Manager of Te Puna Wai o Tuhinapo Youth Justice Residence in Christchurch. The advisory group will play an important role in maintaining this progress through implementing the 10 year action plan.

[Youth Crime Action Plan on track as youth crime falls](http://www.beehive.govt.nz/release/youth-crime-action-plan-track-youth-crime-falls)

[http://www.beehive.govt.nz/release/youth-crime-action-plan-track-youth-crime-falls]

praised the progress made during the first eight months of YCAP, including the creation of local action plans, Family Group conference (FGC) improvements, better joint decision making, mental health and drug problem support and the new appointments to the advisory group.

[Extra supported bail to help change young offenders](http://www.beehive.govt.nz/release/supported-bail-help-change-young-offenders)

[http://www.beehive.govt.nz/release/supported-bail-help-change-young-offenders]

announced the expansion of supported bail for young offenders, increasing the total places to 305 placements, available throughout New Zealand, up from 175 in 2006. Supported bail helps to manage lower level young offenders in a way that is better for them and their community.

TRIM upgrade update, training reminder and preparation before go-live

Last week's Need 2 Know <http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-337> (TRIMs system go-live 11 August 6) included an item about the upgrade to the TRIM system. Testing of the new system has identified some small issues, so there will be a slight delay in the go-live date to ensure it is working correctly. We will let you know as soon as the new 'go-live date has been set (we expect the delay to be only 1-2 weeks).

Training is now available for the new TRIM system

If you are a TRIM user, you'll need to complete the training by the go-live. The training includes a series of modules and an online training environment. Each training module (includes a webinar, skills check and quick guide) and shouldn't take more than 30 minutes to complete.

If you have trouble accessing the training environment please call IT Help on *777.

Further information about the TRIM Upgrade and instructions on how to login to access the training material can be found on [doogle](http://doogle.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/index.html) <http://doogle.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/index.html> You might also want to check out the introductory webinar <http://doogle.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/introductory-webinar.html>.

Things to do before the new TRIM system go-live.

There are some things that will change in the new TRIM system. Below is a small list of changes and the action you will need to take prior to go-live (or in some cases after go-live):

Change: The contents of your work tray will not appear when the new TRIM system goes live.

Action: You will need to make a list of your current work tray contents now to ensure that you don't lose this information. Once the new TRIM system is up and running you can add your work tray contents back in.

Change: Your saved searches will not appear when the new TRIM system goes live.

Action: You may want to make a note of the saved searches you currently have in TRIM Captura. You can set-up the saved searches again in the new TRIM system.

Change: Any customisation you have done on the current TRIM Captura system will be lost and will not appear in the new TRIM system.

Action: No immediate action: You can customise your settings again in the new system.

For more information

If you have any questions, please contact the project team at Trim_Upgrade@msd.govt.nz
[mailto:Trim_Upgrade@msd.govt.nz]

Improvements to SOSHI

The health, safety and security reporting tool, SOSHI, has been improved so it's easier for staff to report incidents.

SOSHI enables the organisation to make changes to prevent incidents reoccurring.

The changes that go live on 4 August include:

Specific categories for Child, Youth and Family residences - training has been delivered.

A new escalation process for managers

More information can be found on doogle [here \[http://doogle/working-here/keeping-healthy-and-safe/reporting-accidents-and-incidents/index.html\]](http://doogle/working-here/keeping-healthy-and-safe/reporting-accidents-and-incidents/index.html)

For more information:

Please contact your Health, Safety and Security advisor if you need any further assistance.

Nominations for William Wallace Awards close in one month!

Don't miss out on an amazing opportunity to nominate a deserving young person for a William Wallace Award.

Each of our winners will receive a scholarship towards tertiary, vocational or leadership training and will be flown to Wellington to attend the awards ceremony on Wednesday 3 December.

Prior to the ceremony our young winners will spend the day in Wellington where we have some fun and exclusive activities planned.

We have received very few nominations so far, but we know many of you are considering making nominations and working hard to get them in.

Nominations close on Friday 29 August, the nomination form and guidance for making a great nomination can be found on the [William Wallace Awards intranet 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)

For more information

For more information contact [9\(2\)\(a\)](tel:0922222222) or email williamwallaceawards@cyf.govt.nz [mailto:williamwallaceawards@cyf.govt.nz]

Excellence in Fostercare Awards reminder

Make sure you take the opportunity to nominate an extraordinary caregiver for the Excellence in Fostercare Awards.

Nominations for the Excellence in Fostercare awards close on Friday 29 August, and we have had a low number of nominations so far.

These awards celebrate caregivers 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 on Friday 7 November.

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 is available on on the [Excellence in Fostercare Awards intranet page \[http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/excellence-in-fostercare-awards.html\]](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/excellence-in-fostercare-awards.html)

For more information

[9\(2\)\(a\)](tel:0922222222)

Shining Star Award Nominations now open!

It's time to put the spotlight on your office superstars that go 'above and beyond' by nominating them for a shining star award!

The Shining Star awards are a great opportunity to recognise and celebrate the people we work with everyday that go the extra mile.

Nominations close on Friday 29 August and are open to all staff - no matter what their role or position - and nominations can be made by any Child, Youth and Family employee.

National office and the regions (including residences in their area) are each running their own award process.

Winners will be announced on National Social Workers Day, Wednesday 24 September.

More information about the awards, including the nomination form, is available on on the [intranet page](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/shining-star-awards.html) [http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/shining-star-awards.html]

For more information

For more information visit the intranet page or contact your regional communications advisor.

10 August CYRAS maintenance release – Standard Payment and Caregiver Set-up

On 10 August, a new payment type 'Standard Payment' will be added to the placement record screen. Only family/whānau, foster carer and family home placements will be eligible for this payment and CYRAS will automatically tag any new or existing records.

A new financial item description of 'Caregiver – set up' has also been added to CYRAS.

Check out the [CYRAS release note](http://doogle.ssi.govt.nz/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/cyras-release-notes-in-august.docx) [http://doogle.ssi.govt.nz/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/cyras-release-notes-in-august.docx] for more information.

For more information:

9(2)(a)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 339

08 August 2014

News and updates for Child, Youth and Family staff, week beginning 11 August 2014

On this Page:

APIR – we need your feedback

Some sites were recently visited by members of the National Office APIR (Assess, Plan, Implement and Review) project team, and asked to review and provide feedback on planning practice changes and 'mock' single, integrated plans.

You'll remember that the APIR project aims to change our practice from one focused on tasks and outputs, to an outcomes-focused model that will ensure better and more sustainable results for mokopuna. APIR will strengthen the links between assessment and planning, develop consistent practice around implementing and reviewing, and ultimately ensure that a single, integrated plan is in place for mokopuna we are involved with by way of intervention.

We began the APIR journey with Gateway Assessments and Tuituia, which are both starting to make a big difference for mokopuna and their families/whanau.

More detail is available on our new APIR webpage (<http://doogle.ssi.govt.nz/unit/cyf/projects-initiat/ps/assess-plan-implement-review/index.html>) – it's important that you understand how all the pieces of the puzzle fit together, so please take the time to read it. Your feedback at this stage of the project is invaluable, particularly if you are frontline staff – your thoughts, views and opinions matter to us and will shape the project as it continues to move forward.

For more information:

If you have any questions or concerns, please email the team on APIR_project_team@cyf.govt.nz (mailto:APIR_project_team@cyf.govt.nz)

Six-month Immediate Response Project update

The Workload and Casework review identified things we can do in the short term to create capacity for our social workers, and make sure we are working with the right mokopuna. Below is an update on the progress of some of the immediate response projects. (<http://doogle.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/casework-caseload-and-workload-management-review/final-action-plan-response-a3-2-may-14-doc-gone-to-print.pdf>)

NFA cases

One of these was the unnecessary administration time associated with no further action (NFA) responses.

Since July, information received by fax or email that doesn't need further action, and is not progressed to notification, is no longer sent to sites by the Contact Centre. They are now handling the creation and management of these records.

This has meant around 35 faxed and emailed NFA reports per week are no longer referred to sites.

Survey

We received over 1,000 responses to the survey clarifying frontline staff roles and reviewing support staff resourcing. The responses are currently being analysed and will help identify which tasks can move to admin roles, to free up time for social workers and supervisors.

KPI – 7 day reports

The change to seven working days for urgent reports of concern requiring further action took effect on 1 July. This allows an extra two working days for the completion of safety and risk screens and will exclude weekends and statutory holidays in the calculation of the due date. (Local anniversary days will continue to be included).

The current urgent and low urgent labels in the CYRAS intake outcome record will be changed to working days in October 2014, when the relevant Te Pakoro reports (005, 070, 059, 202, 204 and 811) will also be updated. Until then, the reports will continue to show existing timeframes (calendar days).

This means that until the new reports are available, performance will continue to be measured internally using calendar days. Managers will therefore need to maintain focus on the due date in the report (do not allow more than 2 days overdue) to ensure that performance measures continue to be met. We will not be reporting externally (that is, to the Minister) until reporting is available in working days.

Leadership

We committed to building the skills of our managers by investing in leadership training and development. To date, we have enrolled 79 managers in leadership courses being run across the Ministry for frontline managers.

For more information

We'll continue to keep you updated with the progress of the [immediate response projects](#).

<http://doogle.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/casework-case-load-and-workload-management-review/final-action-plan-response-a3-2-may-14-doc-gone-to-print.pdf>. If you have any questions about the

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International Surrogacy

Recent international media coverage has highlighted significant concerns regarding international surrogacy in Thailand.

New Zealanders who are considering or have commissioned an international surrogacy in Thailand, and have not already sought appropriate advice, are strongly encouraged to contact Child, Youth and Family, the Department of Internal Affairs and Immigration New Zealand.

More guidance on international surrogacy is available on our website - [Adopting a step or surrogate child](#)

<http://www.cyf.govt.nz/adoption/adopting-a-child/adopting-a-step-or-surrogate-child.htm#Internationaladoption3>

For more information

9(2)(a)

Update on services for clients with harmful sexual behaviour

As part of the Care Strategy, Child, Youth and Family and Barnardos jointly commissioned a report of services for children and young people with harmful sexual behaviour (HSB). The aim of the report was to determine the appropriate range and nature of services required to provide effective treatment and placement options.

The report reinforces the growing awareness that there is not a hard distinction between HSB risks and other behaviour risks and issue. It also highlights that the treatment and management of HSB needs to be provided in a range of care settings, reflecting the prevalence of the issue in the high needs population. Finally, it makes clear that the consideration of services to treat and manage HSB needs to be part of the overall development of more general services for serious behaviour or conduct disorder and attachment.

A summary of the report findings and recommendations (<http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/high-complex-needs/clients-with-harmful-sexual-behaviours.html>) can be accessed through the National programmes for high needs kids page (<http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/high-complex-needs/index.html>).

For more information:

9(2)(a)

Password VS PIN

Just a reminder that your Smart Card pin and your login password are different. When accessing CYRAS or the Global Directory a prompt pops up asking for either your PIN or a PASSWORD.

Your password (which enables you to login to your PC) has to be changed every 90 days while your pin does not need updating.

For more information:

9(2)(a)

Service Delivery Learning Initiative

The Christchurch's Durham Street site's Integrated Service Delivery Initiative trials are underway. This initiative focuses on making things simple and straightforward for clients and staff by streamlining everyday client transactions and improving client experiences.

Keep an eye out for updates on how the trials are tracking and their findings on the [Integrated Service Delivery page](http://doogle.ssi.govt.nz/whats-on/projects/integrated-service-delivery/index.html). [http://doogle.ssi.govt.nz/whats-on/projects/integrated-service-delivery/index.html]. The team are eager to hear your feedback and want you to be part of the conversation.

For more information:

For more information or to send in your feedback or suggestions email Your_Service_Delivery_Ideas@msd.govt.nz [mailto:Your_Service_Delivery_Ideas@msd.govt.nz]

It's awards season!

Which means we need your help to nominate...

Child, Youth and Family superstars for a [Shining star award](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/shining-star-awards.html) [http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/shining-star-awards.html]

Outstanding young people for a [William Wallace award](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]

Inspiring caregivers for an [Excellence in Fostercare Award](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/excellence-in-fostercare-awards.html) [http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/excellence-in-fostercare-awards.html]

For more information:

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Contributing to Need 2 Know

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Need 2 Know - Issue 340

15 August 2014

News and updates for Child, Youth and Family staff, week beginning 18 August 2014

On this Page:

Latest message from the MSD Leadership Team (LT)

If you haven't already, check out the [latest message from LT](http://doogle.ssi.govt.nz/whats-on/news/leadership-team/2014/eli-august-2014.html) (<http://doogle.ssi.govt.nz/whats-on/news/leadership-team/2014/eli-august-2014.html>), which includes updates on:

- Building Blue leaders
- The simplification project
- Sharing research and evaluation work
- Managing risk = doing the right thing

For more information

If you have any questions or comments, email the leadership team (mailto:LT_feedback@msd.govt.nz)

Children's Action Plan newsletter

There is a new regular newsletter available on the [Children's Action Plan website](http://childrensactionplan.govt.nz/assets/Uploads/cap-newsletter-06-14.pdf) (<http://childrensactionplan.govt.nz/assets/Uploads/cap-newsletter-06-14.pdf>) that shares the work and progress of the Vulnerable Children's Board and Children's Teams.

This month's issue looks at:

- Vulnerable Children's Board – from the Chief Executive
- Setting up in Levin, Foxton, Shannon and Otaki
- Whangarei update
- New Lead Professionals in Rotorua
- Approved Information Sharing Agreement
- Children's Workforce

More information

If you'd like to receive future updates and newsletters directly, email admin@childrensactionplan.govt.nz (<mailto:admin@childrensactionplan.govt.nz>)

Health and Safety

Just a reminder that August's [Health and Safety Scheduler](http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-08-august-h-s-scheduler-reminder.docx) (<http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-08-august-h-s-scheduler-reminder.docx>) and [Safety Newsletter](http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-08-august-safety-newsletter.docx) (<http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-08-august-safety-newsletter.docx>) are available on the intranet.

This month looks at:

- Reported Health Safety and Security incidents
- Deferral of site safety plan review
- Treatment of confidential information
- Wellnz cards
- Rehabilitation weekly monitoring
- Sharing good practice – noticeboards
- Fire evacuation drills
- Housing assessments
- Farewell to 9(2)(a)

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)

Phishing attack email

If you missed the [message from Merv](http://doogle.ssi.govt.nz/whats-on/news/dce-message/people-capabilities-resources/2014/phishing-attack-email.html) - there is a new email phishing campaign targeting government employees.

