

2 JUL 2018



**ORANGA
TAMARIKI**
Ministry for Children

Ms Marie Schaumkel
fyi-request-7985-db5bb553@requests.fyi.org.nz

Dear Ms Schaumkel

Thank you for your email of 4 June 2018 to Oranga Tamariki—Ministry for Children (Oranga Tamariki), requesting the following information under the Official Information Act 1982 (the Act):

all information pertaining to CYF "Policies and Procedures" specifically for but not limited to...

1. *Allegations/Notifications/Risk Assessment protocol.*
2. *Client Care and Protection protocol.*
3. *Client "Return Home" plan protocol.*
4. *Client "Permanent Placement with Family" plan protocol.*
5. *Client "Home for Life" plan protocol.*
6. *Cultural considerations of clients/children protocol.*
7. *Employment/vetting/referee checks/induction/training of competent staff protocol.*
8. *Child/s needs/wants and interests protocol.*
9. *Abuse of children in CYF care protocol.*
10. *Cultural appropriateness of services for ethnic minority Clients protocol.*
11. *Complaints/grievances from Clients in CYF care protocols.*
12. *Complaints/grievances from parents that have children in CYF care protocols.*
13. *Health and Safety of Clients in CYF care protocol.*
14. *Management structure and systems protocol.*
15. *Financial management structure and systems protocol.*
16. *Organisational "Policies and Procedures" monitoring protocol.*
17. *Appointment of "Director of the Service" protocol.*
18. *Client intake and assessment protocol.*
19. *Client planning protocol.*
20. *Client program protocol.*
21. *Client "Care Placement" protocol.*
22. *"Conclusion of Service" protocol.*
23. *Client record keeping protocol.*
24. *Service provision review and evaluation protocol.*

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25. *Service planning protocol.*
26. *Client planning protocol.*
27. *Formal intervention plans protocol.*
28. *Philosophical base protocol.*
29. *Competency framework for practice excellence protocol.*
30. *Performance Appraisal protocol.*
31. *Staff integrity protocol.*
32. *Emergency Procedures incl. Fire and Earthquake, Missing Children protocol.*
33. *Excursions and Transport protocol.*
34. *Client Access to telephone protocol.*
35. *Client accidents on Ministry premises protocol.*
36. *Incident report protocol.*
37. *Staff to Client ratio protocol.*
38. *Privacy policy protocol.*
39. *Parental rights to information pertaining to their child protocol.*
40. *Emergency procedures protocol.*

On 11 June 2018, we responded to you to inform you that "as currently framed, your request for all information pertaining to all CYF policies and procedures is likely to be refused under section 18(f) of the OIA, as the information requested cannot be made available without substantial collation and research. All information pertaining to policies and procedures is a very broad request which encompasses much of the information held by Oranga Tamariki. I note that you have identified 40 specific protocols of interest, but that you have also noted that your request is not limited to those 40 protocols. Furthermore, 'policies and procedures' can range from organisation-wide policies to site-specific procedures designed to enact those policies."

We noted that, as per section 18B of the OIA, we would like to assist you to make your request in a manner that would remove the reason for refusing your request. We suggested that, in the first instance, you take a look at the policies that Oranga Tamariki has already published online. These can be found under the *Policy* tab at <https://practice.orangatamariki.govt.nz/>.

Further information about what we do and how we do it can be found on our website <https://www.orangatamariki.govt.nz/>.

We noted that once you have reviewed the publicly available information, you may be better placed to specify what further information you are interested in receiving.

You have not contacted us to discuss or refine your request. I am now refusing your request under section 18(f) of the Act, as the information requested cannot be made available without substantial collation. I have considered extending the time for response or imposing a charge; however I have determined the greater public interest is in the effective and efficient administration of the public service.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@ot.govt.nz.

If you are not satisfied with this response, you have the right to ask an Ombudsman to review this decision. Information about this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Yours sincerely



Steve Groom
General Manager Public, Ministerial and Executive Services