The phishing email appears to be sent from a legitimate email address and says an earlier email was sent to you, but that delivery had failed. The email gives you a link to view the original email. Do not click on the link as it takes you through to a page that asks for your email and password. Entering your details can give the person responsible for phishing full access to your account.

For more information:

If you received or responded to a similar email, [contact IT help](mailto:ITHELP@msd.govt.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:

In the Auckland region recently, who generously donated special gifts for kids in care?

What is the Tuituia Whakatau?

What link would take you to information about the review of family group conferences?

What does APIR stand for?

In the last Wednesday brief, which three principles were introduced to guide our indigenous and bi-cultural framework for working with Māori?

Please send your answers in by midday, Friday 22 August.

For more information

Email your answers to 9(2)(a)

It's awards season!

Which means we need your help to nominate.

Child, Youth and Family superstars for a [Shining star award](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/shining-star-awards.html)

Outstanding young people for a [William Wallace award](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html)

Inspiring caregivers for an [Excellence in Fostercare Award](http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/excellence-in-fostercare-awards.html)

Simply by making a nomination, irrespective of whether they receive an award or not, you're acknowledging to that staff member, caregiver or young person how truly amazing they are and highlighting what they've achieved!

For more information:

9(2)(a)

Everyday Te Reo

It was great to see how staff embraced 'Te Wiki o Te Reo Māori'.

This year's theme is [Te Kupu o te Wiki - The Word of the Week](http://www.korero.maori.nz/news/mlw/Te%20Kupu%20o%20te%20Wiki_Sheet%204_kupu%20sheet.pdf) and every week until 12 July 2015 a new word will be introduced.

This week's word is 'engari', which translates as 'but'. Remember to try to use these kupu (words) in your everyday conversations with colleagues.

For more information

For more information visit the [Korero māori website](http://www.korero.maori.nz/home.html) which has some great tips for beginners

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

Contributing to Need 2 Know

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Need 2 Know - Issue 341

22 August 2014

News and updates for Child, Youth and Family staff, week beginning 25 August 2014

On this Page:

Early childhood education update

The [ECE intranet page](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/early-childhood-education/index.html) (<http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/early-childhood-education/index.html>) has recently been updated with information about the benefits of quality ECE. On this page you will also find guidance about what to consider when planning ECE for children in care, choosing from the different ECE service options and the new ECE recording template for staff.

On 13 July 2014, changes were made to CYRAS to make it mandatory for ECE details to be recorded for all 18-month-olds until they go to school. A similar rule applies for all children and young people over the age of 5, where details of school or employment must be recorded. The [July CYRAS release notes](http://doogle.ssi.govt.nz/documents/resources/helping-cyf-clients/procedures-manuals/finance_admin/cyras_release_notes/2014-release-notes/cyras-juiv-maintenance-changes_doc.docx) (http://doogle.ssi.govt.nz/documents/resources/helping-cyf-clients/procedures-manuals/finance_admin/cyras_release_notes/2014-release-notes/cyras-juiv-maintenance-changes_doc.docx) provide further information about how to do this.

The immediate focus is to record ECE details for children in our custody > aged 18 months until they go to school - into CYRAS by 30 September 2014. To support staff the 'ECE recording template - 8 weekly visit' (http://doogle/documents/whats-on/projects/child-youth-and-family-projects/ecs_recording-template_8-weekly-visit.docx) has been developed to note ECE details when talking to your clients that can later be entered into CYRAS.

For more information

9(2)(a)

Community Investment - Investing in Services for Outcomes

The new entity Community Investment brings together the funding and contracting and service development areas in Child, Youth and Family (CYF) and Family and Community Services (FACS). It comes into existence on 1 October 2014, and you can find out more about the new staffing and functions structure, and the integration process, on the [ISO - Towards integration](http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/iso-towards-integration/index.html) (<http://doogle.ssi.govt.nz/whats-on/projects/investing-services-for-outcomes/iso-towards-integration/index.html>) page on doogle.

For more information

If you have any questions, please email ISO_TowardsIntegration@msd.govt.nz (mailto:ISO_TowardsIntegration@msd.govt.nz)

Tuituia recording tool - step-back functionality

The CYRAS handbook has been updated to explain the Tuituia 'Step-back' functionality (<http://cyras-handbook.ssi.govt.nz/cyras-handbook/tuituia/recording-a-tuituia-assessment-page?#StepBacktoseepreviousamendmentsoreredits20>). It enables you to 'step back' to the last time the page was amended or edited, and is available in all domain and/or summary pages. While the actual changes are not highlighted, the differences are generally obvious, unless the change was very subtle (a single word or sentence in a large paragraph). This function also allows you to see who made the change and is a quick way of knowing whether a worker is adding to the assessment on a regular basis (useful when considering Q8 in the CET).

For more information

Check out the [CYRAS handbook](http://cyras-handbook.ssi.govt.nz/cyras-handbook/tuituia/recording-a-tuituia-assessment-page?#StepBacktoseepreviousamendmentsoreredits20) (<http://cyras-handbook.ssi.govt.nz/cyras-handbook/tuituia/recording-a-tuituia-assessment-page?#StepBacktoseepreviousamendmentsoreredits20>) and if you have any questions, talk to your practice leader.

Six-month immediate response project update

Following the Workload and Casework review, we identified things we can do in the short term to create capacity for our social workers, and make sure we are working with the right mokopuna. Here's a progress update on some of the immediate response initiatives.

Decision Response Tool

We are currently revising the Decision Response Tool to support more robust decision making at the intake phase. The aim is to provide greater clarity about what situations and presenting concerns require our involvement, and the urgency requirements of that response.

The Contact Centre have been closely involved in this work, and over the next few weeks we will seek feedback from practice leaders. We plan to trial the revised tool at the Contact Centre and in a couple of sites in early September.

Police, Health and Education notifier behaviour

We are also developing a new report of concern template for key stakeholders to ensure we receive the specific information we require to make decisions at intake. The contact centre currently receives around 22,800 paper and electronic reports of concern a year, and the information provided in these ranges from comprehensive to very limited. A single template will ensure that crucial information is provided to enable robust decision making.

Initial meetings with Police, Health and Education have been held to discuss a new and more standardised report of concern template. We have also met with a group of public health nurses to get their feedback. We will continue to consult widely over the next month both internally and externally.

KPIs – 7 day reports

To clarify our previous message about the changes to the criticality timeframe KPIs, please stay focused on your Tē Pākoro report targets as they are currently reported, but be aware that the timeframes for the criticality KPIs for completing safety and risk assessments will change in Tē Pākoro from October 2014.

For more information

We'll continue to keep you updated with the progress of the [immediate response projects](#) [<http://doogle.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/case-work-cases-02d-and-workload-management-review/final-action-plan-response-a3-2-may-14-doc-gone-to-0-n1.pdf>], but if you have additional questions, please contact **9(2)(a)**

New password protection for Gateway Assessment Education documents

To help protect the privacy of vulnerable children and young people the Education sector are introducing new safeguards for emailed information about children who are going through the Gateway Assessment process and receiving an education profile.

From now on, when you receive attachments in emails from the Education sector about children who are part of the Gateway Assessment process they will be password protected. The relevant education professional will contact you via telephone to provide you with the password for opening the document.

This new process goes live today.

This change means you will need to do a couple of things differently but it is important that you get to grips with what's now required to ensure that the Gateway process works well for children and young people and you can access relevant information from Education.

New process:

When you receive an email with attachments from the Education sector they will contact you via telephone to give you the password. The sender is not able to send the password by email. You will need to open the attachment using the password and then you must remove the password protection before you save the document.

For instructions on how to remove password protection see the [document attached](#) [<http://doogle/documents/whats-on/projects/child-youth-and-family-projects/gateways-assessment/removing-password-protection-on-a-word-document.pdf>].

Please note: the Gateway Assessment Coordinators will also receive the education profile, which they will be required to unprotect and save as a PDF before they upload it onto the Gateway IT tool.

Password protected emails may initially look fiddly, but it doesn't take long to get the hang of it!

For more information

If you have any problems opening a password protected document please call the IT Help Desk for assistance on *777.

Nominations close this week!

Nominations for the [Excellence in Fostercare Awards](#) [<http://doogle.ssi.govt.nz/resources/helping-cyf-clients/products-services/excellence-in-fostercare-awards.nml>] and the [Shining Star Awards](#) [<http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/shining-star-awards.html>] close this Friday 29 August.

Please consider taking some time out of your day to fill in a nomination form for an exceptional caregiver or colleague who truly makes a difference and deserves to be recognised.

This opportunity only comes around once a year, and it is always rewarding to know that your hard work is noticed by those around you.

We have received a very low number of nominations for the [William Wallace Awards](http://doogie.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html) [\[http://doogie.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html\]](http://doogie.ssi.govt.nz/resources/helping-cyf-clients/products-services/william-wallace-awards.html) and have extended the nomination period to Friday 5 September. The William Wallace scholarships can make a significant difference to young people in care and are a great kick start for their future.

For more information

9(2)(a)

TRIM Update - One week to go-live!

A couple of weeks ago we emailed you about the upgrade to the TRIM system and advised that the go-live of the system had been delayed. We are very pleased to be able to tell you that the new TRIM system will be going live on Tuesday 2 September.

Deployment of the new system and TRIM outage

The deployment of the new TRIM system involves migrating all the data currently held in the databases into the new version of TRIM. This work will take several days to complete and will be done over the weekend prior to go-live.

The deployment will start at 5pm Thursday 28 August and go to 7am Tuesday 2 September.

During this time the current TRIM system will only be available to view information.

DO NOT change any of the information that is in TRIM (i.e. update a location) during this time because it will NOT be saved.

We suggest that you hold on to your files (in a secure place) so you can enter the information into the new TRIM once it is live.

If you have an urgent file to send off, record the information in the spread sheet emailed to you directly (it's also available on the TRIM Upgrade Project page). Once the new system goes live you will need to enter the information into the new TRIM.

You can still request information from Recall.

Trim training reminder

You only have ONE WEEK left to complete your TRIM training. From 2 September the new TRIM will be live and the old TRIM will be switched off, so it is important that you have completed your training before this date. [The training modules \[http://doogie.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/index.html#TrainingResources2\]](http://doogie.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/index.html#TrainingResources2) will show you how to customise the new TRIM, set up your saved searches and save items into your work trays and favourites. If you have trouble accessing the training environment please call IT Help on *777.

Further information about the TRIM upgrade, including things to do before the new TRIM system go-live and instructions on how to login to access the training material can be found on [doogie \[http://doogie.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/index.html#TRIMUpgradeProject201411\]](http://doogie.ssi.govt.nz/helping-you/recordkeeping-help/trim-help/index.html#TRIMUpgradeProject201411).

For more information

Check out the project page for more information, and if you have any questions please contact the project team at mailto:Trim_Upgrade@msd.govt.nz [mailto:Trim_Upgrade@msd.govt.nz]

Five question quiz winner!

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

Congratulations to our winner **9(2)(a)** your prize will be with you early next week.

Here are the answers to this month's quiz:

1. In the Auckland region recently, who generously donated special gifts for kids in care?

Fostering Hope, Rotary Club, Epsom Girls Grammar

2. What is the Tuituia Whakatau?

Tuia nga ahuatanga o te ao o te mokopuna kia whai oranga – Weaving together core aspects of the mokopuna world to enhance wellbeing

3. What link would take you to information about the review of family group conferences?

<http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html>
<http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences.html>

4. What does APIR stand for?

Assess, Plan, Implement and Review

5. In the last Wednesday brief, which three principles were introduced to guide our indigenous and bi-cultural framework for working with Māori?

Te Reo Māori, Whakapapa, Tikanga

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

Contributing to Need 2 Know

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Need 2 Know - Issue 342

29 August 2014

News and updates for Child, Youth and Family staff, week beginning 1 September 2014

On this Page:

William Wallace nominations close this week!

This is your last chance to nominate a deserving young person, with nominations drawing to a close on Friday 5 September.

If you haven't made a nomination, but have a young person in mind, download a [nomination form now](#) [<http://doogie.ssi.govt.nz/documents/resources/helping-cvf-clients/products-services/william-wallace-nomination-form-2014.docx>].

Remember, the award includes a \$2,000-\$3,000 scholarship towards tertiary, vocational or leadership training and could be an incredible head start for a young person.

Last year 20 young people were flown to Wellington for a fun day of activities and an awards ceremony hosted by Prime Minister John Key at Premier House.

It really is a once in a lifetime experience and we've got another spectacular day lined up for our young people with a truly inspiring guest speaker.

If you're worried you're going to miss the deadline on Friday, send an email to let us know it's on it's way. We want as many nominations for outstanding young people as possible. Help us break the record of 40 nominations this year!

For more information

If you have any questions about the awards, email WilliamWallaceAwards@cvf.govt.nz [<mailto:WilliamWallaceAwards@cvf.govt.nz>]

Nominations for the Shining star and Excellence in Fostercare Awards are now closed

Shining Star Awards

A big thank you to the wonderful people who nominated an exceptional staff member for a Shining Star Award. Award recipients will be announced on National Social Workers' Day, Wednesday 24 September.

Excellence in Fostercare Awards

We have had an overwhelming number of nominations for outstanding caregivers this year. We received over 30 nominations, which is the biggest response we have had to date. Thank you to staff who took the time to fill out nominations caregivers, lets see if we can break the William Wallace nomination record this year too!

For more information

If you have any questions about the Shining star awards, contact information for your region is available on the [shining star awards page](http://doogie.ssi.govt.nz/whats-on/projects/child-youth-family/shining-star-awards.html) [<http://doogie.ssi.govt.nz/whats-on/projects/child-youth-family/shining-star-awards.html>].

Tongan language week starts Monday 1st September!

This week is all about celebrating Tongan language and culture in New Zealand.

Try and use a few of these words throughout the week. It's a great way to show respect for your Tongan colleagues and the families you're working with:

Hello – Malo e lelei

Welcome – Malo e lava mai

How are you? – Fefe hake?

Goodbye – Nofa a (to those staying)

Please – fakamolemole, kataki

Thank you – Malo 'Aupito

For more information

9(2)(a)

Brendan's message - the importance of political neutrality

If you missed the message from Brendan [<http://doogle.ssi.govt.nz/whats-on/news/ce-message/2014/importance-of-political-neutrality.html>] there was a recent story in the New Zealand Herald about a Ministry staffer commenting on the Whale Oil blog site.

We have all signed the [Ministry's Code of Conduct](http://teamsite.ssi.govt.nz/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/msd-code-of-conduct.html) [<http://teamsite.ssi.govt.nz/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/msd-code-of-conduct.html>] which talks about the behaviour expected of all staff – the standards and integrity that we apply to our work and dealings with fellow staff, stakeholders and our clients.

This includes not commenting on Ministry or other Government policy in a way that has the potential to impact our ability to be politically neutral and how we conduct our activities.

We also have a [Social Media Policy](http://teamsite.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/misuse.html) [<http://teamsite.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/misuse.html>] which we released in June.

For more information:

For more information about political neutrality, take a look at this [Need 2 Know](http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-331.html#Theselectionsarecoming91) item about the elections [<http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-331.html#Theselectionsarecoming91>] or contact the Ministerial and Executive Services team on maes_enquiries@msd.govt.nz [mailto:maes_enquiries@msd.govt.nz]

Trim 7 is now up and running

Just a reminder that Trim 7 has gone live, and existing data has been moved across to the new system.

To access the new TRIM 7

Click on: Start | All Programs | Business Application | TRIM 7.

You will then see a selection of databases to choose from. Choose one of the production databases (not the training databases) e.g. Adoptions.

To access the TRIM 7 training databases

If you have not completed your training, you can complete it [here](https://elearn.ssi.govt.nz/course/view.php?id=154311) [<https://elearn.ssi.govt.nz/course/view.php?id=154311>]. Please note you will need to insert your PSD card to access the training in MYLearn.

Click on: Start | All Programs | Business Application | TRIM 7.

You will then see a selection of databases to choose from.

Do not use the production databases. The training databases have the word 'Train' in the title e.g. Train_Adoptions.

Please do not use live examples in the Training database.

If you experience technical issues e.g. an error message or you are unable to log in, please contact the Help Desk on extension *777

For more information:

If you have any further questions after completing your training, please email trim_upgrade@msd.govt.nz [mailto:trim_upgrade@msd.govt.nz]

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 04 September 2014

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 343**

Need 2 Know - Issue 343

05 September 2014

News and updates for Child, Youth and Family staff, week beginning 8 September 2014

On this Page:

All MSD offices closed Thursday, 11 September

By now you will have heard [Brendan's announcement](http://www.msd.govt.nz/about-msd-and-our-work/newsroom/media-releases/2014/two-minutes-of-silence.html) that all of MSD is to be closed between 12 and 1pm this Thursday, to coincide with the Community Civic Service that's taking place in Ashburton. This includes front line services and national office.

Sites have permission to close their doors for the hour. This will be done for us where we are co-located with Work and Income, but other sites will need to organise this themselves. Posters for office closures are available on [doogle](http://doogle.ssi.govt.nz/documents/whats-on/news/2014/ashburton/office-closure-poster.pdf).

Please talk with your manager about how to manage any existing arrangements, for example on-site family group conferences.

For more information

Please talk to your manager if you have any questions or concerns.

Controlled access to Work and Income sites

Controlled access to Work and Income sites takes effect on Monday, 8 September, and is being put in place as a move to build safety for staff. The process is still being finalised, but as a start will involve security guards stopping people at the door and checking that they have a reason to be there and are presenting in a way that does not cause concern. This will be managed on front entrances – not inside foyers - so will impact on our clients in sites where we share an entrance way to the building.

It's important that we support this change whilst also managing the impact it has on our clients. Site managers will be working closely with their Work and Income colleagues at a local level to try to minimise unintended consequences for our clients.

For more information

Please talk to your manager if you have any questions or concerns.

Personal safety

Here's some reminders about what you can do everyday to ensure your safety, and the safety of your colleagues:

Make sure you know the background of the family or young person you're working with – is there anything in their history that means you need to be extra vigilant.

Before going on a home visit:

think about anything happening that may heighten risk

plan for safety with your supervisor

always tell a colleague where you're going, and how long you expect to be

have your cell phone – take it with you, make sure it's charged up and save key phone numbers to your address list

use the buddy system, especially when you're worried about safe

if you feel uncomfortable, like something's not right, reschedule your visit.

In the office:

make sure all security doors – back and front are closed properly

report security faults to MSD property right away.

if you're on the counter, or talking to people in the reception, keep the door behind the counter open if you can.

Otherwise, make sure you have your swipe card with you.

pass on information and use case management conferences with co-workers and supervisors to share concerns and risks with others

In residences and group homes:

be familiar with and follow operating procedures.

use a security plan when accessing parking areas in the evening or late hours

immediately leave premises if there is a hazardous situation

if you're worried about a situation involve the Police – they can help with safety planning both in and out of the office

be aware and vigilant about your own safety all the time

For more information

There's more information about keeping yourself safe on the Practice Centre - [managing and responding to dangerous situation](http://cyf-practice-centre.ssi.govt.nz/policy/professional-supervision/key-information/managing-and-responding-to-dangerous-situations.html) [\[http://cyf-practice-centre.ssi.govt.nz/policy/professional-supervision/key-information/managing-and-responding-to-dangerous-situations.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/professional-supervision/key-information/managing-and-responding-to-dangerous-situations.html) s and on doogle - [personal safety](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-myself-safe/personal-safety/index.html) [\[http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-myself-safe/personal-safety/index.html\]](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-myself-safe/personal-safety/index.html) and [safety out of the office](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-myself-safe/safety-out-of-the-office/index.html) [\[http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-myself-safe/safety-out-of-the-office/index.html\]](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-myself-safe/safety-out-of-the-office/index.html)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 344

12 September 2014

News and updates for Child, Youth and Family staff, week beginning 15 September 2014

On this Page:

CYRAS release re Clothing allowance, travel, board batch and maintenance changes

Upcoming CYRAS changes that take effect on 21 September include:

Clothing allowance changes - there are a number of changes, including that the main mechanism for paying clothing allowance to caregivers has been added to the placement screen.

Travel changes - a new panel has been added to the placement screen to pay for regular/on-going travel for a child or young person to their caregiver

Board batch changes - two new columns have been added to the Board Batch screen, and some items have been removed

General maintenance changes.

For more information

9(2)(a)

Immediate response update - CYF leadership in action

Following the Workload and Casework review, we identified some short term 'quick wins'. One of these was building the skills of our leaders through a concerted investment in leadership training and development.

As part of this, seventy-five Child, Youth and Family youth justice, residence and site managers are currently taking part in a Ministry-wide programme called Leadership in Action.

Participants are experienced managers, so a key focus of the 10-12 month programme is on sharing ideas and experiences as managers, and reflecting on leadership practice. Much of the learning comes from watching others in action, simulations of real world situations, and rich feedback on competency development during the programme.

A key aspect of the programme is the feedback managers receive from their teams about their leadership in the workplace. This is done via an anonymous 360 degree feedback survey, which staff, peers and the manager all have input into. This survey is done at the start of the programme and then again at the end of the programme.

For more information

We'll continue to keep you updated with the progress of the [immediate response projects](#)

<http://doogle.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/casework-caseload-and-workload-management-review/final-action-plan-response-a3-2-may-14-doc-ocne-to-print.pdf>, but if you have additional questions, please contact 9(2)(a)

New iOS8 Update for iPad & iPhone - Please do not Upgrade

Apple has released their new version of the operating system (iOS8) and it will be available on 18 September.

Please do not upgrade to this new version until you are advised, as we need to perform our usual security checks before it can be used. Ensure that you read any upgrade or update messages carefully that you receive on your iPad or iPhone and tap 'No' to the upgrade or update.

Users will be emailed next week advising when you are able to upgrade.

For more information

If you have any queries or concerns please contact IT Help, and press 9.

Horowhenua/Otaki Children's Team goes live

The Horowhenua-Otaki Children's Team – Tamariki te Tuatahi, was launched on 8 September. It is the first of eight new Children's Teams announced in May that will be operating around the country by mid-2015. Former police sergeant, Jacqui Moynihan, has been announced as Director of the new team.

The locally-led operating model builds on the experience of establishing two demonstration Children's Teams in Whangarei and Rotorua. Over 140 children are now being supported in those areas.

For more information

To find out more, check out the [Children's Action Plan](http://www.childrensactionplan.govt.nz/news/horowhenuaotaki-childrens-team-goes-live/) (<http://www.childrensactionplan.govt.nz/news/horowhenuaotaki-childrens-team-goes-live/>) website

Youth Crime Action Plan - Planning guide

The community action planning guide (He aratohu ki ngā mahere tukanga hapori) was launched on 10 September. It is part of a [toolkit](http://www.justice.govt.nz/policy/crime-prevention/youth-justice/youth-crime-action-plan/youth-crime-action-plan-toolkit/) (<http://www.justice.govt.nz/policy/crime-prevention/youth-justice/youth-crime-action-plan/youth-crime-action-plan-toolkit/>) of resources created as part of the [Youth Crime Action Plan \(YCAP\)](http://www.justice.govt.nz/policy/crime-prevention/youth-justice/youth-crime-action-plan/) (<http://www.justice.govt.nz/policy/crime-prevention/youth-justice/youth-crime-action-plan/>).

This community action planning guide takes you through a simple and flexible 7-step process for creating your own community action plan – from the initial stages of forming a community group, through to developing, implementing, monitoring and evaluating your plan. It also includes a template to use when writing up your own action plan.

This guide is for people leading the development of action plans in their communities, including:

Youth Offending Teams

- iwi or non-government organisations wanting to develop a community action plan in partnership with government agencies and the wider community
- people involved with other government initiatives (such as Social Sector Trials) whose work includes a youth crime focus
- anyone wanting to get their community working on an action plan.

For more information

Find out more about the guide on the [Ministry of Justice website](http://www.justice.govt.nz/publications/global-publications/y/youth-crime-action-plan-community-action-planning-guide/index) (<http://www.justice.govt.nz/publications/global-publications/y/youth-crime-action-plan-community-action-planning-guide/index>) or by checking out the [Community action planning FAQs](http://www.justice.govt.nz/publications/global-publications/y/youth-crime-action-plan-community-action-planning-faqs/index) (www.justice.govt.nz/publications/global-publications/y/youth-crime-action-plan-community-action-planning-faqs/index).

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 12 September 2014

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » **Need 2 Know - Issue 345**

Need 2 Know - Issue 345

19 September 2014.

News and updates for Child, Youth and Family staff, week beginning 22 September 2014

On this Page:

New Police vetting forms

New Zealand Police have updated the Police vetting form for all agencies and government departments in New Zealand. This form as well as guidance on completing the form is now available on the [New Zealand Police website \[http://www.police.govt.nz/advice/businesses-and-organisations/police-vetting/police-vetting-forms\]](http://www.police.govt.nz/advice/businesses-and-organisations/police-vetting/police-vetting-forms).

You will still need to complete one form per applicant. Please do not use the old forms as you will receive a request to re-send the application. These forms are no longer available from Bluestar.

Please be aware that you only have to complete one form in future for both an Exception (Caregiver/adoption applicant) OR a Clean Slate (other household member over 17 years of age) application and you must tick the correct box on the first page.

Our 'Process for completing police checks', 'Ways to Care' resource documents and caregiver support and review policy have been updated with the correct information.

For more information

For more information contact [9\(2\)\(a\)](mailto:9(2)(a)@msd.govt.nz)

It's Get Ready Week

Get Ready Week runs from 21st - 27th September!

Knowing how to keep in touch in an emergency is something that's relevant to us all. Look out for the posters in lifts and noticeboards.

Check out and respond to the doogle polls during the week. They're a good reminder of the importance of communications during an emergency. Make sure your HR Kiosk details are up to date and that your manager knows how to contact you. We all need to look out for each other!

Information on keeping yourself safe, is available on the [get ready page \[http://doogle.ssi.govt.nz/working-here/health-safety/emergency-management/get-ready-week.html\]](http://doogle.ssi.govt.nz/working-here/health-safety/emergency-management/get-ready-week.html) on doogle and remember - get ready, get thru.

For more information

If you have any questions contact the EMBCG team on embcg@msd.govt.nz [mailto:embcg@msd.govt.nz]

Fiji intercountry adoption

The information about intercountry adoptions of fijian children has been updated on [doogle](http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-fiji.html). [http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-fiji.html]

Since Fiji became a party to the Hague Convention in 2012, the New Zealand and Fijian Central Authorities have been liaising on adoptions of related children from Fiji on a case by case basis. This is to ensure the adoption complies with the Convention and are in the best interests of the children. Because there isn't an intercountry adoption programme with Fiji, we are unable to assist in respect of a non-related child.

For more information

If you have additional questions or specific queries, please contact the Adoptions and International Casework team:

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

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 346

26 September 2014

News and updates for Child, Youth and Family staff, week beginning 29 September 2014

On this Page:

CYRAS release re Kiwisaver, Gateway education profiles, and Intake changes

Upcoming [CYRAS changes](http://doogie.ssi.govt.nz/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/cyras-release-05-cci.docx) that take effect on 5 October include:

Eligibility and enrolment for children/Young People who meet the Kiwisaver criteria can now be reflected in CYRAS.

The four education profile templates in the Gateway Record have been updated.

Intake Urgency for 7 & 28 day response timeframes have changed to working days.

A number of changes to the notifier types in the Intake phase.

For more information

9(2)(a)

Fiji intercountry adoption

We were a bit ahead of ourselves with [last week's message](http://doogie.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-346.html#Fijiintercountryadoption3) about updated information about intercountry adoptions of Fijian children. The [doogie page](http://doogie.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/intercountry-adoptions/intercountry-adoption-fiji.html) has now been updated, so check it out to see the new guidelines.

For more information

If you have additional questions or specific queries, please contact the Adoptions and International Casework team:

9(2)(a)

Online harassment

Some MSD staff have been identified or targeted on Facebook and other social media. This is totally unacceptable, and is being taken seriously by the Ministry. There are some new guidelines about what you should do, and advice to help you remove offensive or harmful material from social media.

If you're worried about something posted on social media:

you shouldn't retaliate or engage with the person. It's likely to make things worse.

talk to your manager. If it involves a current client discuss the implications for your on-going work

make a record of it

report it on the security screen in SOSHI.

Have a look at the information on Doogie below. There's some really good advice including guidance about having harmful material removed.

For more information

[Support](http://teamsite.ssi.govt.nz/iw-cc/command/Support%20for%20staff%20who%20are%20identified%20or%20targeted%20on%20the%20internet) for [staff identified](http://teamsite.ssi.govt.nz/iw-cc/command/Support%20for%20staff%20who%20are%20identified%20or%20targeted%20on%20the%20internet) or targeted on the [Internet](http://teamsite.ssi.govt.nz/iw-cc/command/Support%20for%20staff%20who%20are%20identified%20or%20targeted%20on%20the%20internet) [Internet](http://teamsite.ssi.govt.nz/iw-cc/command/Support%20for%20staff%20who%20are%20identified%20or%20targeted%20on%20the%20internet)

[Reporting \[http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/reportingtofacebook.html\]](http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/reportingtofacebook.html)
[abuse to Facebook \[http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/reportingtofacebook.html\]](http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/reportingtofacebook.html).

[Keeping safe on social media \[http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-myself-safe/personal-safety/how-to-keep-safe-on-social-media.html\]](http://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/keeping-myself-safe/personal-safety/how-to-keep-safe-on-social-media.html)

[Using social media as a social work practitioner \[http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/index.html#UsingSocialMediaAsASocialWorkPractitioner3\]](http://doogle.ssi.govt.nz/helping-you/communications-advice/web-online/social-media/personal-use/index.html#UsingSocialMediaAsASocialWorkPractitioner3)

New Modernising CYF project page

We've developed a new [Modernising Child, Youth and Family project page \[http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html\]](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html) for you to access information and regular updates keep you well informed about the modernisation programme. The page includes:

An overview of the programme, including why we're doing it, what and who it involves, and when things will happen.

Information about the engagement workshops, interviews and site visits

We'll update this regularly with news from the workshops, photos and resources that will help you to socialise this with your teams. You can visit the doogle page [here \[http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html\]](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html)

Immediate Response Action Plan - update

We've also set up a new [immediate response page \[http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/immediate-response-project/index.html\]](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/immediate-response-project/index.html), so you can check out we're tracking with the ten projects identified in response to the Workload and Casework review. We'll let you know via Panui as this page is updated.

For more information

9(2)(a)

Children's Action Plan newsletter

September's issue of the CAP newsletter is now available on the [Children's Action Plan website \[http://childrensactionplan.govt.nz/assets/Uploads/CAP-Newsletter-September-2014.pdf\]](http://childrensactionplan.govt.nz/assets/Uploads/CAP-Newsletter-September-2014.pdf).

This month's issue includes:

Keeping children healthy - from the Acting Director-General of Health

Horowhenua/Otaki Children's Team goes live

Setting up in Blenheim and Picton

Introducing our Expert Advisory Group

What's coming up - ACCAN 2015 and Consultation workshops

More information

If you'd like to receive future updates and newsletters directly, email [admin@childrensactionplan.govt.nz \[mailto:admin@childrensactionplan.govt.nz\]](mailto:admin@childrensactionplan.govt.nz)

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 29 September 2014

Home » what's on » News and Views » Business group news » Child, Youth and Family news » Need 2 know » Need 2 Know - Issue 347

Need 2 Know - Issue 347

06 October 2014

News and updates for Child, Youth and Family staff, week beginning 6 October 2014

On this Page:

Abstracts submissions now open for ACCAN conference

29 March - 1 April 2015, Auckland

Cultural responsiveness in a multi-agency world

You may have already heard that Aotearoa is hosting the 14th Australasian Conference on Child Abuse and Neglect (ACCAN) in Auckland in March next year. Registration and the call for abstracts are now open. We encourage you to think about exciting or innovative work you or your team are involved in that might form the basis of a workshop or presentation. This might include opportunities to present in partnership with others, including colleagues outside of Child, Youth and Family.

Abstracts are a maximum of **250 words**. Before submitting an abstract to ACCAN, you will need to:

ensure you have your first-line manager's approval and support for your submission

send your Regional Director the abstract for their approval

then send it through to the Chief Social Worker who will consider your abstract, provide you with feedback, and either provisionally approve suggesting changes or amendments, approve or not approve.

submit the abstract to ACCAN, once you have approval from the Chief Social Worker.

This process provides you with support and feedback, especially if this is the first time you have undertaken something like this. It also helps to ensure all abstracts are of a professional standard, and avoid duplication of topics.

Final approval for inclusion in the programme sits with the Scientific Committee of ACCAN. Please note successful presenters need to have their registration completed and paid for as per the standard registration process.

All abstracts need to be with the Office of the Chief Social Worker by **24 October** at the latest, to give you enough time to make any required changes ahead of ACCAN's deadline of **7 November**.

9(2)(a)

For more information:

More information about the abstracts can be found at the [ACCAN 2015 submission site](https://www.eiseverywhere.com/es/elect/2/frontend/index/95484) (<https://www.eiseverywhere.com/es/elect/2/frontend/index/95484>).

Latest messages from our executives

If you haven't had a chance already, check out this week's message from the Executive:

Brendan Boyle's message announced the 'go-live' of our newest business group - Community Investment (<http://doogle.ssi.govt.nz/whats-on/news/dce-message/2014/community-investment-goes-live.html>). Its main functions will be:

- strategic planning, investment and allocation
- programme and service design and development
- contract management, performance and reporting
- strategic partnerships and provider capability
- monitoring, reviewing and evaluating
- provider approvals.

Carolyn Risk's message shared some of the latest insights gained from the [Service Delivery Learning Initiative](http://doogle.ssi.govt.nz/whats-on/news/dce-message/corporate-governance/2014/service-delivery-learning-initiative-update.html). (<http://doogle.ssi.govt.nz/whats-on/news/dce-message/corporate-governance/2014/service-delivery-learning-initiative-update.html>) This included how changing our culture is central to improving how we support clients. Check out her message to see a short video clip of Durham Street staff talking about their experiences with the Service Delivery Learning Initiative and to view a presentation summing up the Learning Initiative to date.

Financial Security and KiwiSaver

The passing of the Vulnerable Children Act mean the Chief Executive of the Ministry of Social Development (or a contracted service provider who holds guardianship) can open and manage a KiwiSaver account for a child, without needing to obtain the consent of other guardians.

Once a child or young person has been in statutory care for 12 months, the Ministry will enrol them in Kiwisaver.

To minimise the impact on the frontline, enrolments will be managed through the National Contact Centre and the National Accounting Centre. A trial process has proven successful, and full implementation will begin from 11 October. We are hopeful that all children and young people currently eligible will be enrolled by the end of the year.

Things to note:

There is new field in the Demographics tab of Person Details on CYRAS to record KiwiSaver enrolment information. This will be only be used by the National Contact Centre and National Accounting Centre.

You may be contacted by the National Contact Centre to verify information about a child or young person to assist with enrolling them in KiwiSaver, e.g., correct spelling of a name.

Children and young people, their parents and their caregivers will receive letters directly to inform them when enrolment is complete.

We are still working through how to best roll-out this process for 16-year olds who are required to sign a form.

If you have any questions about the KiwiSaver account for a specific child you can contact the KiwiSaver Team at the National Accounting Centre on 07 921 9954.

There are a small number of children and young people in the guardianship of the Chief Executive who have returned home or are no longer in custody. We are writing to their parents and caregivers to let them know our intention to enrol the child or young person in KiwiSaver, and give them the opportunity to opt out.

We will continue to keep you updated via Need 2 Know as new information becomes available about the KiwiSaver process on the Practice Centre and doogie.

For more information

9(2)(a)

Improvements to SOSHI

You heard at last week's [Wednesday Briefing](http://doogie.ssi.govt.nz/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing(2014/strengthening-safety-and-security.ppt)) ([http://doogie.ssi.govt.nz/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing\(2014/strengthening-safety-and-security.ppt\)](http://doogie.ssi.govt.nz/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing(2014/strengthening-safety-and-security.ppt))) the importance of reporting any safety or security incidents in SOSHI. This system has recently been updated to make it easier to use - the main changes include:

Details of any security incident resulting in an injury to a staff member only has to entered once, as you will be linked across both the health and safety incident and the security incident.

An email will be sent to the affected person when they report an incident in SOSHI, and another email when your manager completes their investigation.

Pain and discomfort incidents are now reported within the "Health and Safety" reporting tab.

Your email address is sent to Wellnz for all "Health and Safety" incidents, so they can contact you earlier.

When reporting potential mental stress, you have the option of your manager not being informed - any detail will be kept for statistical information only.

A new option to report incidents of bullying has been created. This report will be saved and sent to your manager.

A new escalation process for managers - if no response recorded about your staff member's incident after three working days, the notification goes to the manager's manager.

For more information

Check out the updated [training programme](http://doogie.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-training/soshi-presentation-sept-14.ppt) (<http://doogie.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-training/soshi-presentation-sept-14.ppt>), or contact your Health, Safety and Security advisor if you need any further assistance.

National Social Workers Day Quiz winners and answers

The winners

Thanks to everyone for participating in the National Social Workers Day quiz. We're very happy to announce the winners. Congratulations to:

9(2)(a)

The answers

You can't do a quiz without finding out how well you went. The answers to the quiz can be found below:

[Quiz answers \(PDF, 134.6KB\) \[http://doogle/documents/whats-on/news/business-groups/child-youth-family/need-2-know/national-social-workers-day-quiz-answers-2014.pdf\]](http://doogle/documents/whats-on/news/business-groups/child-youth-family/need-2-know/national-social-workers-day-quiz-answers-2014.pdf)

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 348

10 October 2014.

News and updates for Child, Youth and Family staff, week beginning 13 October 2014

On this Page:

Financial Security and KiwiSaver – update

Issues following release of KiwiSaver field

The new KiwiSaver field, added to CYRAS on 5 October, caused an unexpected issue with creating and saving a new person record. As a temporary fix, the KiwiSaver field has been un-restricted, however only approved staff members from the National Contact Centre and National Accounting Centre should add or amend any information to this field. The next CYRAS maintenance release will provide a permanent solution to the issue.

Information in CYRAS

Between now and Christmas, National Contact Centre staff will be checking CYRAS information to support KiwiSaver enrolment for eligible children and young people (they will do this work on Saturdays). If there are questions about the essential information in CYRAS (name spelling, residential address) you may be sent an email outlining what needs addressing. You will be asked to respond within **five working days**, to allow the staff to progress the enrolment process.

We will continue to keep you updated via Need 2 Know as new information becomes available about the KiwiSaver process on the Practice Centre and doogle.

For more information

9(2)(a)

Brendan's messages - New Ministers and Security Review update

If you haven't already, check out Brendan's recent messages:

[Welcome to new and returning ministers \(http://doogle/whats-on/news/ce-message/2014/welcome-to-our-new-ministers.html\)](http://doogle/whats-on/news/ce-message/2014/welcome-to-our-new-ministers.html) to the Ministry, including:

Minister Anne Tolley as Minister for Social Development

Minister Paula Bennett as Minister for Social Housing

Minister Nikki Kaye as Minister for Youth

Minister Maggie Barry as Minister for Senior Citizens

Minister Nicky Wagner as Minister for Disability Issues

Minister Jo Goodhew as Associate Minister for Social Development.

[Seeking your input to second phase of the security review \(http://doogle.ssi.govt.nz/whats-on/news/ce-message/2014/safety-where-ever-you-work.html\)](http://doogle.ssi.govt.nz/whats-on/news/ce-message/2014/safety-where-ever-you-work.html) - the reviewers are keen to hear from those of you who work in residences, make home visits and meet clients out of the office. If you have ideas, suggestions and comments on safety and security in the different environments in which you work, please email the review team by **Friday 24 October 2014**.

New online hub to support young people with mental health issues

A new central, accessible hub for families and friends of young people struggling with mental health issues has recently been launched.

[Common Ground \(http://www.commonground.org.nz/\)](http://www.commonground.org.nz/) gives whānau access to information, tools and support, so they can assist young people to get the right kind of help when they need it. It features a website, social media platforms, phone line, information pack and a series of videos exploring the challenges faced by young people in a fictional community. It

The Common Ground website also provides space for sharing ideas and experiences, acknowledging the expertise and wisdom of parents, whānau and young people themselves. People can connect by sharing their own experiences and suggestions about supporting young people.

For more information

Check out the recent [Celebrating our People](http://doogie.ssi.govt.nz/whats-on/news/celebrating-our-people/2014/helping-ngos-find-common-ground.html) story (<http://doogie.ssi.govt.nz/whats-on/news/celebrating-our-people/2014/helping-ngos-find-common-ground.html>) to find out more about how the Common Ground hub was developed

Five question quiz

It's been a while since our last quiz, so we know you'll all be keen to give this month's one a go....

- Who is Child, Youth and Family's new Associate Deputy Chief Executive?
- What is the link for the Modernising Child, Youth and Family project page?
- When do abstracts for the ACCAN conference need to be submitted to the Office of the Chief Social Worker?
- What are three things you should do to keep yourself safe on a home visit?
- What is this week's kupu o te wiki?

Please send your answers in by midday, Friday 17 October.

For more information

Email your answers to [9\(2\)\(a\)](mailto:9(2)(a)@doogie.ssi.govt.nz)

Labour Day and Hawkes Bay Anniversary Day - payment arrangements

Labour Day is on Monday 27 October - a normal BOARD payment day.

Please approve all board and clothing payment batches, by **3:30pm on Friday 24 Oct at the latest**. This will ensure that the payments will go to the Bank as usual on Tuesday 28 October.

Note: Hawkes Bay Anniversary Day is on the 24 October, so sites observing this anniversary will need to ensure their board and clothing batches are approved, at the latest, by **3:30pm on 23 Oct**.

Please check the timings below and if you have urgent payments around Labour weekend, it would be preferable to get them authorised in the week before Labour Day.

The system will be up on Monday 27 October for all usual work, but there will NOT be a 4:30pm interface to the KEA system.

Payments authorised on Friday 24 October will be created in KEA, BUT cheques will not be posted and the direct credit file will not go to Westpac bank until Tuesday 28th Oct.

Fridays cheques and direct credits are delayed for one day until Tuesday 28 Oct.

There will be no overnight processing on Monday 27 Oct. All operations back to normal on Tuesday 28 Oct.

For more information:

Please contact your financial advisor for any further information.

Contributing to Need 2 Know

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

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Need 2 Know - Issue 349

16 October 2014

News and updates for Child, Youth and Family staff. week beginning 20 October 2014

On this Page:

Te Aratiatia Leadership Programme

Applications for the Te Aratiatia programme have been extended to 3 November for Child, Youth and family staff. The MSD-wide Te Aratiatia programme has been developed to prepare Māori and Pacific staff for their first manager role. The minimum criteria to be eligible for the programme are for staff who:

Identify strongly and are visible in their culture. Those who have ancestral connection to their indigenous Māori and indigenous Pacific cultures

Can provide evidence of high performance in their current positions

Have taken opportunities to lead people both professionally and in community groups

Can demonstrate their effectiveness in a team environment

The application process involves completing a form, and including evidence of

High performance in your current role

Effective teamwork

Opportunities you have taken to lead people both professionally and in your communities

Strong identification with your culture.

The application must be supported by your line manager (an email will be sufficient).

Note the deadlines have been extended for CYF staff – Please send completed application and approvals to

9(2)(a) by 5pm on 3 November

More information about the programme and application process is on doogle (<http://doogle.ssi.govt.nz/working-here/learning-development/leadership-development/te-aratiatia-leadership.html>)

For more information

9(2)(a)

SWiS, MASSiSS and YWiSS updates

Information about social work services in schools (SWiS, MASSiSS and YWiSS) has been updated on the CYF website.

SWiS referrals

Did you know that CYF social workers can make referrals to SWiS without any cost to the sites? SWiS social workers can then support your work with the child or family.

Download a copy of the [SWiS referral form and process](http://www.cyf.govt.nz/working-with-others/swis-services/primary-and-intermediate-schools.html#Socialworkersandchildren3) from our SWiS in primary and intermediate schools page. This form provides guidelines on how to make a referral.

SWiS is available in all decile 1-3 schools up to year 8.

For more information

There's more information about the service on the [intranet](http://doogle.ssi.govt.nz/business-groups/helping-clients/child-youth-family/what-we-do/cyf-communications/working-together/working-with-schools-and-other-education-providers.html#SocialWorkersinSchoolsSWiS71), or check out the [SWiS promotion presentation](http://www.cyf.govt.nz/working-with-others/swis-services/toolkit-and-useful-links.html#2014SWiSandMASSiSSResources11), to get an overview of these services.

Integrity Week

If you missed it, The Code of Conduct is an important guide to make the right decision, whether it's to do with the way we use social media, relate to our clients, use information or act in the responsible position we have as public servants.

Integrity Week may be over for another year, but the [discussion topics on the webpage \[http://doogle/whats-on/news/ce-message/2014/integrity-week.html\]](http://doogle/whats-on/news/ce-message/2014/integrity-week.html) are still relevant and can be used to keep the conversation alive in your teams. We've also created a video of the Leadership Team talking about what integrity means to us. We'd really like to know what integrity means to you, so please join in the conversation.

For more information

Check out [Brendan's message \[http://doogle.ssi.govt.nz/whats-on/news/ce-message/2014/integrity-week.html\]](http://doogle.ssi.govt.nz/whats-on/news/ce-message/2014/integrity-week.html) around Integrity Week, the Code of Conduct and the principles of honesty, integrity and respect, which are at the heart of the work we do.

Labour Day and Hawkes Bay Anniversary Day - payment arrangements

A reminder about the upcoming holidays and what you need to do to ensure payments are approved:

Labour Day is on Monday 27 October - a normal BOARD payment day.

Please approve all board and clothing payment batches, by **3:30pm on Friday 24 Oct** at the latest. This will ensure that the payments will go to the Bank as usual on Tuesday 28 October.

Note: Hawkes Bay Anniversary Day is on the 24 October, so sites observing this anniversary will need to ensure their board and clothing batches are approved, at the latest, by **3:30pm on 23 Oct**.

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The system will be up on Monday 27 October for all usual work, but there will **NOT** be a 4:30pm interface to the KEA system.

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Fridays cheques and direct credits are delayed for one day until Tuesday 28 Oct.

There will be no overnight processing on Monday 27 Oct. All operations back to normal on Tuesday 28 Oct.

For more information:

Please contact your financial advisor for any further information.

Five question quiz winner and answers

Thanks to all of you for taking the time to enter this month's '5 question quiz' and congratulations to our winner **9(2)(a)** at the Napier site. Here the answers to the questions...

1. Who is Child, Youth and Family's new Associate Deputy Chief Executive?

Glenis Phillip-Barbara [\[http://doogle.ssi.govt.nz/whats-on/news/dce-message/child-youth-family/2014/modernising-child-youth-family.html\]](http://doogle.ssi.govt.nz/whats-on/news/dce-message/child-youth-family/2014/modernising-child-youth-family.html)

2. What is the link for the Modernising Child, Youth and Family project page?

<http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html>
[\[http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html\]](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html)

3. When do abstracts for the ACCAN conference need to be submitted to the Office of the Chief Social Worker?

Friday 24 October 2014 [\[http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-347.html#AbstractssubmissionsnowopenforACCANconference1\]](http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-347.html#AbstractssubmissionsnowopenforACCANconference1)

4. What are three things you should do to keep yourself safe on a home visit?

- Think about risk and plan for safety
- Tell your supervisor where you're going, and for how long
- Keep your cell phone handy
- Use the buddy system, especially when you're worried about safety
- If you feel uncomfortable, reschedule your visit
- Do not visit on your own if you are worried about your safety

(These are the examples given at the recent [Wednesday Briefing](http://doogle.ssi.govt.nz/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2014/strengthening-safety-and-security.ppt) [http://doogle.ssi.govt.nz/documents/whats-on/news/business-groups/child-youth-family/wednesday-briefing/2014/strengthening-safety-and-security.ppt] but we counted all the great ideas that people submitted as correct).

5.What is this week's kupu o te wiki?

[Tāwhirimātea](http://www.korero.maori.nz/news/mlw/Te%20Kupu%20o%20te%20Wiki_Sheet%204_kupu%20sheet.pdf) [http://www.korero.maori.nz/news/mlw/Te%20Kupu%20o%20te%20Wiki_Sheet%204_kupu%20sheet.pdf]

Modernising Child, Youth and Family

A different kind of workshop – Voices of our young people

We're running a [workshop](http://doogle/whats-on/projects/child-youth-family/cyf-modernisation/week-in-review-archive/2014/week-in-review-17-10.html) [http://doogle/whats-on/projects/child-youth-family/cyf-modernisation/week-in-review-archive/2014/week-in-review-17-10.html] with some of our young people currently in our care. We want to gather their views, experiences and thoughts about what it means to be a young person in the Child, Youth and Family system.

The information taken from this session is an integral part of the design concept process which will help contribute to the way we work in the future and ultimately shape the Child, Youth and family operating model.

For more information

Keep up to date with how the [Modernising Child, Youth and Family](http://doogle/whats-on/projects/child-youth-family/cyf-modernisation/index.html) [http://doogle/whats-on/projects/child-youth-family/cyf-modernisation/index.html] project is tracking and look out for regular updates and reports from our engagement sessions with staff and key stakeholders.

Contributing to Need 2 Know

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Need 2 Know - Issue 350

22 October 2014.

News and updates for Child, Youth and Family staff, week beginning 27 October 2014

On this Page:

Modernising Child, Youth and Family - update

A different kind of workshop – meeting the kids in our care

Last Saturday the Modernising CYF team ran a workshop (<http://doogee.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/week-in-review-archive/2014/week-in-review-24-10.html>), facilitated by the Office for the Children's Commissioner, with some of the kids who are either in care or have transitioned out of the care system. The young people's insightfulness and resilience left a profound impression on the facilitators, particularly in the way they articulated their stories, listened to and supported each other throughout the day.

They identified what's important for them as young people in care, which focused around three key priorities:

Their social worker - having a good one who listens, gets back to them and has their back

Their caregiver - feeling safe, not being moved around and having money spent on them to meet their needs

Family - maintaining contact with siblings is particularly important.

We plan to get the young people back together in a few months to feedback to them on how their views influenced our work in developing a new operating model for CYF.

For more information

Keep up to date with how the Modernising Child, Youth and Family (<http://doogee.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html>) project is tracking and look out for regular updates and reports from our engagement sessions with staff and key stakeholders.

Message from the Leadership Team

If you haven't had a chance yet, check out LT's latest message, [Connected on the outside, connected on the inside – new internal business names](http://doogee.ssi.govt.nz/whats-on/news/ce-message/2014/new-internal-business-names.html) (<http://doogee.ssi.govt.nz/whats-on/news/ce-message/2014/new-internal-business-names.html>).

Over the past few months, MSD sites have been refurbished with a singular client-centred MSD brand. This will make it easier for people to see that the services they need are all delivered by the same connected organisation, whether they require income support, housing assistance or help for student, seniors or children and families.

On the outside, this means there's no wrong door for people, no matter which of our services and support they need. And on the inside, every part of our business contributes to the support and services we offer clients, and the difference that makes in their lives. To reflect that, we have settled on new names for our internal business units, which will take effect from 30 October.

ACCAN abstract submission deadline extended

The call for abstracts for the 14th Australasian Conference on Child Abuse and Neglect (ACCAN) is still open.

We have extended the date for submitting abstracts to the Office of the Chief Social Worker to give you the opportunity to take part in this international multi-agency event.

If you would like to make a submission on the innovative work underway in your team which relates to the conference theme "Cultural responsiveness in a multi-agency world", please submit your abstract to

9(2)(a) Office of the Chief Social Worker by **5 November 2014**.

All abstracts are a maximum of 250 words and must be approved by your first-line manager and Regional Director or General Manager (for National Office staff) prior to submission.

For more information

More details about the abstracts can be found in the original [Need 2 Know](http://doogee.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-347.html#AbstractssubmissionsnowopenforACCANconference1) item (<http://doogee.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-347.html#AbstractssubmissionsnowopenforACCANconference1>) about the conference.

Te Aratiatia Leadership Programme

Also a reminder that applications for the Te Aratiatia programme have been extended to **3 November** for Child, Youth and Family staff. The MSD-wide Te Aratiatia programme has been developed to prepare Māori and Pacific staff for their first manager role. Please send completed and approved application to **9(2)(a)** by 5pm on 3 November

Check out last week's Need 2 Know item [<http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-349.html#TeAratiatiaLeadershipProgramme1>] for more information about the programme and application process.

For more information

If you have any questions about the programme or application process, check out doogle [<http://doogle.ssi.govt.nz/working-here/learning-development/leadership-development/te-aratiatia-leadership.html>], or contact **9(2)(a)**

Welcoming new staff

Just a reminder that the Welcome to Child, Youth and Family [<http://doogle.ssi.govt.nz/working-here/learning-development/welcoming-cyf.html>] intranet page gives new staff all the information they need to get started. It's 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 (see below)
- their computer access card, business cards, and ID card
- our strategy document – mā mātou mā tātou: changing young lives.
- our 'service standards' brochure.

For more 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, 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)

2013/2014 Annual Report released

Download the MSD Annual Report for 2013/2014 [<http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/corporate/annual-report/2013-2014/index.html>], to read about the progress we've made and the results we've achieved for our clients and stakeholders in the previous 12 months.

Contributing to Need 2 Know

9(2)(a)

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Need 2 Know - Issue 351

29 October 2014.

News and updates for Child, Youth and Family staff, week beginning 3 November 2014

On this Page:

Celebrating our caregivers, and practical tips and tricks to better support them

There are lots of great events and activities that are happening around the country to celebrate caregivers as we head into Fostercare Awareness Week. Thanks to everyone involved in making our caregivers feel valued.

If you haven't already, take a few moments to check out the 'Voices of our caregivers' (<http://doogle/resources/helping-staff/child-youth-family/videos/voices-of-our-caregivers-november.html>) video that was produced by the Auckland Region last year. It 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

Modernising Child, Youth and Family - update

Checking the pulse, on Modernisation.

We want to get a sense of what people know so far about the Modernising CYF programme, so later this week we'll be emailing all staff a link to a short survey. Please take a few moments to complete the three questions, so that we can identify if there are gaps in people's understanding and help improve how we communicate with you in the future.

For more information

Check out the [Modernising Child, Youth and Family](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html) (<http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html>) intranet page to keep up to date with how the project is tracking, including regular updates and reports from our engagement sessions with staff and key stakeholders.

Awhi Mai Awhi Atu

The latest [Awhi Mai Awhi Atu](http://www.cyf.govt.nz/cyf-newsletter/index.html) (<http://www.cyf.govt.nz/cyf-newsletter/index.html>) has been published. Some of the highlights from this issue:

Deputy Chief Executive Bernadine MacKenzie shares some of the findings of phase one of MSD's Security Review into the tragic shootings in Ashburton

The positive impact twelve kaiwhakataka (champions) are having on Family Group Conferences

9(2)(a) a kai korero (facilitator), discusses how holding hui-a-whānau or FGC on marae can build more meaningful relationships with Māori

A summary of the iPad and iPhone rollout due to be completed November 4.

For more information

9(2)(a)

ACCAN - last chance to submit abstract

There are only a few days left to send in your abstract for the 14th Australasian Conference on Child Abuse and Neglect (ACCAN) is still open.

This is a great opportunity to take part in this international multi-agency event.

If you would like to make a submission on the innovative work underway in your team, please submit your abstract to **9(2)(a)**
Office of the Chief Social Worker by **5 November 2014**.

All abstracts are a maximum of 250 words and must be approved by your first-line manager and Regional Director or General Manager (for National Office staff) prior to submission.

For more information

More details about the abstracts can be found in the original [Need 2 Know item \[http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-347.html#AbstractssubmissionsnowopenforACCANconference1\]](http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-347.html#AbstractssubmissionsnowopenforACCANconference1) about the conference.

Brendan's message - Welcoming Viv Rickard

I'm pleased to welcome [Viv Rickard as the new Deputy Chief Executive Social Sector \[http://doogle/whats-on/news/ce-message/2014/viv-rickard.html\]](http://doogle/whats-on/news/ce-message/2014/viv-rickard.html).

Viv will be located in the Ministry, but his role spans across the social sector. This is a key leadership role towards increasing cross-government partnership, supporting social sector chief executives and organisations to deliver on collective responsibilities and work.

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 03 November 2014



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Need 2 Know - Issue 352

06 November 2014

News and updates for Child, Youth and Family staff, week beginning 10 November 2014

On this Page:

Six-month immediate response project update

Following the Workload and Casework review, we identified things we can do in the short term to create capacity for our social workers, and make sure we are working with the right mokopuna. Here's a progress update on some of the immediate response initiatives.

Decision Response Tool

We're currently revising the Decision Response Tool to support more robust decision making at the intake phase. The new tool will provide greater clarity about what situations and presenting concerns require our involvement, and the urgency required.

We've consulted with the Contact Centre and practice leaders, and their feedback has been incorporated in the new tool which is now being finalised, along with the guidelines that will support it.

There will be a Wednesday Brief in December to run through the new tool.

Centralisation of s131A and s132 Summary Reports

Roll out dates for centralisation of the s131A and s132 Summary Reports have been finalised.

Phase One of the rollout is scheduled for 1 December 2014 and will include sites within Te Tai Tokerau and Southern regions. Recruitment is underway for the new roles at the National Contact Centre for the first rollout phase.

Detailed information on the changes and the roll-out schedule will be provided shortly.

The Ministry of Justice will run a parallel communications process, to ensure that the roll-out goes smoothly.

Police, Health and Education notifier behaviour

We're developing a new referral form that asks for specific information focusing on the current impact of concerns about the child, to help us make robust decisions at intake.

Thanks to those who have provided feedback about the form, including contact centre staff, the Office of the Chief Social Worker, regional practice advisors and others. The PSA, Ministry of Education, Plunket, Police and Ministry of Health have also contributed.

We've met with representatives from Health, Education and Police to further discuss this feedback and begin a process to finalise the draft referral form.

Monitoring caseloads over 20

We have completed the project to review caseloads and establish a process for on-going monitoring of high caseloads at a site and regional level.

Monitoring of caseloads is a key supervisory role. The new process includes reporting and input that will involve operations managers, site managers, practice leaders, supervisors, regional directors and PSA delegates working to develop a plan to safely address these caseloads.

Read more about the new caseload monitoring process <http://doogle/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/immediate-response-project/monitoring-caseloads-over-20.html>.

For more information

We'll continue to keep you updated with the progress of the [immediate response projects](http://doogle/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/immediate-response-project/index.html) <http://doogle/whats-on/projects/child-youth-family/casework-caseload-and-workload-review/immediate-response-project/index.html>, but if you

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Modernising Child, Youth and Family - update

Glenis reflects on her first week in her new role

Our new Associate Deputy Chief Executive, Glenis Philip-Barbara looks back at a whirlwind week of meetings, briefings and listening to people as she gets a sense of what Modernisation entails, the timeframes involved and what this means for the future of Child, Youth and Family.

Read more about [Glenis' impressions of her first week](http://doogle.whats-on/projects/child-youth-family/cyf-modernisation/week-in-review-archive/2014/a-week-in-review-07-11.html) [<http://doogle.whats-on/projects/child-youth-family/cyf-modernisation/week-in-review-archive/2014/a-week-in-review-07-11.html>].

For more information

Check out the [Modernising Child, Youth and Family](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html) [<http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html>] intranet page to keep up to date with how the project is tracking, including regular updates and reports from our engagement sessions with staff and key stakeholders.

Christmas/New Year pay dates for 2014/2015

Check out the list of dates for the [Christmas and New Year period](http://doogle.ssi.govt.nz/whats-on/news/business-groups/people-capability-resources/2014/christmas-new-year-pay-dates-for-2014-2015.html) [<http://doogle.ssi.govt.nz/whats-on/news/business-groups/people-capability-resources/2014/christmas-new-year-pay-dates-for-2014-2015.html>] and things to help you in the planning process around pay dates, salaries and leave actions. You'll find everything you need to know about:

- recording staff leave during the Christmas/New Year period
- when salaries will be available
- payroll processing close offs
- staff expiry dates e.g., fixed term contracts
- making payments for staff working over this period
- what you need to do for new employees.

For more information

If you have any questions, talk with you HR advisor/consultant

iKnow newsletter - November issue

The iKnow newsletter contains information about how to use your iPad and iPhone. Each month you'll find information about such things as iOS upgrades, tips for getting the most out of your device and an interesting app you might want to download. The [November issue of iKnow](http://doogle/helping-you/it-help/hardware/iknow-newsletter.html) [<http://doogle/helping-you/it-help/hardware/iknow-newsletter.html>], contains the following:

- iOS8.1 Upgrade
- App of the month - WPS Office - Text documents, Spreadsheets, Presentations
- How to open a document from email
- How to email a document from an iDevice to a PC
- Get Moving - Check out Moves!

Contributing to Need 2 Know

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Need 2 Know - Issue 353

13 November 2014

News and updates for Child, Youth and Family staff, week beginning 17 November 2014

On this Page:

Children's Action Plan - update

Approved Information Sharing Agreement (AISA) submissions

The Children's Action Plan team is inviting submissions on its [Approved Information Sharing Agreement](http://www.childrensactionplan.govt.nz/info-sharing) (AISA) discussion document. AISA is designed to remove any legal barriers to sharing information between parties to the agreement.

The discussion document outlines what information can be shared about vulnerable children, their families and their whānau, who can share the information, how and when.

Submissions close at **5pm, 12 December 2014**. Visit the [Children's Action Plan](http://www.childrensactionplan.govt.nz/info-sharing) for more information about how you can submit your views.

New Directors for Marlborough and Rotorua Children's Teams

Two new Children's Teams Directors have recently been appointed: [Dr Lorraine Edge for Marlborough](http://www.childrensactionplan.govt.nz/news/leader-for-marlborough) and [Mahalia Pasawai for Rotorua](http://www.childrensactionplan.govt.nz/news/new-director-to-lead-rotorua-childrens-team/)

For more information

Check out the [Children's Action Plan website](http://www.childrensactionplan.govt.nz/) to keep up to date with what's happening

Updating caregivers' contact details

It's important that caregivers' contact information is kept up-to-date in CYRAS. A recent audit showed that out of about 3500 currently approved carers, less than 700 have e-mail addresses recorded in CYRAS.

To help build an accurate and full database:

ensure any caregivers' email addresses you already have are recorded in CYRAS.

check contact details when you touch base with a caregiver through your regular contact schedules.

Ten Tuituia teasers

How well do you know Tuituia?

This week we've put together a bumper quiz to test your knowledge of Tuituia Assessments...

According to the CYRAS handbook, what are 3 ways to access the Tuituia Assessment tool

According to the Tuituia Report guidelines what sections of the Tuituia Report are populated from the Tuituia Assessment tool

Where in the Tuituia Assessment Tool do you record the information that comes into those sections of the report?

According to the Tuituia Assessment Framework guidelines what are Dynamic Risk Factors (DRFs) and which ones relate to Kaitiaki Mokopuna?

What are the six elements of quality assessment?

According to the Case Evaluation Tool Guidance what are the ways in which the element *Is timely and has purpose* is evidenced?

According to the Youth justice pre-family group conference case consultation Key Information, what is the purpose of the offending profile?

What do the myLearn modules cover and where do I find them?

What is the Publish Tab in CYRAS used for?

When using the Tuituia report as a referral for a CP FGC where would you record the grounds for referral?

Send us your answers by midday, Monday 24 November and keep a look out next week to see how you went.

For more information

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

Email your answers to 9(2)(a)

Missing children and young people - date correction for CYRAS update

The Wednesday Brief on 12 November on 'Missing children and young people in care' advised that the release date for the availability of the auto-populated forms in CYRAS was 17 November.

Unfortunately the upgrade has been rescheduled to **30 November** - so please continue to follow existing processes until this date.

For more information

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Message from Brendan - Ministry Study Award winners

If you missed it, Brendan announced the 10 successful recipients of this year's MSD Study Awards [<http://doogle/whats-on/news/ce-message/2014/ministry-study-awards-winners.html>] this week. Each award is worth up to \$30,000.

This years recipients are:

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Contributing to Need 2 Know

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Need 2 Know - Issue 354

19 November 2014.

News and updates for Child, Youth and Family staff, week beginning 24 November 2014

On this Page:

Immediate response update - Centralisation of s131A and s132 Summary reports

A new process to centralise the section 131A and section 132 Summary (Track 4) reports has been agreed with the Ministry of Justice. The new process will be phased in across sites from 1 December 2014 to 1 May 2015.

What's happening?

Centralising s131A and s132 Summary reports is one of the projects underway to free up social worker time as an immediate response to the Workload and Casework Review (<http://doogle.whats-on/projects/child-youth-family/casework-case-load-and-workload-review/immediate-response-project/index.html>).

Section 131A and s132 Summary reports provide the family court with a brief summary of information held on the Child, Youth and Family database (CYRAS).

In addition to reducing the administrative workloads of social workers, centralising these reports ensures a consistent approach to these reports and a single point of contact for all courts across the country (once the roll-out has been completed).

These reports are only part of the relationship we have with the Ministry of Justice and local family courts to ensure that mokopuna are supported and protected. The s132 Limited (Track 3) and s132 Full Reports will continue to be managed at the local site level, as these require face-to-face activity with whānau.

Phased implementation

Centralising s131A and s132 Summary reports will be introduced across regions in phases to ensure a smooth transition to the new process. This side of Christmas, the new process will be implemented for sites in the Te Tai Tokerau and Southern regions only.

More information on the process (<http://doogle.whats-on/projects/child-youth-family/casework-case-load-and-workload-review/immediate-response-project/centralising-s131a-and-s132-summary-reports.html>)

Check to see when your site is moving to a centralised approach (<http://doogle.whats-on/projects/child-youth-family/casework-case-load-and-workload-review/immediate-response-project/implementation-dates-by-region-and-site.html>)

For more information:

If you have any questions about the process, or receive any questions from your local family court, please email

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Reinvigorating FGC update - refreshed project page and second learning module now live

We've refreshed the Reinvigorating family group conferences project page (<https://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences-project/index.html>) to make it easier to find your way around. When you click into the resources section, you'll find a link to the second myLearn module, which focusses on Understanding the Family Group Conferencing Practice Standards (<https://elearn.ssi.govt.nz/course/view.php?id=154131>).

The course consists of three components:

Introduction to the Family Group Conferencing Practice Standards module (introduces the standards and their purpose, and encourages reflection).

Scenario based learning modules

Course Feedback Form

Scenario based learning modules

A series of modules that allows a learner to apply knowledge and practice skills in situations that simulate real-world scenarios. Four scenarios have been developed that show how the new Family Group Conference Practice Standards can be applied:

Meaningfully Engaged Family/Whānau

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

The Right Support People
Mokopuna Voices
Engaged Victims

Course feedback form

Upon completion of the course we encourage learners to fill out the course feedback form to ensure the resource can be reviewed and improved.

In addition to serving the needs of the individual learner these online resources can also be used by Kaiwhakatara and/or supervisors and learning advisors to promote discussion within small or large groups on site.

For more information

9(2)(a)

Modernising Child, Youth and Family - update

Wrapping up the design workshops

Last week, 9(2)(a) and the Mod Squad (the Design Workshop Team) wrapped up the last of the design workshops [<http://doogle/whats-on/projects/child-youth-family/cyf-modernisation/week-in-review-archive/2014-a-week-in-review-14-11-14.html>] in Christchurch and Dunedin. Over the last two weeks, they have delivered over 20 workshops across the country, and have met with staff, NGO representatives and some of the children in our care.

For more information

Keep up to date with how the [Modernising Child, Youth and Family](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/cyf-modernisation/index.html) project is tracking and look out for regular updates and reports from our engagement sessions with staff and key stakeholders.

Health and safety scheduler reminder and newsletter

The key tasks requiring your attention in this month's [Health and Safety Scheduler reminder](http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-11-november-h-s-scheduler-reminder.docx) include:

- Conducting a Three Monthly Hazard Check
- Preparing documentation for the New Health and Safety Folder
- Taking new employees through health and safety induction training
- Checking to see if you have any incomplete work injury reports that need investigation

Health and Safety newsletter

The [November newsletter](http://doogle/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-scheduler-tasks/2014-11-november-safety-newsletter.docx) takes a look at:

- Reported Health Safety and Security incidents
- Heightened safety awareness
- Farewell to 9(2)(a)
- Preparing documents for new ZCCPP audit year
- Safer boating
- Driver safety tips
- Safety week 2014
- Thames turns it around – impact of EAP / training
- SOSHI reporting
- Phone safety on Ministry mobiles

For more information

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CYRAS release re immediate response updates, missing person templates and maintenance changes

Upcoming CYRAS changes (<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/release-notes-for-30-november.doc>) that take effect on 30 November include:

The introduction of changes to support the three areas for improvement as a result of the Workload and Casework review, including:

- an enhanced staff caseload view
- two new notifier types
- additional autopopulation of some templates

- Missing persons' templates
- Mass address change
- Incorrect address start date
- S83(1)(b) & s85 Summons by way of recall

For more information

9(2)(a)

Winner of Tuituia teasers quiz and answers

Congratulations to **9(2)(a)** for winning the Tuituia quiz.
Check out the answers to see how well you did:

1. According to the CYRAS handbook, [http://cyras-handbook.ssi.govt.nz/cyras-handbook/tuituia/index.page?](http://cyras-handbook.ssi.govt.nz/cyras-handbook/tuituia/index.page?http://cyras-handbook.ssi.govt.nz/cyras-handbook/tuituia/index.page?) what are 3 ways to access the Tuituia Assessment tool.

- from the Client Summary screen – select the Tuituia button
- from the Assessment Summary tab in Person Details – select the View button the Tuituia panel
- from the Tuituia Report Details screen – select the Details button

2 & 3. According the to the Tuituia Report <http://doogle/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/tuituia-assessment-framework-guidelines.pdf> guidelines what sections of the Tuituia Report are populated from the Tuituia Assessment tool and Where in the Tuituia Assessment Tool [\[http://doogle.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/tuituia-assessment-framework-guidelines.pdf\]](http://doogle.ssi.govt.nz/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/tuituia-assessment-framework-guidelines.pdf) do you record the information that comes into those sections of the report?

Why we are involved and what we are worried about - Summary Diagram, DRF for offending diagram, and narrative in the Summary section

Child or young person's needs and strengths

Child or young person's hopes, dreams and wishes - Hopes, Dreams and Wishes subdomain in the Mokopuna Ora Identity and Culture domain

Kaitiaki Mokopuna needs and strengths

Cultural considerations - culture & beliefs subdomain in Mokopuna Ora Identity and Culture domain and the cultural connectedness subdomain in Kaitiaki Mokopuna networks of support domain *

4. According to the Tuituia Assessment Framework guidelines <http://cyf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/resources/the-tuituia-assessment-framework-guidelines.html> what are Dynamic Risk Factors (DRFs) and which ones relate to Kaitiaki Mokopuna [\[http://cyf-practice-centre.ssi.govt.nz/documents/policy/assessment-and-decision-making/tuituia-framework-domains-and-subdomains.pdf\]](http://cyf-practice-centre.ssi.govt.nz/documents/policy/assessment-and-decision-making/tuituia-framework-domains-and-subdomains.pdf) ?

Dynamic Risk Factors are those areas known to have a causal relationship with the risk of offending and recidivist offending, and are amenable to change. The ones that relate to Kaitiaki Mokopuna are :

- Offending
- Protecting from harm and risk
- View of the child or young person; Emotional interaction
- Knowledge; parenting skills
- Supervision and oversight; role modeling; setting boundaries and consequences

5. What are the six elements of quality assessment [\[http://doogle/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/elements-of-quality-assessment.pdf\]](http://doogle/documents/whats-on/projects/child-youth-and-family-projects/tuituia-assessment-framework/elements-of-quality-assessment.pdf) ?

- Is child and young people focused
- Is timely and has purpose
- Gathers relevant information

Is free from bias

Includes careful analysis

Is recorded clearly in a useful manner

6. According to the [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] what are the ways in which the element is timely and has purpose is evidenced?

There is a planned approach to the assessment (important)

There is a clear risk statement (very important)

It is clear that the social worker is using Tuituia to inform case decisions (essential)

7. According to the [Youth justice pre-family group conference case consultation](http://cyf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/key-information/the-youth-justice-pre-family-group-conference-case-consultation.html) [http://cyf-practice-centre.ssi.govt.nz/policy/assessment-and-decision-making/key-information/the-youth-justice-pre-family-group-conference-case-consultation.html] Key Information, what is the purpose of the offending profile?

an initial screen and recording tool which also captures our pre-family group conference case consultation process.

8. What do the myLearn modules cover and where do I find them?

In the [Learning, development and getting started](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/tuituia-assessment/learning-and-development.html#myLearnmodules2) [http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/tuituia-assessment/learning-and-development.html#myLearnmodules2] section of the Tuituia home page

Module one [https://elearn.ssi.govt.nz/course/view.php?id=14928] – the Assessment Framework

Module two [https://elearn.ssi.govt.nz/course/view.php?id=14929] - Recording Quality Assessment

9. What is the [Publish Tab](http://cyras-handbook.ssi.govt.nz/cyras-handbook/investigation/tuituia-report-page?) [http://cyras-handbook.ssi.govt.nz/cyras-handbook/investigation/tuituia-report-page?] in CYRAS used for?

When a Tuituia report is approved the Publish tab will be enabled. This function allows you to tailor a version of the approved Tuituia report for a specific audience, e.g. Court.

These 'published' versions are not approved, and are not included in a Case Print report. Take care to not change the substance of the report when producing a 'published' version.

10. When using the Tuituia report as a referral for a CP FGC [http://cyf-practice-centre.ssi.govt.nz/policy/seeking-solutions-with-families/key-information/the-cp-fgc-referral.html#Tuituiaassessmentandreport2] where would you record the grounds for referral?

In the 'why we are involved & what we are worried about' section of the report

Contributing to Need 2 Know

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Need 2 Know - Issue 355

28 November 2014,

News and updates for Child, Youth and Family staff, week beginning 1 December 2014

On this Page:

Allegations against caregivers – adhering to timeframes

Dealing with complaints and allegations against caregivers can be stressful for all involved. While the safety and wellbeing of mokopuna is paramount, our responses should be respectful of the caregiver and in accordance with the principles of natural justice.

We have received feedback that some caregivers are feeling left in limbo when the investigation of allegations exceeds the policy timeframe. In some cases you might not be able to provide a resolution until a police investigation is concluded. In the meantime bear in mind the impact on caregivers ability to provide care to mokopuna (their own family/whanau as well as mokopuna in the care of Child, Youth and Family) and in some cases even be able to do their job.

It is important that we understand the difference between a complaint and an allegation against a caregiver, as our response will be different. You can use the seriousness measure in the CPR to aide decision making.

Wherever possible the policy timeframe must be met. The assessment/investigation must be completed, and the draft outcome report provided to the caregivers, within 20 working days of the report of concern being received.

The letter to the caregivers outlining the final decision, rationale and any actions required must be sent within 30 working days of the report of concern being received.

The timeframe should only be extended in exceptional circumstances. In such cases the caregiver must be informed about the delay in writing, and provided with a reasonable timeframe to expect the assessment/investigation and report to be completed.

Conversations are taking place with Police at a National Office level about how to reduce delay in these circumstances.

For more information

Further information about allegations against caregivers can be found in [CYF Practice Centre \[http://cyf-practice-centre.ssi.govt.nz/policy/allegations-against-caregivers/index.html\]](http://cyf-practice-centre.ssi.govt.nz/policy/allegations-against-caregivers/index.html).

Recording Home for Life in CYRAS - Correction to CYF procedures and manuals

An error in the guidance for [Recording Home for Life in CYRAS \[http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/recording-home-for-life-in-cyras.html\]](http://doogle/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/recording-home-for-life-in-cyras.html) was recently brought to our attention. This has now been amended.

The discharge date for a s48 parenting order under the Care of Children Act is the child or young person's **16th birthday**. A COCA s48 Order expires when a young person is of or above the age of **16** unless there are special circumstances for the court to order otherwise.

If you happen to spot something in the Practice Centre or Doogle that might need updating, let us know.

Te Aratitia Leadership Programme - CYF winners

Congratulations to the recently announced recipients of a place on the [Te Aratitia Leadship Programme \[http://doogle/working-here/learning-development/leadership-development/te-aratitia-leadership.html\]](http://doogle/working-here/learning-development/leadership-development/te-aratitia-leadership.html). This programme aims to prepare Māori and Pacific staff for their first manager role.

Child, Youth and Family recipients are:

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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

A copy of the signed [International Travel Approval Form](http://doogle/documents/resources/helping-cyf-clients/forms-templates/finance-admin/international-travel-approval-form.docx) (<http://doogle/documents/resources/helping-cyf-clients/forms-templates/finance-admin/international-travel-approval-form.docx>) should be sent to NAC with any CYRAS purchase orders that relate to travel bookings or reimbursements.

Refer to the [practice centre](http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/index.html#InternationalTravel4) (<http://cyf-practice-centre.ssi.govt.nz/policy/when-children-and-young-people-move/index.html#InternationalTravel4>) for further guidance on children and young people travelling overseas and approval levels for travel for reasons other than a holiday.

For more information

9(2)(a)

Christmas payments

These are the payment arrangements for the 2014 Christmas period:

The **8 December** board payment needs to be approved by **3:30pm** and will include the Christmas Allowance payment.

The board payment date of 22 December will be brought forward to **19 December** and must be approved by **3.30pm**. This payment will also include the clothing allowance and any catch up Christmas Allowance that didn't make the 8 December payment.

CYRAS will be available over the Christmas period but the daily payment interface between CYRAS and KEA will not be available between **29 – 31 December**. The last payment interface for 2014 is on **23 December**.

Payments that need to be made to a resource/vendor before Christmas must be received by NAC no later than **18 Dec** for processing.

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

Usual services will resume on Monday 5 January 2015.

For more information

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NAC Christmas Checklist

Before you get into full holiday mode you might want to read the [Christmas edition of NAC's newsletter](http://doogle/documents/resources/helping-staff/child-youth-family/communications/nac-xmas-2014-edition.docx) (<http://doogle/documents/resources/helping-staff/child-youth-family/communications/nac-xmas-2014-edition.docx>). Their list of helpful reminders will provide you with the peace of mind you need to have a worry free break. Here's a summary of what you'll find in the newsletter:

Make sure delegations are in place/ forms to be completed and sent to National Office finance

Ensure sufficient stationery/tearoom supplies have been ordered

Send invoices for payment no later than noon on Thursday 18 December to guarantee processing

Approve invoices in the AP1Portal by Monday 22 December

Complete and approve KEA requisitions by Wednesday 17 December to [Purchasing](http://doogle/business-groups/helping-staff/people-capabilities-resources/who-we-are/finance/nac/index.html) (<http://doogle/business-groups/helping-staff/people-capabilities-resources/who-we-are/finance/nac/index.html>)

Arrange urgent, unplanned after hours travel through Orbit Travel. Call 0800 494 646 for all staff and CYRAS travel requirements

Check that your Diesel vehicle has sufficient RUC mileage for the holiday period

Record any accidents or incidents in the [FIN1026 form](http://doogle/resources/helping-staff/forms-templates/finance/motor-vehicles.html) (<http://doogle/resources/helping-staff/forms-templates/finance/motor-vehicles.html>) and send it to NAC

For more information

The National Accounting Centre will be closed from midday Wednesday 24 December to Monday 5 January. For

9(2)(a)

eLT November 2014 – big decisions, making our resources count, and workplace bullying is not ok

If you haven't already, check out the the [MSD Leaderships Teams November update](http://doogle.ssi.govt.nz/whats-on/news/leadership-team/2014/eLT-november-2014.html) (<http://doogle.ssi.govt.nz/whats-on/news/leadership-team/2014/eLT-november-2014.html>). It outlines key work, news, decisions and progress from the Leadership Team and the governance committees.

This month's newsletter includes items about:

Big decisions on the big picture

Making our resources count

Integrity and conduct survey – workplace bullying is not ok

Updates on key projects (including the Operating Model, CYF modernisation, and the Simplification project)

Children's Action Plan - new leader for Hamilton Children's Team

Hamilton new Children's Team Director was announced this week.

Cathy Holland will take up her new role asat the end of January 2015. Cathy is currently Chief Executive of Parentline, a Hamilton-based non-government organisation providing support for children who have been traumatised by abuse and domestic violence. Prior to this Cathy has worked in a wide range of roles as a consultant and in the public sector, particularly in Health, for over 20 years.

For more information

Check out the [press release](http://childrensactionplan.govt.nz/news/hamilton-leader/) (<http://childrensactionplan.govt.nz/news/hamilton-leader/>) to find out more

Contributing to Need 2 Know

9(2)(a)

Content owner: [Child, Youth and Family](#) Last updated: 28 November 2014

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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 356

Need 2 Know - Issue 356

05 December 2014

News and updates for Child, Youth and Family staff, week beginning 8 December 2014

On this Page:

CYRAS - Issues following the 30 November release

Unfortunately several issues have arisen after the [CYRAS Maintenance Release on 30 November](#) [<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras/release-notes-for-30-november.docx>]. Please make note of the following:

Missing Persons Report

The new Missing Persons Report cannot be copied and pasted to a word document. This is impacting on the ability to email this to the police. The great news is that there is a [work-around](#) [<http://doogle/documents/resources/helping-cyf-clients/procedures-manuals/finance-admin/cyras-release-notes/2014-release-notes/temporary-fix-missing-person-form.docx>], and it is actually faster and easier than cutting, pasting, and then saving the document to your hard drive before emailing.

We will fix this problem as soon as we can but in the mean-time continue to follow the attached instructions.

Enhanced Caseload view

The new Enhanced Caseload view has introduced an issue so that all CFA phases are currently appearing as Investigation phases on staff caseloads. This is not impacting on the site 'Team Caseload View', just the 'Staff Caseload View'. This problem is not impacting on any of the other details seen on the caseload screen.

This will be fixed in the Next Maintenance Release in February.

We apologise for any inconvenience and appreciate your patience.

Auto-population

Don't forget that auto population is now available for some templates.

For more information

Please contact [9\(2\)\(a\)](#) if you require any more information about these issues.

Victims' Rights amendments come into effect 7 December 2014

The Victims Rights Amendment Bill was passed earlier this year, and comes in to effect on the 7 December. The Bill amended the Children Young Persons and their Families Act 1989 to give [new rights to victims in the Youth Justice system](#) [http://www.registration.govt.nz/act/public/2014/0036/latest/DL_M6054001.html?src=oa1]. It is important that all Youth Justice staff are aware of these changes.

The major changes are:

There are a number of changes to the Family Group Conference entitlement provisions under s251. Coordinators need to be aware of these changes, which are:

- i. The definition of victim under s2 has been expanded. The effect of the change is that the victims views (all victims) must be considered when writing social work reports as required by s334.
- ii. Section 238 has also changed, and now puts an obligation on the prosecutor to make all reasonable efforts to ascertain the views of victims in relation to types of orders made and inform the Court, and the Police must inform the victim. It is not Child Youth and Family's duty to do this, the obligation is on the Police.
- iii. Victims representatives are now able to bring support people to family group conferences.
- iv. Victims or their representatives are now entitled to be present at any Youth Court hearing, and they are allowed to be accompanied by support people (s329(ja) & (jb)).
- v. The Chief Executive must take all reasonable steps to notify each victim about any child/young person who has absconded from a residence while subject to a s283(n) Supervision with Residence order. Note that this refers to all residences (as per the definition in s2 of the Act), not just Youth Justice Residences.

The Chief Executive must notify each victim if the child or young person dies while in a custodial remand or under a s311 order.

The changes mean that Victim Advisors from the Ministry of Justice will now be contacting victims when charges are laid in the Youth Court.

For more information

The Practice Centre will be updated shortly to reflect these changes. If you have any questions please contact

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Reinvigorating FGCs - Accreditation workshops

In 2015 we are planning to hold 12 Accreditation workshops for coordinators. The first four will take place in Wellington, Auckland, Christchurch and Palmerston North respectively. At least one coordinator from each operational area will attend the first workshop. The [Reinvigorating FGCs project \(http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences-project/index.html\)](http://doogle.ssi.govt.nz/whats-on/projects/child-youth-family/reinvigorating-family-group-conferences-project/index.html) page has been updated to include resources to support these workshops, including the enrolment form, manager approval form and the workshop schedule. A set of Q&As has also been added.

For more information

9(2)(a)

Contact Centre arrangements for the holiday season

Normal business days (Non Statutory Days)

All business normally transacted by sites is referred to as business as usual on the following three days between the hours of **8am and 5pm**:

Monday, 29 December

Tuesday, 30 December

Wednesday 31 December

The Contact Centre operates normal business hours on these days, responding to all callers, transferring callers to sites and referring SW and processed work to sites as per usual.

On these days, all sites must have established internal arrangements in place to manage business. If a site is considering closing they must have cover arranged with another site including reception, duty and critical calls, voicemail messages set up for clients and fax clearance arrangements. Please be mindful that if you do decide on full site closure for these three days, clients will not receive normal services for 11 days.

Sites are reminded to update all case notes, access arrangements and safety plans before **Friday 19 December** and update new information regularly thereafter.

Normal business days then resume again on **3 January 2015**.

Statutory (Public) Holidays and After Hours

Contact Centre After Hours operations function 24 hours on the Public Holidays.

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

9(2)(a)

iPhone and iPads - Day-to-day management

The CYF iPhone and iPad Rollout has completed, with 2100 iPhones and 1150 iPads being rolled out across the country.

Business-as-usual processes for support and purchasing now apply

All support enquiries for all mobile devices should be directed to Vodafone on *777 option 9.

All individually allocated mobile phones for CYF staff should now be an iPhone. After Hours and On Call phones should be Nokias. All Blackberrys should be returned to 9(2)(a) at National Office.

Any further iPhone, iPads or accessories required at your site are to be funded from your site budget and purchased through KEA.

For future iPhone purchases – please purchase an iPhone 5S with 16Gb (<http://doogle.ssi.govt.nz/helping-you/it-help/mobility/iphone.html#iPhone5SPurchaseCatalogue51>). **Note:** Do not purchase the iPhone 5C 8GB (this has insufficient storage capacity).

For future iPad purchases – please purchase an iPad Air 5 16GB (<http://doogle.ssi.govt.nz/helping-you/it-help/mobility/ipad.html#iPadPurchaseCatalogue31>). **Note:** the Kensington iPad2/3 keyboard-cover will NOT fit the iPad Air 5 - a new keyboard-cover for the iPad Air 5 will be included in the catalogue soon.

Management of iPads and iPhones (iDevices) when staff move within CYF

The following steps will avoid unnecessary resetting and reconfiguring of devices when a staff member moves and also avoids a resource gap occurring when changes take place:

Staff members should take their iDevices when they move to another site, but only if the role they are moving to is entitled to them.

If the position they are transferring to is not allocated a iDevice i.e., if a social worker is moving into a supervisor role, they should leave it behind.

The site the staff member is transferring to should immediately send the vacant role's iDevice/s to the site the staff member is transferring from

If no iDevices are available, the site the staff member is moving to is required to fund the iDevices for the site they have transferred from.

Site Administrators:

Ensure all iDevices assigned to a departing CYF staff member are wiped/reset (<http://doogle.ssi.govt.nz/helping-you/it-help/mobility/device-wipe.html>) when returned

Complete reassignment process (<http://doogle.ssi.govt.nz/helping-you/it-help/mobility/new-connection-reassigning-mobile-device.html#RequestoreassignaMobileDeviceConnectionorVodem31>) for all iDevices that are moving between staff, sites or cost centres so that billing and Asset Register (<http://doogle.ssi.govt.nz/documents/helping-you/it-help/hardware/phones/cellphones/vodafone-asset-register.xlsx>) is correct

For more information

*Information on how to reset/wipe a mobile device, reassign a mobile device, view Vodafone asset register and more can be found on the [Mobility](http://doogle.ssi.govt.nz/helping-you/it-help/mobility/index.html) (<http://doogle.ssi.govt.nz/helping-you/it-help/mobility/index.html>) pages.

Care Matters, children's books and training manuals

The Christmas issue of Care Matters (<http://www.cyf.govt.nz/about-us/publications/care-matters.html>) will arrive in sites the week beginning 8 December, along with supplies of the children's charters and Xmas cards (for those caregivers who have not been sent an e-card because we don't have their email address).

Using prepaid MSD envelopes, please forward the following items to your caregivers:

- a newsletter
- a set of the Children's Charters
- a signed Christmas card (for caregivers who didn't receive an e-card).

This issue of Care Matters includes:

- a message from the Deputy Chief Executive
- stories about the recent Excellence in Foster Care Awards and Foster Care Awareness Week
- information about KiwiSaver for children and young people in care, including future changes
- a reminder about the Children's Charters
- an article about the importance of resilience when caring for children and young people with challenging behaviours
- guidelines for protecting the privacy of children and young people in care, which is helpful for caregivers who are approached by the media.

Christmas gift of children's books

Also included in the distribution are a set of children's books, generously donated by Wellington publisher Gecko Press. These are for children to read when they visit the sites or office.

Training manuals

Care and Protection Resource Panel training manuals will also be sent with this distribution, and have been packaged attention of the appropriate person at each site.

For more information

9(2)(a)

Practice Centre - Recording: A child's story

Recording is a vital element of good social work practice. Because it's such a priority area for our service we've created a practice session called '[Recording: A child's story](http://cyf-practice-centre.ssi.govt.nz/supervision-learning/#Practicesessions5)' (<http://cyf-practice-centre.ssi.govt.nz/supervision-learning/#Practicesessions5>) to help strengthen practice on sites.

Recording a child's story helps us understand the circumstances and events in their life within the wider context of their whanau and community. It also provides a record of Child Youth and Family's role in the child's life. Accurate recording informs our data reports, supports our commitment to data quality and integrity and is a means by which social workers can be accountable for their actions and decisions.

For more information

Learn more about how you can strengthen the quality of your practice at the [CYF Practice Centre](http://cyf-practice-centre.ssi.govt.nz/) (<http://cyf-practice-centre.ssi.govt.nz/>).

iKnow newsletter - December issue

In [this month's issue](http://doogle.ssi.govt.nz/helping-you/it-help/hardware/iknow-newsletter.html#December20141) (<http://doogle.ssi.govt.nz/helping-you/it-help/hardware/iknow-newsletter.html#December20141>) of iKnow:

Control Center - learn how to get to the control centre from the bottom of your iPad or iPhone

Take selfies on a timer - use the shutter timer to include yourself in your photos

App of the month - Kindle

Access Global Directory/Contacts on your iPad or iPhone - tip for quickly locate people on your device

Health App - an easy-to-read dashboard of your health and fitness data

iOS8.1.1 Upgrade - latest version for iOS8.

For more information

If you'd like to learn more about your iPad or iPhone and have this included in upcoming issues of iKnow, please email IT_Training@msd.govt.nz (mailto:IT_Training@msd.govt.nz).

Contributing to Need 2 Know

9(2)(a)

Content owner: Child, Youth and Family Last updated: 09 December 2014

Need 2 Know - Issue 357

12 December 2014.

On this Page:

Residential admissions and escorting young people during the Christmas/New Year period

The process for all residential admissions from 24 December 2014 until 5 January 2015 is as follows:

Care and Protection Admissions

There will be no long term bed allocations from close of business on 24 December 2014 until 5 January 2015.

In an emergency, please use the early admission approval process - the RD phones the GM Residential Services to discuss the case and establish whether the young person can be accommodated.

YJ Admissions

National Office admissions will be closed for the Christmas/New Year period from 24 December 2014 and will open again on 5 January 2015.

Any young people arrested between 24 December 2014 and 5 January 2015 may be placed in a youth justice facility if:

- they have been arrested and are due to appear before a court or have 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

Note that where the Police require a transfer of custody to CYF under Section 235, this requires us to detain a young person "by a SW" or in a residence, or "under the care of a suitable person approved by the SW." Placement at a YJ Residence is therefore not mandatory.

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.

Please see the key contact details below for any admissions to residences.

Alternatively, the residence can be contacted via 0508-FAMILY, Option 2, then select your local residence.

Escorting young people

Up to 24 December 2014, residential escorting will be business as usual. Residential Services will not be able to carry out escorts over the statutory days and will have limited capacity for escorting over the non-statutory days (29-31 December 2014). In the first instance, local sites should 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
Northern/Auckland	Korowai Manaaki	From 19-Dec to 25-Dec	9(2)(a)	
		26-Dec		
		From 27-Dec to 01-Jan		
		From 02-Jan to 05-Jan		
Midlands	Te Maioha	From 24-Dec to 26-Dec		
		From 27-Dec to 28-Dec		
		From 29-Dec to 01-Jan		

		From 02-Jan to 04-Jan
Central	Te Au rere	From 24-Dec to 05-Jan
		From 24-Dec to 05-Jan
		25-Dec, 26-Dec and 29-Dec
Southern	Te Puna Wai	27-Dec and 30-Dec
		28-Dec, 31-Dec and 01-Jan

9(2)(a)

For more information

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Young people in cells - preparation for after-hours arrests and the Christmas and New Year period

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 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 above 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, date of birth and what have they been arrested for?

What time was the young person arrested?

When is the intended appearance in court?

Have the parents or caregivers of the child or young person been informed of the arrest and if they are likely to visit their young person down at the Police station?

If so, who and what was the contact number?

Where applicable, what has been the outcome of approaches to family/whanau or significant others for an alternative placement

The Contact Centre calls out 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.

With police they should also further 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

9(2)(a)

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.

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://govt.practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/resources/process-for-completing-police-checks-on-foster-and-adoptive-applicants.html#Caregiverassessmentinanafterhourssituation4) (<http://govt.practice-centre.ssi.govt.nz/policy/caregiver-assessment-and-approval/resources/process-for-completing-police-checks-on-foster-and-adoptive-applicants.html#Caregiverassessmentinanafterhourssituation4>).

For more information

9(2)(a)

Police Vetting – consent form process

The Police have asked us to reinforce some aspects of the police vetting consent form process, which has been in use since September 2014 (refer [Need to Know issue 345](http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-345.html#NewPolicevettingforms11) (<http://doogle.ssi.govt.nz/whats-on/news/business-groups/child-youth-family/need-2-know/2014/need-2-know-issue-345.html#NewPolicevettingforms11>)).

It's critical that the entire form is completed, including the confirmation of evidence of ID on page two of the form.

If a copy of the consent form is requested, all four pages of the consent must be scanned and sent to the Police.

If you have queries about acceptable ID you can contact the vetting team on 04 474 9415, or queryme@police.govt.nz (<mailto:queryme@police.govt.nz>) for non-urgent enquiries.

If you have any queries about specific results or would like further information relating to anything that the Police have released, then you can send your queries to qa.vetting@police.govt.nz (<mailto:qa.vetting@police.govt.nz>) and one of the management team will assist you.

For more information

9(2)(a)

Child Support applications for mokopuna in care

There are currently a large number of outstanding Child Support applications. These applications are a way of ensuring parents contribute to the cost of caring for their tamariki.

The process is triggered after mokopuna in out-of-home placements have been in care for 12 weeks. Your Regional Administration team will contact you when a mokopuna becomes eligible, asking for your support to make the application. Your prompt response to this request is appreciated.

For more information

9(2)(a)

More data tidying

There have been a number of Need 2 Know messages recently about recording and data. Many recording and data issues have been highlighted by the KiwiSaver project, which requires accurate information to be able to make an enrolment application to the bank. There are also a number of projects working on amendments to the Children, Young Persons and Their Families Act 1989 which will also rely on accurate and complete recording and data.

If you are using any time over the Christmas period to catch up on recording and filing, please also take the time to check the basic information recorded for your mokopuna in care. Some things to focus on are:

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

Checking the legal status screen – we are finding examples of legal orders where despite being discharged, a discharge date has not been entered in CYRAS. This means these legal orders are still being reported upon. Have a look at the legal status screen in person details. Are the correct orders recorded? Do any need an end date? Any duplication of orders should also be closed, as this often leads to confusion later on.

Recording nationality – in some instances, children and young people who are foreign nationals have this recorded as their ethnicity, but not their nationality. Ethnicity is for recording the ethnic background of mokopuna, but this is different from recording nationality. If mokopuna were born in a foreign country or hold a foreign passport please ensure this is recorded in the nationality field.

Recording when a parent passes away – to ensure we do not send correspondence to a deceased parent. When you are aware of a parent or guardian passing away, please make sure a deceased date is recorded in their person details.

Addresses for parents of mokopuna in care – to enable correspondence to get to the right people, it is also important to make sure that the addresses of parents of mokopuna in care are kept up to date.

For more information

9(2)(a)

Message from Brendan – Building Blue

If you haven't already, check out Brendan's Building Blue presentation to a conference of other organisations who are also trying to develop their culture. It's loaded as a series of small video clips – covering everything from the All Blacks' culture to the Ashburton tragedy.

There's also some new resources and activities to use with your team on Building Blue.

[Check out Brendan's presentation on doogle \[http://doogle.ssi.govt.nz/working-here/working-for-us/building-blue/videos.html\]](http://doogle.ssi.govt.nz/working-here/working-for-us/building-blue/videos.html).

[Resources and activities to help you and your team to build blue \[http://doogle.ssi.govt.nz/working-here/working-for-us/building-blue/index.html\]](http://doogle.ssi.govt.nz/working-here/working-for-us/building-blue/index.html).

For more information

Check out the [Building Blue \[http://doogle.ssi.govt.nz/working-here/working-for-us/building-blue/index.html\]](http://doogle.ssi.govt.nz/working-here/working-for-us/building-blue/index.html) page on doogle, or if you have any queries, please email buildingblue@msd.govt.nz [<mailto:buildingblue@msd.govt.nz>]

Safety Schedule Reminder

The [Safety Schedule Reminder for December \[http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-schedule-tasks/2014-12-december-h-s-scheduler-reminder-national-office.docx\]](http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-schedule-tasks/2014-12-december-h-s-scheduler-reminder-national-office.docx) and [January is out, together with December's MSD H&S newsletter \[http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-schedule-tasks/2014-12-december-safety-newsletter.doc\]](http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-management-and-programmes/safety-schedule-tasks/2014-12-december-safety-newsletter.doc) which includes some timely reminders for the festive holiday season.

This month looks at:

- Reported Health Safety and Security incidents
- Reporting culture
- Creating "must view notes"
- Managing SOSHI incidents while manager is out of the office
- Decreased drink driving limits
- Contractor management
- Where do I work? Region reporting in SOSHI
- Preparing for the silly season
- Health and Safety Rep elections
- HSS contacts over holidays
- Free defibrillator training
- Tips for keeping safe on holiday

For more information

9(2)(a)

Community Investment update

The latest news from Community Investment is out in their [December update](https://www.msd.govt.nz/about-msd-and-our-work/newsroom/stories/community-investment-update/index.html) [https://www.msd.govt.nz/about-msd-and-our-work/newsroom/stories/community-investment-update/index.html], which has been sent to all MSD providers

As well as a message from Murray, it includes news on the Community Investment trials and celebrates the KickStart breakfast programme.

Contributing to Need 2 Know

This is the last Need to Know for the year. The first Need 2 Know of 2015 is due out in the week beginning

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